



Targeted Compliance Framework Reference Guide

1 July 2018





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Introduction

Introduction

Participation for payment

Job seekers must attend and participate in a variety of requirements in exchange for their Income Support Payment.

These requirements may include:

- Appointments with their employment services provider
- activities that will help them to cultivate new or existing skills, and that will help to develop work-like behaviours
- other Appointments with local service providers.

In addition to these requirements, some job seekers also need to:

- look for different types of paid work and submit evidence of searching. Job seekers will use a range of methods to search, including formal applications (online and locally) and cold canvassing
- accept referrals to and attend Job Interviews that have been arranged by their employment services provider
- accept suitable paid work when it is offered.

Terminology

In this guide, anyone who must participate in these requirements in return for their Income Support Payment is referred to as a **job seeker**.

These requirements are also called **Mutual Obligation Requirements**. Both terms will be used in this guide but refer to the same thing.

Requirements must be outlined in a job seeker's Job Plan

Job seekers' requirements are outlined in:

- the Job Plan for Participants in jobactive and Disability Employment Services
- the Participation Plan for Participants in ParentsNext.

Job seekers' Job Plans include everything they must do in return for their Income Support Payment. However, the details of a requirement—such as days, times and places—will be recorded in the Calendar. Employment services providers must issue formal Notification to job seekers for any requirement, and this Notification must include all of these details.

Terminology

In this guide, the Plan that a job seeker must agree to and that outlines the Mutual Obligation Requirements they must meet in return for Income Support Payment is referred to as a **Job Plan**.

The Targeted Compliance Framework

Background

From 1 July 2018, the Targeted Compliance Framework replaces the current Job Seeker Compliance Framework, and will:

- focus resources and financial penalties on job seekers who persistently and wilfully do not comply with requirements
- provide protection for vulnerable job seekers by ensuring their requirements match their capabilities
- apply to all job seekers with Mutual Obligation Requirements, excluding Community Development Programme Participants.

Why the change?

- The current compliance framework is difficult to understand and administer consistently.
- Most job seekers are not wilfully and persistently non-compliant. For those that are, or who are not genuinely looking for work, there need to be real penalties to deter future non-compliance and encourage job seekers to meet all requirements.
- The Targeted Compliance Framework provides improved protections for the most vulnerable job seekers to assist them in successfully meeting their requirements.

What is changing?

Targeted penalties

Job seekers will not face immediate financial penalties for non-compliance with most of their requirements. Instead payment suspension will be used as a lever for job seeker contact and to encourage job seekers to meet requirements and re-engage.

Where a job seeker fails to accept or commence a suitable job, leaves a job or is dismissed for misconduct, immediate financial penalties may be applied. This means the most severe penalties can be applied for the most serious types of non-compliance.

Only job seekers who are capable of meeting their Job Plan requirements and are knowingly and willingly non-compliant will face financial penalties for Mutual Obligation Failures.

A reinforced safety net

For job seekers who continually fail to meet their Mutual Obligation Requirements, the Targeted Compliance Framework introduces mandated Capability Interviews with Providers and Capability Assessments with DHS. These contacts serve as additional opportunities for job seekers to disclose any reasons or circumstances preventing them from meeting their Job Plan requirements, and they are in place before job seekers move towards potential financial penalties for failing to meet requirements.

If a job seeker is being asked to meet requirements that are beyond their capacity, their Job Plan will be updated to be more appropriately tailored to them.

Introduction of personal responsibility

Job seekers who are found to be capable will be required to record or report their own attendance at their requirements. There will also be greater focus on job seekers taking responsibility for looking for work and applying for jobs each month. This will give job seekers complete control over their return to work journey and will help to develop more work-like behaviours.

More transparency

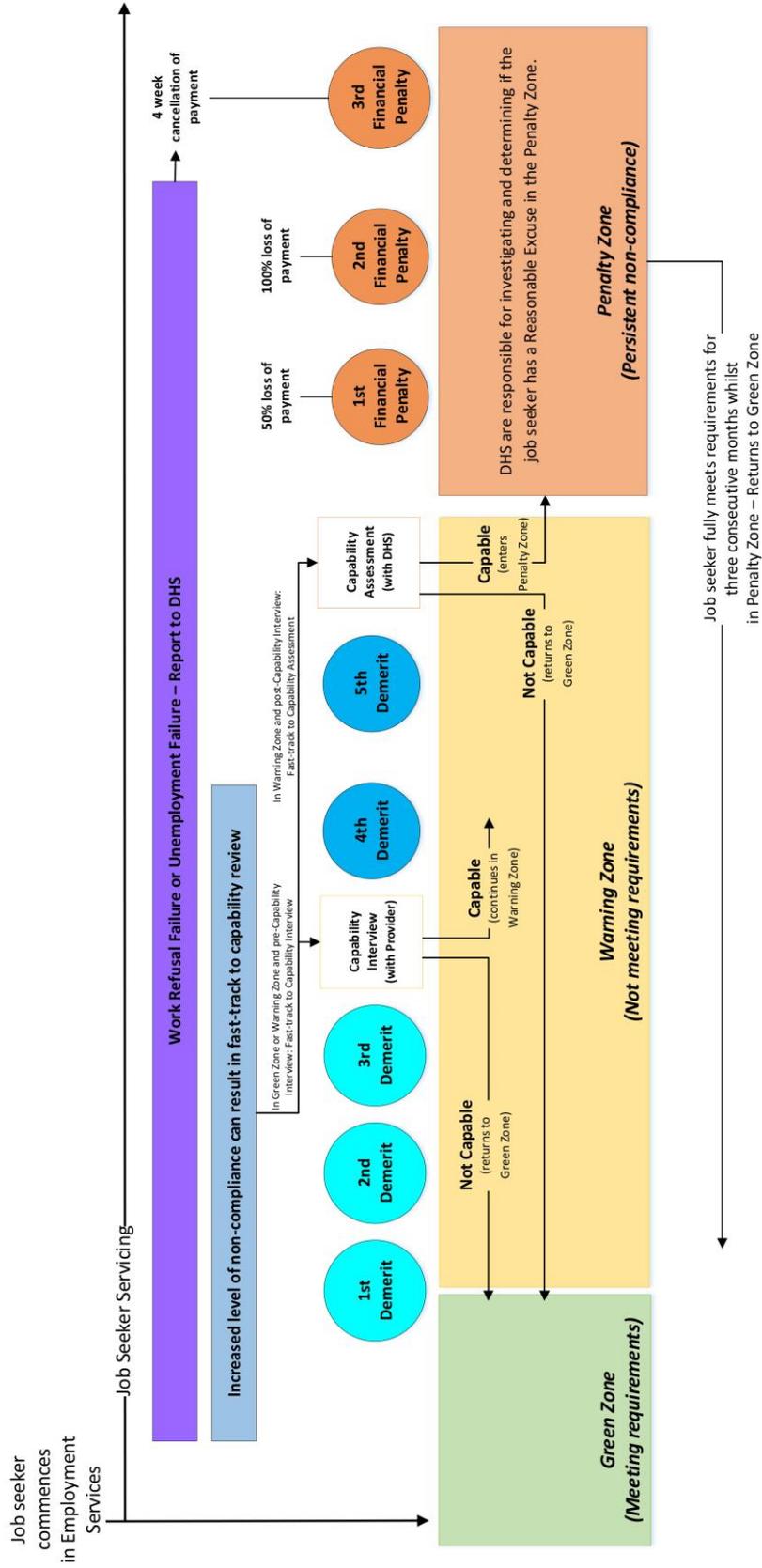
Job seekers will be given the visibility, tools and information they need to see, understand, and manage their own obligations and their own place in the compliance framework. They will be able to see the requirements they must meet, which compliance zone they are in, and the details of any Demerits or penalties incurred. This will be through the Job Seeker App, jobactive website and, as always, their Provider.

In moving to the new Targeted Compliance Framework, what are the shifts in focus?

A number of enhancements and benefits are being made as part of the Targeted Compliance Framework:

- *Less administration, more automation*—system processes will be streamlined and automated to make the setting of requirements and reporting of non-compliance much simpler.
 - *More regular contact with job seekers*—job seekers will need to report each attendance and discuss incidents of non-compliance with their Providers, meaning more regular engagement.
 - *More job seeker responsibility*—job seekers will be able to see upcoming requirements more clearly, and will have responsibility for recording their own attendance at these.
 - *System enhancements to support quality servicing*—changes to the IT System will not only support the new compliance framework, but will simplify job seeker information for quicker decisions and actions across all aspects of servicing.
-

The Targeted Compliance Framework: visual representation



The three zones

The three zones

The Targeted Compliance Framework comprises:



The Green Zone

All job seekers will begin in the Green Zone. To stay in this zone, job seekers must meet all of their Mutual Obligation Requirements. This means:

- agreeing a Job Plan
- attending and behaving appropriately at Provider Appointments, Third Party Appointments, Activities, and Job Interviews
- meeting their Job Search Requirement on time
- acting on Job Referrals
- recording/reporting their own attendance
- giving their Provider prior notice if unable to meet a requirement

Payment suspension is used as a lever to encourage job seekers to re-engage with their Providers following any non-compliance, but job seekers will not accrue Demerits where they have a Valid Reason.



The Warning Zone

Job seekers enter the Warning Zone when they commit a Mutual Obligation Failure without a Valid Reason and have accrued a Demerit. Demerits will individually expire after six active months. Payment suspension until re-engagement will continue to be used to keep job seekers engaged.

Job seekers will be required to participate in capability reviews once they have accrued three and five Demerits in a six-month period: at three Demerits, they will attend a Capability Interview with their Provider; at five, they will participate in a Capability Assessment with DHS. Job seekers may also be fast-tracked to the relevant review for Job Interview and Job Referral failures.

The purpose of capability reviews is to evaluate whether a job seeker's Job Plan is appropriate to their personal circumstances and level of capability. If a job seeker is found to be not capable of meeting their requirements, their Demerits are reset to zero and they are returned to the Green Zone. If they are found to be capable, they progress towards the Penalty Zone.



The Penalty Zone

Job seekers will enter the Penalty Zone after they have had a Capability Assessment and have been found capable by DHS of meeting their Job Plan requirements. Providers must report all non-compliance to DHS after they have assessed the job seeker did not have a Valid Reason for the failure.

Job seekers will incur financial penalties where they do not have a Reasonable Excuse—either following DHS investigation or job seeker acceptance of the penalty. Job seekers will experience escalating financial penalties with each event of a Mutual Obligation Failure. The **first failure** results in a 50% reduction of fortnightly Income Support Payment; **second failure** results of 100% reduction of fortnightly Income Support Payment; **third failure** results in payment cancellation and a non-waivable four-week preclusion period.

Job seekers will exit the Penalty Zone and return directly to the Green Zone once they have met all of their requirements for three active months.

In any zone: Work Refusal and Unemployment Failures

At any time while job seekers are receiving an Income Support Payment, their payment will be cancelled and they will serve a four-week preclusion period if they commit a Work Refusal Failure or an Unemployment Failure.

Work Refusal Failure

A job seeker fails to accept or commence suitable work.

Unemployment Failure

A job seeker voluntarily leaves a suitable job without good reason or has been dismissed from a suitable job for misconduct.

Personal Responsibility

Personal Responsibility: overview

What is Personal Responsibility?

Personal responsibility is a key part of the Targeted Compliance Framework. It highlights that, in return for an Income Support Payment, job seekers must take responsibility for meeting all their Mutual Obligation Requirements.

To demonstrate personal responsibility, job seekers will need to:

- be aware of all upcoming requirements
- attend or participate in requirements or advise prior if they are unable to do so, and
- record or report their own attendance at all requirements, except Provider Appointments (Providers will be responsible for this).

Job seekers who are capable of doing so, will have the Job Plan code **PA03** ('Personal Responsibility to Report and Record Attendance') included in their Job Plans.

How will job seekers be supported to take on greater personal responsibility?

The Job Seeker App and the Dashboard on the jobactive website will give job seekers greater visibility and control over their requirements and their place in the compliance framework. Job seekers will have:

- a clear and accurate indication of which compliance zone they are in—the Green Zone, Warning Zone or Penalty Zone
- visibility of all the requirements they must meet in a simple To Do List and shared Calendar, including:
 - agreeing to a Job Plan
 - applying for jobs
 - acting on Job Referrals
 - attending Appointments, activities or Job Interviews scheduled by their Provider
- visibility of any requirements they have not met, immediate notification when their payment is suspended, and easy-to-access information on what they need to do to restore payment
- the ability to record their own attendance at Third Party Appointments, Job Interviews and activities
- the ability to report Job Search efforts online, keep track of how many applications they have submitted or still need to complete, and remind themselves of when these efforts are due
- the ability to report they have acted on a Job Referral
- the ability to create Personal Events to reflect a period of time they have other commitments they would like their Provider to take into consideration when scheduling their requirements.

Assessing job seeker capability to record attendance

Why does capability have to be assessed?

The Targeted Compliance Framework requires job seekers to record or report their own attendance at most requirements as part of taking on personal responsibility. However, some job seekers may have personal circumstances that would prevent them from being able to do this reliably.

All Job Plans will have the code 'Personal Responsibility to Report and Record Attendance' (PA03) as a default. This commitment states:

"I agree to take responsibility to report and/or record my attendance at requirements set out in my Plan by close of business on the day of the requirement. I understand that if I am unable to record my own attendance using available technology, I am required to contact my provider by close of business on the day of the requirement to ensure my attendance is recorded. I understand that if I do not ensure my attendance is recorded, my payment will be affected."

Providers must make an assessment about job seeker capability and capacity to record/report their attendance and, based on this assessment, choose to keep the code in the job seeker's Job Plan or remove it.

How is capability assessed?

A job seeker would normally be assessed as being capable if they:

- have the physical ability to record/report their own attendance
- have the literacy skills to read, understand and record/report their own attendance
- have regular access to reliable technology
Such as a smartphone or a computer (personal, public or at their Provider's office)
- have access to a telephone and the ability to call their Provider and report their attendance
- have the ability to speak to their Activity Supervisor to request attendance be recorded on their behalf
- understand the requirement to record/report their attendance at requirements and the consequences of not doing so.

Note: all of the above do not need to be met for the job seeker to be considered capable of this requirement.

What if a job seeker isn't capable of recording/reporting their attendance?

If the Provider does not think the job seeker has some of these attributes, the job seeker may be considered not capable of meeting this requirement.

In this case, the Provider must remove the Job Plan code PA03 from the job seeker's Job Plan.

The Provider is responsible for recording the job seeker's attendance, including:

- monitoring their daily attendance at all requirements
- following up on non-attendance immediately
- recording attendance results in the Department's IT System by close of business on the day of the requirement.

Providers will be aided by the Department's IT System in following up with these job seekers on a daily basis through widgets, Noticeboard messages and reports.

*Note: even when job seekers do not have the PA03 code in their Job Plan, they **are still required to assist their Provider**, including by being available for or initiating contact with their Provider to ensure their attendance is recorded that day.*

What if a job seeker's capability changes?

While a job seeker is engaged in employment services, their personal circumstances may change. When Providers become aware of these changes, they should consider whether the job seeker's capability to record and report attendance has been affected.

Depending on whether this means the job seeker is now capable of taking on this responsibility or is no longer capable, the **PA03** Job Plan code needs to be appropriately added or removed from the job seeker's Job Plan.

Note: regardless of whose responsibility it is to record attendance at Third Party Appointments, Job Interviews and activities, it must be recorded by close of business on the day of the requirement. Otherwise, the job seeker's payment will be suspended overnight.

Recording and reporting attendance

What's the difference between recording attendance and reporting attendance?

Recording	Reporting
<p>Job seekers will record their own attendance via the Job Seeker App or the jobactive website using a smartphone, tablet or computer.</p> <p>This may include entering a passcode or scanning a QR code as evidence of their presence at the requirement.</p>	<p>Job seekers will report their attendance to their Provider or an Activity Supervisor at their requirement to ensure it is recorded on their behalf.</p> <p>This involves calling and speaking to someone in the organisation who can record the attendance result.</p>

What are the methods of recording?

Evidence is required to confirm attendance

The Department's IT System will create a unique passcode or QR code for each activity on each day. This code will be sent to the activity's Supervisor based on the contact details Providers have recorded in the system.

The Supervisor will need to make these details available to job seekers who participate in the activity as they will need to input the code via the Job Seeker App or jobactive website to have their attendance marked off.

If an activity runs for more than four hours, the system will create two distinct codes and send these to the Activity Supervisor. The job seeker will need to record both codes for attendance to be recorded for the whole requirement.

Evidence is not required

To confirm attendance at Third Party Appointments, Job Interviews and other activities, job seekers will visit their Dashboard via the Job Seeker App or jobactive website. Job seekers will be asked to 'click the attendance button' to acknowledge that they were present and participated in the requirement. This method does not require evidence like a passcode.

Overriding recorded attendance

Using the Supervisor App

Providers and Activity Supervisors using the Supervisor App can record 'Did Not Attend', which will override any 'Attended' result recorded by a job seeker. This may be necessary when a job seeker confirms their attendance but the Provider or Activity Supervisor knows, for example, that:

- They left the requirement early
- During the requirement, they behaved inappropriately
- They didn't attend the requirement at all

Using the Department's IT System

Providers will be able to record and override any attendance results entered by either job seekers or Activity Supervisors. The Department's IT System will keep a history of who has recorded each result to assist with monitoring.

When will a capable job seeker report their attendance instead of recording?

Even when job seekers are found capable of *recording* their own attendance, there may be times they do not have access to the required technology. For example, they may have forgotten to bring their phone to the activity, their phone may be broken, or they may not have access to the internet.

In these instances, job seekers are still responsible for *reporting* their attendance to their Provider or an Activity Supervisor to ensure that their participation has been recorded for that day.

All job seekers are expected to do all they can to assist their Provider, including being available for or initiating contact with their Provider to ensure their attendance is recorded that day.

What happens if attendance is not recorded?

If an attendance result has not been recorded by close of business on the day of a requirement, job seekers will have their payment suspended overnight. They will receive a notification of this suspension the next day.

This will only happen when the requirement is:

- an activity
- a Third Party Appointment
- a Job Interview.

Job seekers are not able to record their attendance at Provider Appointments—only Providers are responsible for this. If Providers fail to record a job seeker's attendance for a Provider Appointment, there will be no impact on the job seeker's payment.

Providers will not be able to record attendance results once the day of the Appointment has passed, except in the case of Initial Interviews. After an Initial Interview, Providers will have five Business Days to record a result.

Job seeker fact sheet: the removal of Discretion

Participation in return for income support is your responsibility

On 1 July 2018, the Targeted Compliance Framework will replace the current compliance framework.

The new compliance system focuses on applying financial penalties only to the most non-compliant job seekers and providing support, and protection, for the majority of job seekers, who do the right thing. As a result the new system will also change *when* and *how* you communicate with your employment services provider.

What happens when I don't meet my requirements?

The new system means if you don't meet a requirement your payment will be suspended and if you don't give your provider a good reason, or advise beforehand when you could have, you'll accrue Demerits for up to five missed requirements. Once you re-engage with your Provider, that payment suspension will be lifted, and you won't have lost any of that money, but the Demerit will stay on your record.

Payment suspensions and Demerits are to encourage you to re-engage with your Provider, as you must participate in return for your Income Support Payment.

If you consistently do not meet your requirements without a good reason, you will lose money, through a financial penalty.

When could I face financial penalties?

Only job seekers who regularly miss their requirements, or actively refuse work, could face financial penalties, but before that happens, there will be many opportunities to make sure that the requirements are appropriate.

What if I have a good reason for not meeting a requirement?

Everyone's circumstances are different, and your Providers will still take that into account. Just like if your Provider were your employer, let them know as soon as you can if you are going to miss (or have missed) a requirement.

Before the requirement

Tell your Provider beforehand if you are unable to meet a requirement, just like you would tell an employer if you couldn't come to work. If you have a day of work coming up, or you have a medical appointment, or there's something else preventing you from meeting requirements—tell your Provider.

After the requirement

If you don't meet a requirement, when you talk to your Provider they will consider the reason for not meeting the requirement, as well as whether you could have told them beforehand. You only have a valid reason for missing a requirement if you have a good reason for not attending, and you couldn't have made contact beforehand. For example, if you have an extra shift come up at work, that's a good reason but if you find out about the shift with enough time to call your Provider, and don't tell them, this isn't a valid reason.

How will these changes affect my servicing arrangements with my Provider?

To ensure a fair and consistent system, and to make sure everyone meets all their requirements whenever possible, Providers have to report every time you miss a requirement without a valid reason.

Although Providers used to have the option to mark that you missed a requirement without a valid reason, but not use the compliance system, that option is no longer available.

That means that every time you don't meet a requirement, your payment will be affected.

What kind of support will I have now to meet all my requirements?

The changes give you a lot more control over managing and meeting your requirements.

On your Dashboard on the jobactive website you're going to share a Calendar with your Provider, and there you'll see all the things you have to do to receive your Income Support Payment—and when. You'll be in charge of recording your own attendance at your activities if your Provider assesses that you're capable of doing that. You'll be able to create Personal Events in your Calendar, so your Provider can see when you're busy—for example, when you're working or have pre-arranged caring duties.

This means you now have a lot more information about what you need to do and when, but you will also have information online about where you stand in the new compliance system, so you can avoid impacts to your payment.

You'll also be able to download the Job Seeker App to keep an eye on this information on the go.

Above all else, your Provider is there to help you. If you are having trouble with your requirements, or if you don't understand the new Dashboard, or if you just need help with something, talk to your Provider. They will work with you to set you up for success.



Your online dashboard—
know where you stand.



From 1 July 2018 there will
be a new compliance system.

From 1 July 2018, you can use your online dashboard to keep track of your mutual obligation requirements:

- Record the jobs you have applied for.
- Check your To-Do list.
- Confirm appointments, activities and job interviews that you attended.
- See any demerits and financial penalties and the reasons for getting them.

Online dashboard

You can link **Australian JobSearch** to your services in **myGov** to access the jobactive website. You can also download the **jobactive Job Seeker app** to your device or phone.

Login to myGov then click on the 'Australian JobSearch' button.

If you can't see the 'Australian JobSearch' button click 'link to another service' and select 'Australian JobSearch'.

Follow the prompts to set up an account.

What to do next

Talk to your provider about the new compliance rules and get help to access the dashboard.

It's important you understand:

- what your requirements are and how to meet them
- when and how the new system is applied
- how the new rules can affect your payments.

Want more information?

- Go to jobactive.gov.au
- Call the National Customer Service Line on **1800 805 260**

Do you need help with this information?

If you need an interpreter, please call the Translating and Interpreting Service (TIS) on **131 450*** and ask for the Employment Services Information Line on **13 62 68***.

If you are deaf, or have a hearing or speech impairment, you can use the National Relay Service. For more information, visit relayservice.com.au*

** Note that call charges apply for calls to '13' and '1800' numbers from mobile phones.*

You need to know about these changes if you have mutual obligation requirements in jobactive, Disability Employment Services and ParentsNext.

There are some key changes

- You will get demerits if you don't meet your requirements and you could lose some or all of your payments.
- A new online dashboard will help you manage your requirements in your Job Plan or Participation Plan.

From 1 July 2018, three images on your online dashboard will show you where you stand:



Meeting your requirements



Warning
You have demerits.



Financial Penalties
You have not met your requirements and have more than 5 demerits. You will start getting financial penalties and may lose your payments.

Talk to your provider if you don't have a computer or the internet. They will help you record your requirements.

Check your status – what do the symbols mean?



Meeting your requirements

You will see this on your online dashboard when you meet all of your requirements, like attending your activities and appointments, doing your job search, and attending job interviews.

- Use the dashboard to record the jobs you have applied for.
- Check your To-Do List.
- Confirm the appointments, activities and job interviews you have attended.

If you miss a requirement your payment will be suspended until you re-engage with your provider and you may get a demerit. But you will not lose payments.

Important!

Stay in the Green Zone - tell your provider ahead of time if you can't meet your requirements.



Warning (1 to 5 demerits)

It's time to take control. You will see this on your dashboard when you have not met your requirements and you have demerits.

You will receive demerits if you don't have a valid reason and you do not:

- Agree to your Job Plan or Participation Plan.
- Complete your Job Search.
- Attend or behave appropriately at appointments with your provider and other organisations.
- Attend or behave appropriately at your activity.

Each demerit lasts 6 months and then expires.

If you miss a requirement your payment will be suspended until you re-engage with your provider. But you will not lose payments.

Important!

To move back to the Green Zone, you have to meet all your requirements until your demerits expire.



Financial Penalties

You will see this on your dashboard when you have moved to the Penalty zone.

In this zone, you will get financial penalties if you don't meet your requirements.

- The first time you fail to meet your requirements you will lose 1 week's pay.
- The second time you fail to meet your requirements you will lose 2 weeks' pay.
- The third time you fail to meet your requirements your payment will be cancelled and you will have to wait 4 weeks before you can re-apply.

Important!

You have to meet all your requirements for 3 months to move back to the Green Zone.

Provider and Centrelink reviews

In the warning zone, if you get **3 demerits** you will have a Capability Interview with your provider. If you get **5 demerits** you will have a Capability Assessment with Centrelink.

You will have a chance to discuss the reasons you haven't met your requirements, identify issues, and review your Job Plan and make sure you can meet your requirements.

If Centrelink decides at a Capability Assessment you can meet your requirements, you will move to the Penalty Zone where you will lose money if you do not meet your requirements.

Payment cancelled anytime, 4 week wait to re-apply if you...

fail to accept or start a suitable job or if you leave a suitable job or are dismissed for misconduct without a good reason.

New compliance system from 1 July 2018

Know where you stand and how the new rules can affect you






Meeting all your requirements

Meeting all your requirements:

- Mutual obligation requirements include job search, attending provider appointments, job interviews and activities.
- Tell your provider ahead of time if you can't meet your requirements.



Warning
(1 to 5 demerits)

If you do not meet your requirements you will get a demerit:

- Every time you miss your requirements your payment will be suspended. Contact your provider, meet the requirements and you will get your payment.
- Meet all your requirements to get back to the  zone.
- If you continue to get demerits you will have a review with your provider and Centrelink to see why you are not meeting your requirements.
- If you get 5 demerits you will move to the  penalty zone.



Financial penalties

In this zone, you will get financial penalties:

- 1st time fail to meet your requirements = lose 1 week's pay.
- 2nd time fail to meet your requirements = lose 2 weeks' pay.
- 3rd time fail to meet your requirements = payment cancelled, 4 week wait to re-apply.

Demerits

You will get demerits if you do not...

- agree to a Job Plan
- do job search
- attend or behave appropriately at a provider appointment
- attend or behave appropriately at a third-party appointment
- attend or behave appropriately at an activity
- attend a job interview
- behave appropriately at a job interview
- act on a job referral.

Payment cancelled

4 week wait to re-apply if you:

- fail to accept or commence suitable work
- voluntarily leave or are dismissed for misconduct from suitable work.

Need help? Speak to your provider.

New compliance system from 1 July 2018

Know where you stand and how the new rules can affect you





Meeting all your requirements

Meeting all your requirements:

- Mutual obligation requirements include attending and behaving appropriately at an activity, and at provider or third-party appointments.
- Tell your provider ahead of time if you can't meet your requirements.



Warning
(1 to 5 demerits)

If you do not meet your requirements you will get a demerit:

- Every time you miss your requirements your payment will be suspended. Contact your provider, meet the requirements and you will get your payment.
- Meet all your requirements to get back to the  zone.
- If you continue to get demerits you will have a review with your provider and Centrelink to see why you are not meeting your requirements.
- If you get 5 demerits you will move to the  penalty zone.



Financial penalties

In this zone, you will get financial penalties:

- 1st time fail to meet your requirements = lose 1 week's pay.
- 2nd time fail to meet your requirements = lose 2 weeks' pay.
- 3rd time fail to meet your requirements = payment cancelled, 4 week wait to re-apply.

1 demerit if you do not...

- agree to a Participation Plan
- attend or behave appropriately at a provider appointment
- attend or behave appropriately at a third-party appointment
- attend or behave appropriately at an activity.

Need help? Speak to your provider.

Assessing reasons for non-compliance

Prior notice

Actioning prior notice

When job seekers contact their Provider before a requirement and advise that they are unable to meet that requirement, Providers will need to assess whether the job seeker's reason given is acceptable. This assessment will be guided by:

- whether the job seeker's reason would generally be accepted by an employer if it were given by an employee
- whether the reason given aligns with what the Provider already knows about the job seeker and their personal circumstances.

If the Provider assesses that the job seeker's reason is acceptable, the requirement must immediately be rescheduled or removed.

Rescheduling means the requirement will be moved to another day and/or time. Providers will need to formally notify the job seeker of the details of their new requirement and the consequences of not meeting it.

Removing the requirement means the job seeker is no longer required to meet it. Providers should make this clear to the job seeker to ensure there is no confusion.

When recording these results, Providers must select the most appropriate reason from a drop down menu in the Department's IT System to describe why they have made this decision. It's important to maintain an accurate history of what circumstances are preventing a job seeker from meeting their requirements, because this history will inform future servicing decisions.

Over the page are the reasons available to select.

'Rescheduled' or 'No Longer Required' reasons

Provider Appointments, Third Party Appointments, Activities, Job Interviews

- Acceptable Reason—Caring/family reasons
- Acceptable Reason—Cultural business
- Acceptable Reason—Housing—instability issues/inspections
- Acceptable Reason—Legal requirements
- Acceptable Reason—Major personal crisis affecting job seeker
- Acceptable Reason—Medical/health reason
- Acceptable Reason—Travel/transport—access/financial issues
- Acceptable Reason—Working on day of requirement
- Acceptable Reason—Local issue/natural disaster
- Provider Initiated—Requirement can't be delivered
- Reason not acceptable—flexibility utilised

'Requirement no longer needs to be met' reasons

Job Search

- Job Plan requires update to reflect new job search efforts
- Paid work impacting level of job search
- Major personal crisis impacting job seeker
- Ongoing local issue/natural disaster impacts ongoing compliance
- Cultural business for extended period
- Significant and ongoing caring/family duties—no exemption
- Significant and ongoing medical/health issues—no exemption

Job Referral

- Applications closed/Vacancy withdrawn
- Caring/family duties
- Conditions or pay not suitable
- Housing instability/emergency
- Legal requirements
- Local issue/natural disaster
- Medical/health issue
- Major personal crisis affecting job seeker
- Position no longer suitable
- Referral created in error

The difference between Acceptable and Valid Reasons

Acceptable and Valid Reasons

Once a requirement has been set for a job seeker, they have to meet the requirement or their Income Support Payment will be suspended. But sometimes job seekers will have unexpected events that mean they cannot or do not meet a requirement.

When this happens, Providers will need to assess whether the job seeker had an Acceptable Reason or a Valid Reason for not being able to meet a requirement. Providers will need to take several factors into consideration to make this assessment, depending on whether the requirement is either:

- in the future and the job seeker is advising they cannot meet the requirement, or
- in the past and the job seeker is giving a reason for why they did not meet the requirement.

Assessing failures to meet requirements

Is the job seeker's reason...	
Acceptable?	Valid?
Acceptable Reasons are only assessed before any non-compliance has occurred.	Valid Reasons are only assessed after non-compliance has occurred.

When a job seeker has an Acceptable Reason...

When a job seeker knows they can't attend or meet a requirement in the future, they must give their Provider prior notice of this. That means they have to contact their Provider before a requirement is due to start (e.g. before their activity begins) or before a requirement is due to be completed (e.g. before their Job Search Period ends), and explain what is preventing them from meeting their requirements.

When assessing whether the job seeker has given an Acceptable Reason, the Provider needs to:

- Consider whether the given reason would be accepted by an employer if it had been given by an employee.
- Take into account what they already know about the job seeker and their personal circumstances. This could include knowledge of family or caring responsibilities, transportation limitations or ongoing medical issues.

If the Provider confirms that the job seeker has an Acceptable Reason, they must immediately remove or reschedule the requirement from the Calendar.

For requirements like Job Search—i.e. those that have due dates—Providers must record that the job seeker is no longer required to meet the requirement.

For example:

A job seeker has a Provider Appointment scheduled for Friday afternoon. On Friday morning, the job seeker calls their Provider. They are aware they have an Appointment that afternoon, but their childcare arrangements have fallen through, and they will not be able to make the requirement.

The Provider knows the job seeker is a Principal Carer Parent and that their childcare arrangements have been unreliable recently due to circumstances outside of the job seeker's control. They assess that this is an Acceptable Reason, and they reschedule the Appointment with the job seeker for next Tuesday.

When a job seeker has a Valid Reason...

Sometimes, job seekers will fail to meet a requirement but won't be able to give prior notice. In this case, the Provider must assess whether the job seeker had a Valid Reason for missing their requirement. The Provider needs to:

- consider whether the given reason would be accepted by an employer
whether it aligns with what the Provider knows about the job seeker and their circumstances, and
- assess whether the job seeker could reasonably have given prior notice of their inability to meet the requirement.

A reason is only valid if the job seeker could **not** have reasonably advised beforehand.

If the Provider confirms the job seeker had a Valid Reason for missing their requirement, they must record that the job seeker had a Valid Reason for the non-compliance in the Department's IT System.

For example:

A job seeker has an Activity on Wednesday morning, but they haven't attended. The Activity Supervisor records a Did Not Attend result.

By Wednesday afternoon, the job seeker calls their Provider to explain: they have a casual retail job, and late Tuesday night their manager called to ask them to cover a very early Wednesday morning shift. They took up the work, but were unable to call during business hours until now.

The Provider knows the job seeker keeps casual retail work, they know that the job seeker has been called in last minute in the past, and they know that business keeps very early hours. They assess that this is a Valid Reason, and they update the result to Did Not Attend—Valid for that requirement.

Reasons for non-compliance—accepted and not accepted

Providers must discuss the reasons for non-compliance with job seekers and assess whether the reason they gave is valid or not.

In making this assessment, Providers must consider:

- the validity of the reason given, i.e. would an employer accept this of an employee?
- whether the job seeker could have reasonably given **prior notice** of their inability to meet the requirement, and
- whether the reason given aligns with what the Provider already knows about the job seeker and their personal circumstances.

Providers must then record this assessment in the Department's IT System by selecting the reason the job seeker gave from a drop-down menu. These reasons help to keep a history of why the job seeker was unable to meet their requirements.

If the reason is accepted...

- In most cases, suspension of payment remains until the job seeker meets their Re-engagement Requirement.
- The job seeker will not accrue a Demerit.
- Non-Compliance Reports, Work Refusal Failures or Unemployment Failures will be closed and end the need for a DHS investigation.

If the reason is not accepted...

- In most cases, suspension of payment remains until the job seeker meets their Re-engagement Requirement.
- The job seeker will accrue a Demerit.
- Non-Compliance Reports, Work Refusal Failures or Unemployment Failures will be updated and sent to DHS for investigation or job seeker acceptance of a financial penalty.

There are different reasons Providers will be able to pick in the Department's IT System based on the type of Mutual Obligation Requirement the job seeker failed to meet. The following outlines the reasons accepted or not accepted as Valid Reason.

Failure to attend a Provider Appointment, Third Party Appointment, Activity or Job Interview

Reasons Accepted

- Caring/family reasons that were unforeseeable—unable to advise prior
- Conditions or pay not suitable*
- Conditions/skills beyond job seeker capacity*
- Cultural business—unable to advise prior
- Believe job seeker thought they were exempt
- Housing instability issues—unable to advise prior
- Housing—landlord/property inspection—unable to advise prior
- Legal requirements—unable to advise prior
- Local issue/natural disaster—unable to advise prior
- Major personal crisis affected job seeker—unable to advise prior
- Medical/health reason—unable to advise prior
- Notification issue—not aware of requirement
- Travel/transport, did not have money to pay—unable to advise prior
- Travel/transport access issue—unable to advise prior
- Working on day of requirement—unable to advise prior

Reasons Not Accepted

- Away from home/on holiday
 - Caring/family reasons
 - Caring—claims childcare will be too expensive if offered job*
 - Conditions—claims job does not match skills*
 - Conditions—claims not in preferred* employment industry*
 - Did not believe they had a requirement
 - Did not think they had to attend—thought exempt
 - Did not want to attend requirement
 - Forgot about requirement
 - Got lost/got time wrong
 - Housing instability issues
 - Medical/health reason
 - Slept in/missed requirement
 - Travel/transport—did not have money to pay
 - Travel/transport issue—did not have access
 - Travel/transport issue—claims distance too great
 - Undertaking other non-mutual obligation requirement
- Prior notice not given and reasonable to expect:***
- Caring/family reasons
 - Housing—landlord/property inspection
 - Legal requirement
 - Medical/health reason
 - Travel/transport—did not have money to pay
 - Travel/transport issue—did not have access
 - Working on day of requirement

*Applicable to Job Interviews only

Misconduct at Provider Appointment, Third Party Appointment, Activity or Job Interview

Behaviours that may be considered misconduct which prevent the purpose of the requirement from being met include:

- Appeared intoxicated/under the influence
- Disingenuous
- Disruptive/disengaged—unable to complete requirement
- Inadequate presentation/attire at requirement
- Left prior to completion of requirement
- Physically abusive—unable to deliver requirement
- Self-sabotage
- Theft
- Verbally abusive—unable to deliver requirement.

**Applicable to Job Interviews only*

Reasons Accepted

- Did not have appropriate attire to wear at requirement
- Disability/condition presenting itself as misconduct
- Major personal crisis affected job seeker
- Medical issue/condition contributed to behaviour

Reasons Not Accepted

- Couldn't control behaviour/self
- Denied nature of misconduct
- Did not believe they were impacted by substances
- Did not think they had to stay for the duration
- Did not think they were dressed inappropriately
- Did not want to participate/engage with requirement
- Falsified disability/condition presenting itself as misconduct
- Did not want that job*

**Applicable to Job Interviews only*

Failure to agree to Job Plan

Reasons Accepted

- Did not understand requirement to agree to Job Plan
- Required further assistance to understand terms of Job Plan
- Housing instability issues—unable to return Plan or advise prior
- Local issue/natural disaster—unable to return Plan or advise prior
- Legal requirements—unable to return Plan or advise prior
- Medical/health reason—unable to return Plan or advise prior
- Travel/transport access issue—unable to return Plan or advise prior

Reasons Not Accepted

- Away from home/on holiday
- Caring/family reasons—claims no time to participate
- Does not believe they have to meet requirements
- Refuses to participate in employment services
- Refuses to look for work—number or overall
- Refuses to participate due to study
- Refuses to participate in specific activity
- Refuses to participate/claims to have no time due to paid work
- Refuses to participate due to self-employment
- Refuses to discuss requirements
- Refuses to participate due to undertaking other, non-mutual obligation requirements
- Does not want to enter into a Job Plan
- Forgot about requirement
- Medical/health reason—could not return Plan
- Caring/family reasons—could not return Plan
- Travel/transport issues—could not return Plan

Failure to satisfactorily meet Job Search Requirement

Reasons Accepted

- Caring/family duties that were significant—no exemption
- Cultural business for extended period
- Housing instability issues
- Legal requirements impacted job search
- Local issue/natural disaster impacted job search
- Medical/health reason—no exemption
- Major personal crisis—no exemption

Reasons Not Accepted

- Away from home/on holidays
- Caring/family requirements affected job search
- Claims other requirements affected job search
- Does not believe suitable jobs are available
- Does not want to apply for jobs
- Does not want to apply for jobs using different methods
- Does not want to look for work in diverse industries
- Does not want to tailor applications to industry
- Forgot about job search/got due date wrong
- Housing instability
- Medical/health reasons
- States not required to look for work
- States too many job searches required
- Technology issue—claims could not submit efforts online
- Technology issue—reported job search efforts incorrectly
- Thinks quality of applications is satisfactory

Failure to act on Job Referral

Reasons Accepted	Reasons Not Accepted
<ul style="list-style-type: none"> • Caring/family duties were significant—no exemption • Commute to/from workplace—distance too great/expensive • Conditions or pay not suitable • Conditions/skills for job beyond job seeker capacity • Cultural business for extended period • Cultural—workplace unsuitable for cultural/religious reasons • Housing instability issues • Legal requirements prevented compliance • Local issue/natural disaster prevented compliance • Major personal crisis affected job seeker • Medical/health reason prevented compliance • Notification issue—not aware of requirement • PCP—job seeker not better off financially • Technology—no access to technology to complete requirement • Technology—no phone or credit to contact employer 	<ul style="list-style-type: none"> • Acted in a manner that did not result in a job offer/interview • Away from home/on holiday • Believes not required to look for work • Caring/family requirements • Caring—claims childcare will be too expensive if job offered • Conditions—claims job does not match skills • Conditions—claims not in preferred employment industry • Conditions—claims too many or too few hours • Conditions—pay not enough (within allowable policy) • Does not want job • Forgot about requirement • Housing instability • Medical/health reason • Résumé not acceptable standard • Technology—claims no access to technology to complete requirement • Technology—claims no phone or credit to contact employer • Travel/transport issue—claims distance too great/expensive

Failure to accept a suitable job

Reasons Accepted

- Caring/family duties that are significant
- Conditions or pay not suitable
- Conditions/skills beyond job seeker capacity
- Cultural—workplace unsuitable for cultural/religious reasons
- Housing instability issues
- Legal requirements
- Medical—employment will exacerbate medical condition
- PCP—job seeker not better off financially
- PCP—unable to arrange suitable childcare
- Travel/transport—distance too great/expensive

Reasons Not Accepted

- Caring/family requirements
- Caring—childcare not organised as required
- Caring—claims childcare too expensive
- Conditions—claims job does not match skills
- Conditions—claims not in preferred employment industry
- Conditions—claims too many or too few hours
- Conditions—does not want to undertake certain part of job
- Conditions—pay not enough (within allowable policy)
- Does not want job
- Housing instability
- Travel/transport issue—claims distance too great/expensive

Failure to commence a suitable job

Reasons Accepted

- Caring/family duties that were unforeseeable—unable to advise prior
- Caring—unable to obtain suitable childcare/childcare too expensive
- Conditions or pay not suitable
- Conditions/skills for job beyond job seeker capacity
- Cultural business—unable to advise prior
- Cultural—workplace unsuitable for cultural/religious reasons
- Housing instability issues
- Housing—landlord/property inspection—unable to advise prior
- Legal requirements—unable to advise prior
- Local issue/natural disaster presented attendance
- Major personal crisis affected job seeker—unable to advise prior
- Medical/health reason—unable to advise prior
- Travel/transport issue on the day—unable to advise prior
- Travel/transport—did not have money to pay
- Travel/transport—distance too great/expensive

Reasons Not Accepted

- Away from home/on holiday
 - Caring/family requirements
 - Caring—childcare not organised as required
 - Caring—claims childcare too expensive
 - Conditions—claims too many or too few hours
 - Conditions—claims job does not match skills
 - Conditions—claims not in preferred employment industry
 - Conditions—does not want to undertake certain part of job
 - Conditions—pay not enough (within allowable policy)
 - Does not want job
 - Got start date/time wrong/got lost
 - Housing instability
 - Housing—landlord/property inspection
 - Medical/health reason
 - Travel/transport issue—claims distance too great/expensive
 - Travel/transport—did not have money to pay
 - Travel/transport—did not have access
- Prior notice not given and reasonable to expect:***
- Caring/family reasons
 - Housing—landlord/property inspection
 - Legal requirement
 - Medical/health reason
 - Travel/transport—did not have money to pay
 - Travel/transport—did not have access

Voluntarily left suitable job

Reasons Accepted

- Caring/family duties that are significant
- Conditions/skills for job beyond job seeker capacity
- Conditions—pay disputes
- Conditions—work environment unsafe/no longer accessible
- Conditions—workplace conflicts
- Cultural—workplace unsuitable or cultural/religious reasons
- Housing instability issues
- Legal requirements
- Major personal crisis affected job seeker
- Medical—employment exacerbates medical condition
- PCP—childcare no longer suitable
- PCP—no longer financially suitable
- Travel/transport issue—distance too great/expensive

Reasons Not Accepted

- Caring/family requirements
- Caring—claims childcare too expensive
- Conditions—claims job does not match skills
- Conditions—claims not in preferred employment industry
- Conditions—claims too many or too few hours
- Conditions—does not like the type of work
- Conditions—does not like the workplace/employees
- Conditions—does not want to undertake certain part of job
- Conditions—pay not enough (within allowable policy)
- Conditions—workplace conflicts
- Does not want job
- Housing instability
- Medical/health reason
- Travel/transport issue—claims distance too great/expensive

Dismissed due to misconduct

Behaviours that may be considered misconduct include:

- Appeared intoxicated/under the influence
- Continually late/leaving early without agreement
- Dishonest reporting of work hours
- Disruptive/disengaged—not completing work
- Does not follow procedures/rules in workplace
- Inadequate presentation/uniform at work
- Misappropriation of employer assets
- Physically abusive in workplace
- Verbally abusive/inappropriate language at work.

Reasons Accepted

- Caring/family duties impacted work hours
- Claims of misconduct by employer are false
- Did not have appropriate attire to wear at requirement
- Disability/condition presenting itself as misconduct
- Major personal crisis affected job seeker
- Medical issue/condition contributed to behaviour
- Significant breakdown in employer relationship

Reasons Not Accepted

- Believes rules are too strict/not applicable to them
- Claims accidentally miscalculated work hours—excessive
- Claims of misconduct are false
- Conflict started by other people
- Couldn't control behaviour/self
- Denied nature of misconduct
- Did not believe they were impacted by substances
- Did not think they were dressed inappropriately
- Falsified disability/condition presenting itself as misconduct

Personal Events

Personal Events: overview

What is the purpose of Personal Events?

Each job seeker will have a Calendar of requirements that they share with their Provider. Job seekers can create Personal Events in that Calendar by using the Job Seeker App or jobactive website.

Personal Events reflect a period of time during which the job seeker has a personal commitment that may affect their ability to attend other requirements. By creating Personal Events, job seekers can give their Providers prior notice of important or regularly scheduled life events that they want to be taken into consideration when requirements are scheduled.

Job seekers should be encouraged, and assisted when necessary, to create Personal Events in their Calendar. Recording Personal Events assists in sharing information about job seekers' other responsibilities or appointments. Having access to this information, including specific times, gives more insight into the job seeker's personal circumstances and helps to determine a particular time and day job seekers may not be able to participate in other requirements.

For example:

- *If a job seeker has a court date or a specialist medical appointment, they can put this in the Calendar. This alerts their Provider that they have a personal commitment they may not be able to move to meet a Mutual Obligation Requirement.*
- *If a job seeker works every Thursday from 9 am to 5 pm, or if they pick up their children after school every Monday and Friday, these recurring events can be scheduled in the Calendar so the job seeker doesn't have to always remind their Provider.*

Who creates Personal Events?

Both job seekers and Providers can create Personal Events, though the rules for each are slightly different.

The job seeker creates the event

- Personal Events can be scheduled for any day between 6 am and 9 pm, as long as there's no conflict with any already scheduled Mutual Obligation Requirements.
- Most Personal Events have maximum timeframes.
- There are more available options for Personal Event types
- Personal Events will be 'unconfirmed' until the Provider reviews and confirms them as necessary.

The Provider creates the event

- Personal Events can be scheduled for longer durations.
- When a Provider creates a Personal Event for a job seeker, the event is automatically confirmed.

Types of Personal Events

Type	Description	Maximum Timeframe allowed when created by	
		Provider	Job seeker
Working—casual/regular	Job seeker is in paid employment <i>(includes travel time from residence to workplace and back)</i>	Unlimited	Unlimited
Medical/Health appointment	Job seeker has a medical appointment <i>E.g. specialist appointment, general check up</i>	Unlimited	4 hrs
Caring responsibilities	Job seeker must care for children or immediate family member/s	Unlimited	8 hrs
Community service	Job seeker must attend court-imposed requirements <i>E.g. community service, home detention</i>	Unlimited	Unlimited
Cultural/religious	Job seeker’s cultural/religious beliefs mean they must be home before/after certain times or they have specific ceremonies to attend	Unlimited	Unlimited
School pick up/drop off	Job seeker must pick up children from school/childcare or drop them off there	Unlimited	2 hrs
Child activities	Job seeker has appointments (e.g. medical) for a child who may not be school-aged	Unlimited	2 hrs
Public transport	Public transport in job seeker’s area is not available before/after a certain time which impacts their ability to meet requirements at certain times	X	Unlimited
Court/legal	Job seeker must attend a legal requirement <i>E.g. court appearance, support family in court</i>	X	8 hrs
School event	Job seeker has an event at their child’s school they would like to attend <i>E.g. parent/teacher interview, sports carnival, school performance</i>	X	4 hrs
Job Interview	Job seeker is attending a job interview they arranged	X	4 hrs
Other	Other events that do not match above criteria	X	4 hrs

Note: ‘Unlimited’ still refers to the hours available in the Calendar—6 am to 9 pm.

Confirming Personal Events

How is a Personal Event confirmed?

When a job seeker creates a Personal Event, it goes into the Calendar as 'unconfirmed'. Providers are encouraged to review and, if appropriate, confirm the event when the Provider knows or believes that the job seeker has this personal commitment.

Once a Personal Event has been confirmed, this time will appear as a conflict in the Calendar. A conflict will prevent the scheduling of other requirements at the same time. Reviewing and confirming Personal Events is best practice to ensure that requirements are not being scheduled at times the Provider knows the job seeker is unavailable and unable to attend.

If the Provider feels the Personal Event is inappropriate or not genuine, they may leave the event unconfirmed.

What if a requirement must be scheduled at the same time as a Personal Event?

If the Personal Event has been confirmed...

The Provider will assess the necessity of the requirement they need to schedule.

If necessary to schedule the requirement, the Provider will contact the job seeker and discuss it with them.

Based on the discussion with the job seeker, Providers will be able to cancel the Personal Event and schedule the requirement in their Calendar. They will record the reason why they are scheduling a requirement at the same time in the Department's IT System. These limited circumstances are:

- it is a Job Interview and therefore a priority, know job seeker can make arrangements to attend and will receive sufficient notice to make arrangements
- have discussed with job seeker and they have confirmed they can attend new requirement and will change Personal Event
- have discussed with job seeker—Personal Event created in error
- job seeker has recorded paid employment – confirmed no declared earnings
- have confirmed public transport is available for job seeker to meet requirement
- job seeker no longer has Personal Event
- Personal Event to be re-created
- Personal Event confirmed in error.

Providers may also cancel Personal Events they have created when it has been created in error or is no longer applicable to the job seeker's circumstances. When cancelling a Personal Event, the reason will be recorded in the Department's IT System. Error reasons are:

- Incorrect job seeker
- Incorrect day
- Incorrect time/s
- Incorrect Personal Event type
- Personal Event no longer applicable.

If the Personal Event is unconfirmed...

Providers will assess the nature of the job seeker's Personal Event and whether it is appropriate to the job seeker's personal circumstances.

Providers will also consider the necessity of scheduling a requirement over the event, as a Personal Event is considered prior notice of a job seeker's inability to attend requirements.

If necessary and appropriate, the Provider will be able to schedule the requirement. They will record the reason why they are choosing to schedule a requirement at the same time. These limited circumstances are:

- Personal Event as prior notice not accepted as Acceptable Reason—job seeker will be given sufficient notice of new requirement
- it is a Job Interview and therefore a priority, know job seeker can make arrangements to attend and will receive sufficient notice to make arrangements
- have discussed with job seeker and they have confirmed they can attend new requirement and will change Personal Event
- have discussed with job seeker—Personal Event created in error
- job seeker has recorded paid employment—confirmed no declared earnings
- have confirmed public transport is available for job seeker to meet requirement.

Special Considerations

Personal Event—Regular, paid work

The Deed requires a job seeker's regular, paid work to be scheduled in the Calendar. This:

- ensures that this work is taken into account when scheduling other requirements
- supports transparency so everyone knows what the job seeker is doing—including paid work—to meet their Mutual Obligation Requirements.

Job seekers should be encouraged to create Personal Events to reflect when they are working. But if job seekers do not create Personal Events for 'Working—Casual/Regular', Providers must do so to meet contractual requirements.

Calendar advice—Before and after school hours for Principal Carer Parents

For job seekers who are identified as Principal Carer Parents, the Department's IT System will automatically identify the times outside of school hours as being potentially inappropriate for scheduling requirements.

When a Provider schedules a requirement outside of school hours (generally before 9 am or after 3 pm) for a Principal Carer Parent, the Department's IT System will notify the Provider that this requirement may not be set for this job seeker unless this time has been specifically discussed with the job seeker. If the job seeker had agreed the time as suitable, the Provider must record this in the system and can then schedule the requirement. The ways this may have been discussed include:

- discussed face to face—when setting this requirement
- discussed over the phone—when setting this requirement
- previously discussed the regular suitability of this day/time at appointments
- job seeker has advised that they have other care arrangements in place on day.

This information will be stored as part of the requirement details and will be included as evidence in any reported non-compliance. This evidence will support that the job seeker's circumstances had been taken into account and that appropriate requirements had been set.

Calendar advice—Weekends

Generally, requirements will not be scheduled on a day over the weekend unless the Provider is familiar with the job seeker's personal circumstances and considers it to be appropriate.

If a Provider's organisation operates on a weekend and is delivering job seeker employment services, it may be appropriate to schedule some requirements on these days. This could be because the job seeker has more capacity on a weekend to participate in an activity or attend appointments, or the services they *want* to participate in only run on a weekend.

When scheduling a requirement for a Saturday or Sunday, the Department's IT System will notify the Provider that requirements should only be booked for weekends if the job seeker's personal circumstances allow for it. The Provider can then indicate they know it is appropriate and continue with the booking.

Note: *for the purposes of setting a Re-engagement Requirement, a weekend day is not considered a Business Day.*

Job Seeker Personal Summary page

What You Need to Know: overview

What is the purpose of 'What You Need to Know'?

On the Job Seeker Personal Summary Page there is a section called 'What You Need to Know'. This section allows Providers to record short and concise notes about a job seeker's most relevant circumstances to allow any staff in the organisation to easily and quickly become familiar with a job seeker's circumstances.

The benefits of this are to:

- give a concise overview of a job seeker's most important and relevant personal circumstances to support Providers to:
 - engage with the job seeker appropriately as an individual, to support effective service delivery from the organisation
 - respond to any job seeker queries about their servicing or requirements
 - make quality decisions relating to a job seeker's reasons why they may not be able to meet a requirement or relating to re-engagement strategies following non-compliance
- have this information readily available to all staff to give the same level of tailored and personalised service to job seekers, even if an individual is not familiar with the job seeker
- ensure job seekers do not have to repeat their circumstances each time they speak with the Provider's organisation—this is particularly useful when these circumstances may be difficult to speak about
- reduce Provider efforts in reviewing other notes or parts of the system to verify any job seeker details.

How can notes be managed?

There are nine different categories for notes:

- Employment
- Family
- Study and training
- Recent compliance history
- Servicing arrangements
- Interests/skills
- Transport
- Medical
- Other

When new information comes to light about a job seeker's personal circumstances and this information is vital in providing them quality services, it should be recorded as a note.

Recording notes

To record a note, first select the category it relates to, and then type in the note—maximum 250 characters. Only one note per category can be active on the job seeker's record.

Notes: Providers may record that are relevant to the job seeker's engagement could include:

- *that a job seeker's parent is ill and they have been assisting with transport to the doctors or caring at home*
- *that a job seeker has casual and intermittent early-morning shifts at the café and is often called at the last minute to work*
- *that a job seeker shares a car with their significant other and so often has to take the bus*
- *that a job seeker would like a job in landscaping*
- *that a job seeker is undertaking a Certificate II online.*

Managing Notes

Providers can set a review date for the note, up to six months in the future. Notes can also be:

Updated	To change the details of an existing active note or the review date.
Ended	<p>To reflect that a circumstance is no longer relevant for the job seeker and can be removed from active notes in What You Need to Know.</p> <p>This will also be used when Providers want to edit an active note, but want their previous note to display in the job seeker's history panel.</p> <p>When notes have reached their review date, they will be automatically ended after four weeks if no further action is taken to review and extend them.</p>

History

The history allows Providers to see the last four weeks' notes recorded against a job seeker and their end dates. It is found beneath the active notes.

How to get the most out of What You Need to Know

- When new or important job seeker information is learned, Providers will record this information in a meaningful and easy to read way.
- When in contact with job seekers, Providers will review and use the information recorded to assist in having a more personalised discussion that does not require the job seeker to explain or re-tell their circumstances. This will help the job seeker feel that their Provider knows them, and it will save Providers time.
- Check the notes' Review Dates and:
 - Extend the review date if the circumstances are ongoing.
 - End the note if it is no longer relevant.

Provider Tasks and Events: overview

Tools to support Providers' job seeker servicing and organisation practices

Tasks

The Department's IT System supports Providers to manage their job seekers' requirements and servicing information. Providers can create:

Job Seeker Task

These are Tasks for Providers to action relating to specific job seekers and their servicing. These do not require the job seeker to be present to complete the Task—for example, 'create Personal Events' or 'refer job seeker to job opportunity/job vacancy'.

However, for some Tasks, Providers will action them at their next contact with the job seeker—for example, 'Discuss ongoing paid employment with job seeker' and 'Assist job seeker to prepare for Activity'.

Consultant Task

These are Tasks for an individual consultant to action that will also block out time in their Calendar to complete it. This can relate to the servicing of one or more job seekers—for example 'Review and record manual Job Search efforts' or 'Call Post Placement Support'.

These Tasks may also relate specifically to consultant activities like 'Prepare group session materials' or 'Research potential new Activity placements'.

More information on functionality		
	Job Seeker Task	Consultant Task
Categories and Types?	Number of categories and Task Types—can also record free text	Number of categories and Task Types—can also record free text
Related to a job seeker?	Yes—one or more job seekers must be assigned to the Task	Optional
Assigned to a consultant?	Optional	Yes
Is this date-based?	Yes—will need to set start and end date for the Task to be completed within	Yes—will need to set the date(s) of the Task
Is this time-based?	No—there are date based only	Yes—will need to set start and end time for Task
Where are these in the system?	<ul style="list-style-type: none"> Job Seeker Personal Summary page Search page Widgets and Reports 	<ul style="list-style-type: none"> Provider Calendar Search page
How are they completed?	Providers record when they have actioned them via the Job Seeker Personal Summary page	Once the time for the Task has passed

How to get the most out of Tasks?

- Providers should agree on an organisation-wide practice of using **Job Seeker Tasks** to maintain a record of what servicing actions must be taken. This will promote shared knowledge and improve the quality of the service delivered by consultants.
- Providers should use **Job Seeker Tasks** to record actions related to a job seeker, rather than using email, hard-copy to do lists, or other systems. This means that everything is in one place and viewable by anyone in the organisation.
- When a consultant is in contact with a job seeker, they should review the Job Seeker Personal Summary page. If there are **Job Seeker Tasks**, the consultant should action them and mark them as complete. This ensures all consultants are providing a quality service and that there is no double-handling.
- All free text recorded should be concise and clear. Tasks should be easy and quick to read and understand, even for someone who has no knowledge of the job seeker in question.

Events

The Department’s IT System supports Providers to manage their own site’s events and availability in the Calendar. Providers can create:

Provider Event

Provider Events allow Providers to record events that will block their Calendar for a period of time or all day—for example, ‘Provider travel time (between sites)’ or ‘Consultant on leave’.

Some Provider Events may only be for site information purposes—for example, a religious holiday or event. These will not block consultant availability but allows for useful information exchange.

Local Event

Local Events allow Providers to record local Public Holidays or any site closures. These will block the ability for any requirements to be set for job seekers on those days at the site. This ensures that job seekers are not having requirements set for them that they can’t meet.

More information on functionality		
	Provider Event	Local Event
Categories and Types?	Number of categories and Event Types—can also record free text	Number of categories and Task Types—can also record free text
Related to a job seeker?	No—these are Provider related only	No—these are Provider related only
Assigned to a consultant?	Yes—and can assign to whole site	No—will be assigned to whole site
Time- and date-based?	Yes—can be for set period of time or all day and can be recurring	Yes—date based only
Does this block out time in the Calendar?	Based on the type of Event, availability will be blocked	Yes
Where are these in the system?	<ul style="list-style-type: none"> • Provider Calendar • Search page 	<ul style="list-style-type: none"> • Provider Calendar • Search page

How to get the most out of Events?

- Providers should agree on an organisation-wide practice for using **Provider Events** or **Local Events** to maintain visibility of site-based events or closures. This helps with shared knowledge of site management across an organisation, especially when organisations have consolidated service centres or when consultants deliver services across multiple sites.
- Providers should take the time to set up **Local Events** for local public holiday management to ensure appropriate setting of requirements and service delivery. By identifying these dates early, it ensures that job seekers are not having requirements scheduled in the Calendar, only to need them to be removed as inappropriate.
- Use **Provider Events** to block Calendar availability and let colleagues know of the reason. This ensures staff are not expected to deliver services to job seekers at times/days that they will not be available, leading job seekers to not receiving on-time and/or quality services they expect.

Categories: Provider Tasks and Events

Category	Type
	Job seeker tasks
Job seeker Assistance/ Preparation	Assist job seeker to prepare for job/referral/interview
	Assist job seeker to prepare for Activity
	Organise Crisis Intervention assistance
	Preparation work required (organise Police Checks/Drivers Licence check)
	Source and arrange interpreter services
Job seeker Assessments	Job seeker requires an ESAt
	JSCI Change of Circumstance Reassessment required
	ParentsNext—Work readiness assessment
	Ongoing support assessment
	Program review and summary
Job seeker Details/ Circumstances	Review and update job seeker information on Job Seeker Personal Summary page
	Update job seeker contact details
	Record Personal Events for job seeker
	Review and update job seeker’s personal circumstances in Capability Management Tool
	Request medical evidence to support ESAt
	Review and update Job Plan (if required)—change of circumstances
	Job seeker needs to update résumé
Job seeker Discussion	Discuss ongoing paid employment with job seeker
	Discuss recent non-compliance
	Discuss referral to TtW with job seeker
	Discuss participation progress in funded Activity with job seeker
	Discuss requirement to report income to DHS
	Discuss job seeker’s mandatory upcoming requirement
Job seeker Referral	Refer job seeker for job opportunity/job vacancy
	Refer job seeker to suitable Activity/Third Party Appointment
	Refer job seeker to TtW
	Consultant tasks
Contact Required	Return job seeker’s call
	Call Post Placement Support
	Contact employer for job seeker start date
	Community engagement follow up
	Cold calling/Reverse marketing/Follow up calls with potential employers
	Follow up with employer to confirm employment and see how job seeker is going

Research and Preparation	Research potential new Activity placements
	Prepare group session materials
	Organise Work Experience placement
	Complete a Host Agreement
Office Administration	Claim Reimbursement from Employment Fund
	Reminder to re-issue Notification for requirement
	Reminder to book next Provider Appointment
	Review and record manual Job Search efforts
	Collect educational requirement
	Job seeker hand over meeting (internal management change)
	Collect qualifications/documentary evidence
	Claims assessing/processing
	Review résumés
	Review job seeker Outcomes
Out of Office—job seeker servicing	Outreach servicing
	Provider attending 'in work' appointment with job seeker
	Provider attending medical or Centrelink appointment with job seeker
	Provider transporting job seeker to requirement
Provider events	
Religious Holiday/Event	<i>Free Text</i>
Out of Office—business	Provider travel time (between Sites)
	Conference/Forum
	Meeting with potential employers/industry
Out of Office—personal	Consultant on leave
	Lunch
	Off-Site event
Provider Training/ Learning and Development	Face to face/Online
Local events	
Local Public Holidays	Show/Rodeo Day
	Local Festival
	Picnic Day
Site closure	Power/Building failure
	No staff available
	Security threat
	Other unexpected event

Job seeker Tags: overview

What are job seeker Tags and what is their purpose?

Job seeker Tags are keywords that can be applied to job seekers' records. They are used as identifiers to sort and search for job seekers easily and quickly.

Tags describe job seeker qualities that are directly relevant to their Job Search like their industry preference, any qualifications or licenses they have obtained, and more. They can also be used to identify any unique job seeker circumstances or special considerations.

These Tags are manually added and informative only; they will not affect a job seeker's servicing arrangements.

How can job seeker Tags be used?

Providers will be able to quickly compile a list of every job seeker who has a certain Tag applied to their record. This functionality makes finding job seekers with certain skills, qualifications or experience quick, simple, and centralised.

For example:

If an employer contacts a Provider looking to fill a position in construction, the Provider will be able to search for every job seeker on their site's caseload who has the Construction Tag added to their profile. The Department's IT System will return a list of all of the job seekers who meet that criterion.

Tags also support Providers in servicing all job seekers in the organisation. In addition to the notes in the What You Need to Know section, Tags will help to build a more complete picture of a job seeker. When consultants are able to quickly review a job seeker's work history and qualifications at a glance, this enables consultants to provide quality servicing to everyone.

For example:

A Provider consultant may be reviewing a job seeker's profile and notices that this job seeker has the Heavy Vehicles Licence Tag. Recently, the consultant has been in conversation with a public transport company about filling some positions for bus drivers, and so the consultant creates a Provider Task to discuss this opportunity with this job seeker.

How can Tags be managed?

Adding and Viewing

A job seeker's Tags can be viewed on their Job Seeker Personal Summary page under the 'Job Seeker Tags' panel. From here, Providers can also add a new Tag by selecting the Tag Category and then adding the appropriate Tag.

Tags can only be added by the job seeker's current Provider. The Department's IT System will not allow duplicate Tags to be added to the same job seeker.

Once a Tag has been added, that Tag will follow the job seeker—even if they move across employment service program contracts (e.g. from ParentsNext to jobactive), if they transfer within the Provider's organisation, or if they transfer to another Provider.

Searching

Providers can search for specific Tag Categories and Types via the Caseload page in the Department's IT System. They will be presented with a list of job seekers on the caseload that match their search criterion.

If job seekers have multiple Tags, only the most recent Tag will be displayed in the search results. Providers can export the results to get a full list of all the Tags that have been added to each job seeker.

Ending Tags

Tags can be ended when they are no longer applicable for the job seeker's circumstances.

This can be done by selecting 'Job Seeker Tags' on the Job Seeker Personal Summary page, and then 'End Tag' next to the relevant Tag in the History panel. This will store the end date of the Tag and remove it from any search actions.

History

Providers can see a history of Tags to assist in viewing any changes to the job seeker's circumstances, including the date the Tag was added and when it was ended.

What kind of Tags are available?

Industry/work preference

- Hospitality
- Retail
- Construction
- Horticulture
- Administration
- Information Technology
- Fitness
- Aged care
- Child care

Checks/qualifications

- Police check
- RSA
- White Card
- First Aid Certificate
- Traffic control certificate
- Working with children/vulnerable people

Current licence and vehicle

- Own car—manual licence
- Own car—automatic license
- Heavy vehicle licence
- Forklift licence
- Security licence

Special considerations

- Interpreter needed
- Self-employed
- Needs assistance technology
- Vision impaired
- Hearing impaired

Others

- Parent—but not Principal Carer Parent
- Job Ready
- Languages—born and spoken

Job Plans

Job Plans: overview

What is a Job Plan?

The Job Plan is an agreement set under Social Security Law between Providers and the job seeker about what they need to do to receive Income Support Payments. It also includes any other services or activities the job seeker has agreed to do, or wants to do, that are voluntary.

Who negotiates a Job Plan?

Delegation of powers

Providers have been delegated certain powers under Social Security Law by the Secretary of the Department of Jobs and Small Business. These powers extend to employees of employment services provider organisations, and include the authority to require job seekers to enter into a Job Plan outlining their requirements. With this delegated power comes the responsibility and legal requirement to negotiate appropriate requirements for job seekers.

When are Job Plans created/updated?

A job seeker must have a Job Plan created and negotiated at their Initial Interview, including when the job seeker has transferred from another Provider. Job Plans must be current and up to date at all times; therefore, they should be reviewed regularly and updated if:

- the job seeker's personal circumstances change
- the job seeker's level of Mutual Obligation Requirements changes, or
- the details of a requirement in the Job Plan changes—for example, an activity has ended.

How do job seekers agree to their Job Plan?

Providers can negotiate a Job Plan with a job seeker in person or over the phone.

Job seekers may elect to accept two* Business Days' 'think time' prior to agreeing to the Job Plan. This time is allocated to allow the job seeker to discuss the terms of their Job Plan with a third party or further consider the ability to meet terms based on their personal circumstances.

Job seekers can agree to their Job Plan:

- in person, with the Provider at their site. Providers are responsible for recording the job seeker's agreement to the Job Plan in the Department's IT System, or
- online, via the jobactive website or Job Seeker App. Providers will send the negotiated Job Plan to the job seeker's online account. They will also verbally issue formal Notification to the job seeker of the requirement to log in and agree to the Job Plan within the required timeframe.

Supporting job seekers to meet their Job Plan requirements

To support job seekers to successfully meet their Mutual Obligation Requirements and receive the most from the services offered by Providers, it is essential that the Job Plan is:

Meaningful—Every time the Job Plan is negotiated and updated, Providers must take the time to discuss the requirements with the job seeker. It's important they understand any changes that have been made, the benefits of participation, and know and understand why they are required to participate in these activities.

Tailored and appropriate—Consideration must be given to the individual circumstances of the job seeker. This includes their program or stream, level of requirements, physical capacity, location of any activities, or other personal circumstances like caring/family responsibilities.

Clear—Job seekers must know exactly what is required of them on each day; there can be no doubt or confusion of what is expected. This includes the potential consequences of not meeting any of their requirements. Job seekers having a clear understanding of their requirements:

- means they understand the benefits of participation
- supports successful participation
- empowers job seekers to make the right decision to meet their requirements, and
- ensures the compliance framework can be utilised effectively and appropriately as per social security legislation following any non-compliance.

Activity Requirement hours

The participation expectations of job seekers will differ depending on their level of requirements based on the Activity Test (i.e. Full Time or Part Time) as well as the program requirements of the employment services program they are in.

The below table outlines the total hours of compulsory activity participation that would be considered a reasonable level of participation. This is in addition to what is generally expected of a job seeker (such as attending appointments and completing their Job Search).

Age group	Full-time requirements	Part-time requirements
Under 30	75hr	61hr
30–49	75hr	61hr
50–59	61hr	51hr
60 and over	41hr	41hr

***ParentsNext Participants and Participation Plans**

ParentsNext Participants have Participation Plans that outline their Mutual Obligation Requirements. Following the Initial Period (four weeks following the Initial Interview), ParentsNext Providers must ensure that all commenced Participants have a Participation Plan in place within 20 Business Days.

Like a Job Plan, Participation Plans must be negotiated with the ParentsNext Participant to be tailored and appropriate for each Participant’s individual circumstances. If a Participant accepts ‘think time’, they will have 10 Business Days to agree to their Plan.

For more information on Participation Plans and what they should include, see the ParentsNext Participation Plans Guideline.



Job Plan

I understand that my primary goal is to gain and maintain employment. I am aware that I have mutual obligation requirements that I must undertake in return for receiving income support payments. These include undertaking job search and/or other activities as specified in this plan that will assist me in finding and keeping a job, as well as attending appointments, job interviews and accepting any offers of a suitable job. I am aware that if I can't attend my appointments, activities or job interviews I must contact my provider (or the Department of Human Services, if I don't have a provider) before the appointment, activity or job interview is scheduled to occur.

I understand that if I don't comply with my mutual obligation requirements as set out in the items marked as compulsory below, my income support payments will be suspended. If I persistently fail to comply with my requirements, I understand my income support payments may be reduced or cancelled.

Name:

CRN:

JSID:

Mutual Obligation Requirements

Provider Assistance

I was given access to an interpreter to assist in negotiating my Job Plan: Yes | No

Name: Signature: Date	Provider Details: Signature: Date
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This Job Plan is an Employment Pathway Plan, for the purpose of the *Social Security Act 1991*.

Information You Need to Know

Under social security law, job seekers with mutual obligation requirements are generally required to enter into a Job Plan, demonstrate that they are actively looking for work and participate in activities that are designed to assist them into employment. This Job Plan is an Employment Pathway Plan for the purposes of the *Social Security Act 1991*.

Mutual obligation requirements means activity test, participation or other requirements under the *Social Security Act 1991*.

It is important to note that you may not be paid income support if you don't enter into a Job Plan when required to do so.

Your Job Plan will include activities, appointments, job interviews and other requirements that you need to undertake to meet your mutual obligation requirements.

If you do not meet your requirements, or if you act inappropriately at an appointment or activity, your income support payments will be suspended and you may incur demerits. If you incur 5 demerits within 6 months, your payments may be reduced or cancelled for any further failures.

You must make every effort to find a job. If you do not attend a job interview, or, if you attend a job interview but deliberately act in a way that results in a job offer not being made, or if you fail to act on a job opportunity when requested to do so by your provider, your payment will also be suspended and you may incur demerits.

If you are not meeting these requirements, you will have an interview with your provider or an assessment with Centrelink to discuss your requirements and why you're not meeting them. However, if there is no good reason why you are not meeting your requirements and you continue to fail to meet your requirements, your income support payments may be reduced or cancelled. If your payment is cancelled, you will not be paid for four weeks.

If you refuse or fail to accept a suitable job, your income support payments will be suspended and your payment may be cancelled. If your payment is cancelled, you will not be paid for four weeks.

If you leave a job or are dismissed from a job due to misconduct, your payment may be cancelled.

If your payment is cancelled, you will not be paid for four weeks (or six weeks if you received relocation assistance to help you take the job).

What should I do if I can't do the things I have agreed to?

You must let your provider (or the Department of Human Services, if you don't have a provider) know if you can't attend an appointment or a job interview or participate in an activity for any reason. You must do this before the appointment, activity or job interview. If you don't do this, and you fail to attend an appointment, a job interview or fail to participate in an activity, your income support payments will be suspended and you may incur demerits. If you incur 5 demerits within 6 months, your payments may be reduced or cancelled for any further failures.

If there are good reasons why you are unable to look for work, attend appointments, participate in activities or comply with other requirements in your Job Plan, you must discuss these with your provider (or the Department of Human Services, if you don't have a provider).

What happens if I get some paid work?

If you or your partner have undertaken any paid work then you must tell the Department of Human Services about any income you or your partner have received, in the same fortnight you worked. This will help the Department of Human Services to make sure you are paid the correct amount of income support. If you are overpaid, you may need to pay the money back to the Department of Human Services.

What if I disagree with a decision that has been made?

If you disagree with a decision that the Department of Human Services has made which impacts on your payment or a decision the Department of Human Services has made about your Job Plan, or have concerns about the service you have received, you should contact the Department of Human Services feedback and complaints line as soon as possible on 1800 050 004.

If you disagree with a decision your provider has made about your Job Plan, or have concerns about the service you have received, you can contact your provider to discuss your concerns or

you can contact the Department of Jobs and Small Business' National Customer Service Line on 1800 805 260, who will investigate your concerns.

If you are not satisfied with the response you receive, you may take the matter further by contacting the Ombudsman's Office on 1300 362 072.

Privacy

Your personal information is protected by law, including the *Privacy Act 1988*. It can only be collected, used or disclosed where you give permission, or where it is permitted by law. We have provided you with important privacy information about the collection, use and disclosure of your personal information. More information is available from www.employment.gov.au/privacy, your provider, the Department of Human Services, or the Office of the Australian Information Commissioner at www.oaic.gov.au. You should ensure that you read and understand this information.

Job Plan codes

Code	Description	Code text	C/V	Type of requirement
Personal responsibility				
PA03	Personal Responsibility to Report and Record Attendance	I agree to take responsibility to report and/or record my attendance at requirements set out in my Plan by close of business on the day of the requirement. I understand that if I am unable to record my own attendance using available technology, I am required to contact my provider by close of business on the day of the requirement to ensure my attendance is recorded. I understand that if I do not ensure my attendance is recorded, my payment will be affected.	C	—
PA04	Actioning Job Referrals and Opportunities	I agree to follow-up on any job referrals or opportunities that may lead to paid employment as notified by my provider. I am aware that this may be in relation to any suitable work, not just work that I would like to do. I understand that a job referral or opportunity may include applying for a specific job, accepting a job interview, contacting an employer to accept a job interview, updating my résumé to support a job opportunity or providing personal details to support an application or job offer. I understand that where appropriate, these job referrals can be reported to my provider as part of my job search requirements (approved paper form or online) or via other methods as agreed with my provider.	C/V	Job Referral
Appointments and interviews				
AI09	DES appointment	I agree to attend [weekly, fortnightly] Disability Employment Services appointments with [Provider].	C/V	Provider Appointment (DES only)
AI12	Provider appointment	I agree to attend appointments with my provider to discuss my job seeking progress, as required. My provider will notify me when those appointments will occur.	C/V	Provider Appointment
AI13	DES Ongoing Support appointment	I agree to attend [weekly, fortnightly, monthly, bi-monthly] DES appointments with [provider] and the mode of contact will be [face to face, video conference, phone, instant chat, email].	C/V	Provider Appointment (DES only)
AI14	ParentsNext Provider appointment	I agree to attend appointments with my ParentsNext provider, as required. My ParentsNext provider will notify me when those appointments will occur.	C/V	Provider Appointment (ParentsNext only)
AI15	Third Party Appointment	I agree to attend appointments with third party organisations (that is, not my employment services provider) as required. My provider will notify me when those appointments will occur.	C/V	Third Party Appointment

Participation activities				
ET52	Adult Migrant English	I agree to participate in the Adult Migrant English Program for [X] hours per fortnight with [Provider] from [Start Date] to [End Date].	C/V	Activity— Formal/ One-off
ET53	Apprenticeship/ Traineeship	I agree to undertake [apprenticeship/traineeship] activities with [Organisation] in [Trade type], from [Start Date] to [End Date].	C/V	Activity— Formal/ Informal/ One-off
ET56	SEE or ESL course	I agree to participate in the [course type] course for [X] hours per fortnight with [Provider]. I will commence by [Start Date] and complete by [End Date].	C/V	Activity— Formal/ One-off
ET57	SEE and/or ESL assessment	I agree to participate in a [assessment type] assessment for [Number of Hours] hours with [Provider]. I will commence by [Start Date] and complete by [End Date].	C/V	Third Party Appointment
ET58	NEIS training	I agree to participate in the NEIS Training [Certificate III/Certificate IV] in Small Business Management with [Organisation], from [Start Date] to [End Date].	C/V	Activity— Formal
ET59	Study—part-time or full-time	I agree to undertake[X] hours per fortnight of [Part-time/Full-time] education or training with [Institution] from [Start Date] to [End Date].	C/V	Activity— Formal/ One-Off
ET60	Work-related licenses/ qualifications/ memberships	I agree to undertake the necessary activity in order to obtain my [licence, qualification or membership type] to increase my employability.	C/V	Activity— Formal/ Informal/ One-off
ET64	Work preparation	I agree to participate in work preparation activities with [Provider] for [X] hours per fortnight. I will commence by [Start Date] and complete by [End Date].	C/V	Activity— Formal/ Informal/ One-off
ET67	PaTH Internship	I agree to undertake PaTH Internship	V	—
ET68	PaTH Employability Skills training	I agree to undertake PaTH Employability Skills Training activities for X hrs per week with [org name] from [start date] to [end date].	C/V	Activity— Formal/ One-off
WE08	Relocation to an area of higher labour demand	I agree to relocate to [location] where I will be required to apply for [x] jobs per fortnight between [Start Date] and [End Date].	V	—
WE09	Temporary relocation to undertake an Activity	I agree to relocate to [Location] to undertake activities with [Provider/Organisation] from [Start Date] to [End Date].	V	—

WE10	Unpaid work experience	I agree to undertake unpaid Work Experience for [X] hours per fortnight with [Organisation] from [Start Date] to [End Date].	C/V	Activity— Formal/ One-off
WE11	Voluntary work	I agree to participate in [X] hours of voluntary work per fortnight with [Organisation] from [Start Date] to [End Date].	C/V	Activity— Formal/ One-off
WE12	Work for the Dole	I agree to participate in Work for the Dole for [x] hours per fortnight from [Start Date] to [End Date].	C/V	Activity— Formal/ One-off
WE15	Defence Force Reserves	I agree to participate in [x] hours per fortnight of Defence Force Reserve service from [Start Date] to [End Date].	C/V	Activity— Formal/ One-off
WE17	Green Army	I agree to participate in a Green Army activity for [x] hours per fortnight from [Activity Start Date] to [Activity End Date].	C/V	Activity— Formal/ One-off
WE18	National Work Experience Programme	I agree to undertake the National Work Experience Programme for [number of hours] hours per fortnight with [organisation] from [start date] to [end date].	C/V	Activity— Formal/ One-off
PA05	Career Transition Assistance	I agree to participate in CTA from [Activity Start Date] to [Activity End Date]. I will participate for a minimum of [hours] when participating in [CTA activity type].	V	Activity— Formal/ One-off
Job Search activities				
JS04	Job Search contacts—voluntary	I agree to search for work by contacting [x] employers per fortnight.	V	—
JS05	Job Search with a disability—activity tested	I agree to look for, or undertake activities to prepare me for, work of 15 hours or more per week, at or above the relevant minimum wage from [Start Date] to [End Date].	C	—
JS06	Job Search with a disability—non-activity tested	I agree to undertake activities to look for work of 15 hours or more per week, at or above the relevant minimum wage from [Start Date] to [End Date].	V	—
JS07	Research and prepare applications	I agree to research potential employers and prepare job applications with the help of [Provider] from [Start Date] to [End Date].	C/V	Activity— Informal/ One-off
JS09	Job Search contacts—Monthly	I agree to search for work by contacting [Number of Employers] employers per month, including any to which my provider refers me. I agree to report and provide evidence of these job search contacts to my provider as directed by the [date] of each month. I am aware that I need to look for any suitable work, not just work that I would like to do.	C/V	Job Search Requirement

JS10	Job Interviews	I agree to attend job interviews and do other preparatory activities, as directed by my provider. I am aware that this may be in relation to any suitable work, not just work that I would like to do.	C/V	Job Interview
Employment				
EM52	NEIS	I agree to undertake NEIS for 12 months with [Organisation] from [Start Date] to [End Date].	C/V	Activity— Formal/ One-off
EM54	Self-employment	I agree to undertake [X] hours per fortnight of self-employment from [Start Date] to [End Date] and will report my earnings to Centrelink.	C/V	—
EM56	Paid work	I agree to undertake [X] hours per fortnight of Paid Work from [Start Date] to [End Date] and will report my earnings to Centrelink.	C/V	—
Non-vocational				
NV02	Counselling	I agree to attend and fully participate in counselling with [Provider/Organisation] from [Start date] to [End Date].	V	Activity— Formal/ Informal/ One-off
NV04	Non-vocational training	I agree to attend and complete [course type] training with [Provider/Organisation] from [Start Date] to [End Date].	C/V	Activity— Formal/ Informal/ One-off
NV05	Parenting skills program	I agree to undertake a parenting skills programme with [Provider/Organisation] from [Start Date] to [End Date].	V	Activity— Formal/ Informal/ One-off
NV07	Drug and alcohol rehabilitation	I agree to undertake a rehabilitation program with [Provider/Organisation] from [Start Date] to [End Date].	V	Activity— Formal/ Informal/ One-off
NV09	Self-help or support group	I agree to attend and fully participate in a [type of support group] self-help/support group with [Provider/Organisation] from [Start Date] to [End Date].	C/V	Activity— Formal/ Informal/ One-off
NV12	Child care	I agree to investigate and arrange appropriate care for my child(ren) to enable me to [accept a suitable job / participate in education or training] by [End Date].	C/V	Activity— Informal/ One-off
NV13	Intervention—non-specific	I agree to attend [Intervention type] with [Organisation/Provider] from [Start Date] to [End Date].	C/V	Activity— Formal/ Informal/ One-off

NV14	Health maintenance program	I agree to undertake a health maintenance program to manage my medical condition from [Start Date] to [End Date].	V	Activity— Formal/ Informal/ One-off
Free Text				
FXT	Free Text code	This code may be used where there is no other Activity code that represents the activity a job seeker is required to participate in. It must either include all details required for formal Notification or Providers must issue separate formal Notification to the job seeker.	—	Activity— Formal/ Informal/ One-off

DHS-only codes

Code	Description	Code text	C/V
AI02	Attend quarterly appointment	I agree to attend compulsory quarterly appointments with Centrelink, as advised. If I am unable to attend an appointment, I will advise Centrelink of my situation as soon as possible after being notified of my appointment date and time.	C/V
AI08	Reduced capacity requirements	I agree to attend all compulsory appointments made for me by Centrelink. If I am unable to attend an appointment I will advise Centrelink of my situation as soon as possible after being notified of my appointment date and time.	C/V
EM51	Disability supported employment	I agree to undertake Disability Employment Support with [Organisation], from [Start Date] to [End Date].	C/V
ET63	Youth activities	I agree to undertake [x] hours per fortnight of [Activity] with [Provider] in [Free-text] from [Start Date] to [End Date].	C/V
WE16	Community service order	I will undertake [X] hours of activities per fortnight outlined in my Community Service Order, from [Start Date] to [End Date].	C/V

Notifications

Notifications: overview

What is formal Notification?

Job seekers need to be informed of what they are required to do under Social Security Law in return for their Income Support Payment. This is done by issuing formal Notification.

All Mutual Obligation Requirements must be in a job seeker's Job Plan. This, together with separately issued Notification (including all of the details of the requirement and the consequences of not complying), makes up formal Notification. Notification also needs to be issued within a reasonable timeframe to give the job seeker enough notice to make travel arrangements or reschedule personal commitments in order to attend.

Who issues formal Notification?

Providers have been delegated certain powers under Social Security Law by the Secretary of the Department of Jobs and Small Business. These powers extend to employees of employment services provider organisations.

These powers include the **legal authority** and **responsibility** to issue formal Notification to a job seeker of their requirement to:

- negotiate and enter into a Job Plan (which may include Job Search Requirements)
- attend Appointments with Providers or another organisation as required
- attend a location to participate in an activity
- attend a Job Interview
- act upon Job Referrals or opportunities to support offers of paid employment.

The responsibility to notify a job seeker of the details of their requirements is also a **contractual obligation** of all employment services provider contracts with the Department and must be met.

Note: any person who is not employed by an employment services provider organisation (such as an external activity Supervisor or a third party organisation) does not have the delegation to formally notify a job seeker of a requirement—this must always come from their Provider.

What does formal Notification include?

All formal Notification must indicate **what** the requirement is, **where** it's taking place, the **times** during which job seekers must be present, **how** to participate, and the **consequences** of not meeting the requirement.

Formal Notification also advises the job seeker that they must give their Provider **prior notice** with an Acceptable Reason if they can't attend.

Finally, the Notification must include a statement that it is being issued under **Social Security Law**, and that the job seeker must meet their requirements to receive their Income Support Payment.

What are the types of Notification?

Method	Description	Reasonable notice
Letter—mailed	A letter is printed and mailed to the job seeker’s residential address on the day the requirement is scheduled.	6 Business Days
Letter—handed	A letter is printed and handed to the job seeker while they are with their Provider.	3 calendar days
Phone	The job seeker is phoned and they are read a script from the Department’s IT System as their requirement is being scheduled. <i>This form of Notification is only valid if it is given directly to the job seeker—messages cannot be left with another member of the household (except the job seeker’s DHS nominee) or on an answering machine.</i>	3 calendar days
Face to face	The job seeker is read a script from the Department’s IT System while they are with their Provider and as the requirement is being scheduled.	3 calendar days
Email	An email is sent to the job seeker using the email address recorded in the Department’s IT System.	2 Business Days

What happens when there are requirements that occur within reasonable notice timeframes?

Sometimes, requirements need to happen before the minimum timeframe for formal Notification can be met. In these cases, the Provider must discuss the requirement with the job seeker. As long as it is arranged directly with the job seeker and the job seeker indicates their **ability** and **intent** to attend, reasonable notice is considered to have been given. Providers need to record in the Department’s IT System that this discussion occurred.

Notifications for Mutual Obligation Requirements

Job seekers' Job Plans will include unique Job Plan codes for each Mutual Obligation Requirement they are expected to meet. Under Social Security Law, job seekers must be notified of their obligation to meet these requirements in return for their Income Support Payment. The table below outlines acceptable forms of formal Notification for each Job Plan code.

Different tools and nudges will be applied to encourage and support job seekers to successfully meet all of their requirements. These are listed below under 'job seeker reminders and supports'. However, the use of these tools and nudges will depend on each job seeker's available notification channels and whether the job seeker is required to record/report their own attendance.

Requirement	Job Plan code	Formal Notification sent to job seeker	Job seeker reminders and supports
Job Plan	—	<p>DHS advises job seeker of requirement to enter into a Job Plan.</p> <p>Appointment Notification advises of the requirement to enter into, update and agree to a Job Plan.</p> <p>Provider reads verbal script when negotiating Job Plan to be accepted online.</p>	<ul style="list-style-type: none"> • 'Pending agreement' appears on the job seeker's To Do List (if sent for online agreement). • Job Plan is available on the online Dashboard (via the Job Seeker App or jobactive website) for viewing.
Provider Appointment	AI09 AI12 AI13 AI14	<p>Providers create formal Notification for scheduled requirement in Calendar. Available methods:</p> <ul style="list-style-type: none"> • letter (mailed or handed) • verbal script (face to face or phone) • email. 	<ul style="list-style-type: none"> • Appears on the To Do List and Calendar. • One day in advance reminder by SMS, email or Inbox/push notification.
Third Party Appointment	AI15	<p>Providers create formal Notification for scheduled requirement in Calendar. Available methods:</p> <ul style="list-style-type: none"> • letter (mailed or handed) • verbal script (face to face or phone) • email. 	<ul style="list-style-type: none"> • Appears on the To Do List and Calendar. • One day in advance reminder by SMS, email or Inbox/push notification. • Inbox/push notification during day to remind job seeker to record/report their attendance if not done already.

Requirement	Job Plan code	Formal Notification sent to job seeker	Job seeker reminders and supports
Activities	<i>Please see Job Plan codes table</i>	<p>Providers create formal Notification for scheduled requirement in Calendar. Available methods:</p> <ul style="list-style-type: none"> • letter (mailed or handed) • verbal script (face to face or phone) • email. <p>The Provider may include a Free Text code in the Job Plan that includes all Activity details: dates; days; start and end times; addresses.</p> <p>If the Provider included only high-level Activity details in a Free Text code, they must ALSO complete a Manual Activity Details notification template.</p>	<ul style="list-style-type: none"> • Appears on the To Do List and Calendar. • Inbox/push notification during day to remind job seeker to record/report their attendance if not done already.
Job Interviews	JS10	<p>Providers create formal Notification for scheduled requirement in Calendar. Available methods:</p> <ul style="list-style-type: none"> • letter (mailed or handed) • verbal script (face to face or phone) • email. 	<ul style="list-style-type: none"> • Appears on the To Do List and Calendar. • One day in advance reminder by SMS, email or Inbox/push notification. • Inbox/push notification during day to remind job seeker to record/report their attendance if not done already.
Job Search	JS09	<p>The Job Plan is formal Notification because it contains:</p> <ul style="list-style-type: none"> • due date of efforts • number of efforts required • methods of reporting efforts. 	<ul style="list-style-type: none"> • Job Search efforts count appears on the Dashboard in jobactive website. • Job seekers who did not meet their Job Search Requirement for the previous Job Search Period will be notified five days before the end of their current Job Search Period: <ul style="list-style-type: none"> ○ Job seekers without the Personal Responsibility to Report or Record Attendance Job Plan code (PA03) will receive an SMS reminder. ○ Job seekers with the PA03 code in their Job Plan, will receive an email or Inbox reminder message.

Requirement	Job Plan code	Formal Notification sent to job seeker	Job seeker reminders and supports
Job Referrals	PA04	<p>Providers create formal Notification for set requirement on Job Referral page. Available methods:</p> <ul style="list-style-type: none"> • letter (mailed or handed) • verbal script (face to face or phone) • email. 	<ul style="list-style-type: none"> • Appears on the To Do List and Calendar.
Suitable job	—	<p>DHS advises job seekers that, in return for their Income Support Payment, they are expected to look for and accept suitable work.</p> <p>The 'Information You Need to Know' page in the back of the job seeker's Job Plan indicates that they must look for work, participate in activities that will help them attain work, and accept suitable work.</p>	—

Mutual Obligation Requirements

Attendance results

Attendance results and their meanings

With increased focus on work-like practices and personal responsibility, job seekers are being supported in having increased transparency of their requirements. Providers will schedule each Mutual Obligation Requirement—Provider Appointments, Third Party Appointments, Job Interviews and all activities—and the daily details of these requirements in the job seeker’s Calendar.

Job seekers who are capable of doing so will be responsible for recording their own attendance at Third Party Appointments, Job Interviews and activities via the Job Seeker App or the jobactive website.

Providers will be responsible for recording job seeker attendance:

- at Provider Appointments for all job seekers
- when a job seeker contacts their Provider to *report* their attendance at a requirement, requesting their attendance be recorded in the Department’s IT System
- when a job seeker is found to not be capable of recording or reporting their own attendance.

When Providers become aware of job seeker non-compliance, they will attempt to contact the job seeker on the same day. The attendance result recorded will be based on the result of this contact attempt.

The following are applicable to scheduled Mutual Obligation Requirements in the Calendar.

Result	Meaning of result and when it is recorded	Recorded by
Attended (ATT)	<p>The job seeker has:</p> <ul style="list-style-type: none"> • arrived on time and at the right place • behaved appropriately • participated for the duration of the requirement. 	<ul style="list-style-type: none"> • Job seekers (excluding Provider Appointments) • Providers • Activity Supervisors (via Supervisor App)
Did Not Attend—Valid (DNAV)	<p>This result is recorded after non-compliance and successful contact.</p> <p>The job seeker did not attend the requirement. Upon contact with the job seeker following non-compliance, the Provider believes the job seeker had a Valid Reason for failing to attend—including why they could not give prior notice of their inability to attend.</p> <p>Providers will record the reason they accepted in the Department’s IT System.</p>	Providers
Did Not Attend—Invalid (DNAI)	<p>This result is recorded after non-compliance.</p> <p>The job seeker did not attend the requirement. The Provider could not contact the job seeker to discuss the non-compliance or, upon contact, the Provider did not think the job seeker had a Valid Reason for not meeting their requirement.</p> <p><i>This result will trigger suspension of the job seeker’s Income Support Payment.</i></p> <p>If in contact, Providers will also record the reason they did not accept from the job seeker.</p> <p><i>This result will confirm the Demerit.</i></p>	Providers

Result	Meaning of result and when it is recorded	Recorded by
Did Not Attend (DNA)	<p>This outcome is recorded by Activity Supervisors via the Supervisor App if a job seeker fails to attend an activity.</p> <p><i>This will trigger suspension of the job seeker's Income Support Payment.</i></p> <p>Providers will be required to update this outcome to Did Not Attend—Valid or Did Not Attend—Invalid following discussion with the job seeker about their reasons for non-compliance.</p>	Activity Supervisors (via Supervisor App)
	<p>This result may also be recorded to reflect non-attendance without a Valid Reason for job seekers who are participating on a Voluntary basis.</p>	Providers
Misconduct (MISC)	<p>The job seeker has attended the requirement, but their behaviour was inappropriate and prevented the purpose of the requirement from being successfully delivered or completed.</p> <p>Providers will record the type of misconduct in the Department's IT System.</p> <p><i>This result will trigger suspension of the job seeker's Income Support Payment.</i></p> <p>If in contact with the job seeker, they will also record the reason they have accepted or not accepted for the non-compliance.</p> <p><i>This result will confirm the Demerit.</i></p>	Providers
Rescheduled (RESC)	<p>If the job seeker has given prior notice of their inability to attend a requirement and the Provider believes they have an Acceptable Reason, requirements can be Rescheduled. They may also be Rescheduled due to other circumstances that force the requirement to be delivered or run on another day/time.</p> <p>Requirements can only be rescheduled before they are due to begin.</p> <p>Providers will record the reason for rescheduling in the Department's IT System.</p> <p><i>When Re-engagement Requirements are rescheduled, job seekers' payments are restored.</i></p>	Providers
No Longer Required (NLR)	<p>This result is recorded when a job seeker is no longer required to attend a requirement. This will remove the requirement.</p> <p>Providers may record this result when:</p> <ul style="list-style-type: none"> • A job seeker has given prior notice of their inability to meet a requirement with an Acceptable Reason, and it is not appropriate or necessary to reschedule the requirement. <p><i>For example, a job seeker cannot attend a day of their activity and, due to their other requirements and the days the activity runs, there is no opportunity to reschedule these hours.</i></p> <ul style="list-style-type: none"> • The requirement will no longer be delivered due to Provider or external circumstances. <p><i>For example, an employer has filled a vacancy and therefore will not be holding Job Interviews for any more applicants.</i></p>	Providers

Result	Meaning of result and when it is recorded	Recorded by
	<p>The Department's IT System will automatically record this result and remove requirements when, as part of other job seeker servicing actions or circumstances, it is identified that the requirement no longer needs to be met.</p> <p><i>For example, a job seeker's requirements are removed as part of conflict management or contingency arrangements.</i></p> <p><i>Note: for jobactive job seekers with an Annual Activity Requirement (AAR) who are participating in a specific AAR activity, any activity hours with a No Longer Required result will be automatically credited.</i></p>	Department's IT System
Cancelled (CANC)	<p>Providers will not be able to select this result; it will be automatically recorded by the Department's IT System when, as part of other job seeker servicing actions or circumstances, it is identified that the requirement is no longer needed.</p> <p><i>For example, the job seeker is Exempt, exits services or transfers Provider, or the requirement is removed from their Job Plan.</i></p> <p><i>Note: for jobactive job seekers with an Annual Activity Requirement (AAR) who are participating in a specific AAR activity, any activity hours with a Cancelled result will not be credited.</i></p>	Department's IT System

Other results in the Department’s IT System

Result	Meaning of result
<p>No Result Entered (NRE)</p>	<p>If no attendance result is recorded against a requirement by the end of the day—by either the job seeker directly, or with their Provider or an Activity Supervisor—the Department’s IT System will automatically record No Result Entered.</p> <p><i>This will trigger suspension of the job seeker’s Income Support Payment.</i></p> <p>This result should be updated following contact with the job seeker to a result of: Attended; Did Not Attend—Invalid; or Did Not Attend—Valid.</p>
<p>Blank—no text in the attendance result field</p>	<p>If the Provider has not recorded a result for a Provider Appointment by close of business on the day of the requirement, the result field will be locked and it cannot be updated. It is a contractual requirement to record results by close of business.</p> <p><i>This will not trigger suspension of the job seeker’s Income Support Payment.</i></p> <p>In the case of Initial Interviews, Providers will have up to five Business Days to record attendance results before the field is locked. This supports Providers to record results for the purposes of Commencing job seekers in employment services.</p>
<p>AUTO</p>	<p>This result is automatically recorded by the Department’s IT System. If a job seeker has had a DNAI, MISC, DNA or NRE recorded for a compellable job seeker, it will change to AUTO if:</p> <ul style="list-style-type: none"> • the job seeker’s status changes between compulsory and voluntary while the system is sending the message to DHS to suspend payment, or • the system fails to get the message across to DHS by the end of the day. <p>This result does not suspend payment but represents that, for this requirement, the intention was to use the compliance framework because:</p> <ul style="list-style-type: none"> • the job seeker did not have a Valid Reason for their non-compliance, or • there was no evidence the job seeker met their requirement.
<p>Compliance closed</p>	<p>This result is automatically recorded by the Department’s IT System when a job seeker has had a No Result Entered recorded for a requirement, and then has not made contact with their Provider before exiting services.</p> <p>This result may be recorded when a job seeker:</p> <ul style="list-style-type: none"> • transfers Providers • exits employment services • has not contacted their Provider within 28 days of being notified their payment has been suspended, and so DHS has cancelled their payment.

Automatic IT system actions—No Longer Required (NLR) vs Cancelled

Based on actions by Providers or other job seeker servicing actions or transactions from DHS or the Department of Jobs and Small Business, the Department’s IT System will automatically remove requirements and record that the requirement is ‘No Longer Required’ or ‘Requirement No Longer Needs To Be Met’ or that it has been ‘Cancelled’. The following outlines the circumstances where this will occur.

	Action	Result in system	
		No Longer Required	Cancelled
Compliance actions	Re-engagement Requirement has been finalised by ‘Compliance action no longer appropriate’ being recorded by Providers for: <ul style="list-style-type: none"> • Re-engagement Appointment • Re-engagement Activity • Capability Interview 	Reason—defaulted to the Provider’s selection on the Provider Re-engagement page.	n/a
	Re-engagement Requirement has been finalised by Department actions (DHS/ Department) for: <ul style="list-style-type: none"> • Re-engagement Appointment • Re-engagement Activity • Capability Interview 	Reason—defaulted to the auto-set reason as part of the DHS/Department transaction.	n/a
Job seeker referral	Mutual Obligation Requirement that has been removed due to an Exemption or Suspension being in place.	For: <ul style="list-style-type: none"> • Capability Interview Appointments • Job Search Requirement* • Job Referral* Reason—‘Job seeker exempt/ suspended’.	For: <ul style="list-style-type: none"> • Provider Appointments • Third Party Appointments • Activities • Job Interviews Reason—‘Job seeker exempt/ suspended’.
	Mutual Obligation Requirement removed as not required as job seeker has Exited from Provider.	For: <ul style="list-style-type: none"> • Capability Interview Appointments • Job Search Requirement* • Job Referral* Reason—‘Job seeker exit/ transfer’.	For: <ul style="list-style-type: none"> • Provider Appointments • Third Party Appointments • Activities • Job Interviews Reason—‘Job seeker exit/transfer’.
Setting requirements	Mutual Obligation Requirement removed as not required due to conflicting requirements (i.e. in conflict management workflow)	For: <ul style="list-style-type: none"> • Provider Appointments • Third Party Appointments • Activities Reason—‘Managing conflicting requirements’.	n/a
	Activity scheduled and automatically removed as it fell on a Public Holiday or other Local Event. Only applicable where activity is scheduled as part of a recurring activity or activity schedule, and allows hours to be credited for jobactive AAR purposes.	Reason—‘Public holiday/Local Event’.	n/a

	Action	Result in system	
		No Longer Required	Cancelled
Setting requirements	Mutual Obligation Requirement that has been removed as Job Plan code removed or date range changed (for a scheduled requirement).	For: <ul style="list-style-type: none"> • Job Search Requirement* • Job Referral* Reason—'Requirement Removed'.	For: <ul style="list-style-type: none"> • Provider Appointments • Third Party Appointments • Activities • Job Interviews Reason—'Requirement Removed'. <i>Note—if there is an Activity Placement linked, then job seeker placement must be exited first. This will be triggered off 'activity exited' scenario.</i>
	Provider changes start/end dates (less than what was previously scheduled) of an Activity Schedule that a job seeker is linked to. This affects activities scheduled only.	n/a	Reason—'Requirement Removed'.
Contingency	Mutual Obligation Requirement is not required due to contingency arrangements .	For: <ul style="list-style-type: none"> • Provider Appointments • Third Party Appointments • Activities • Job Interviews • Job Search Requirement* • Job Referral* Reason—'Contingency Arrangements in effect'	n/a
Activity management	Activity Placement (in Activity Management) has been 'created in error'. This affects activities scheduled only.	n/a	Reason—'Requirement Created in Error'.
	Activity Placement (in Activity Management) has been 'Exited'. This affects activities scheduled only.	n/a	Reason—'Activity Exited'.
	Activity Placement (in Activity Management) has been 'Suspended'. This affects activities scheduled only.	n/a	Reason—'Activity Suspended'.
ESAt	Employment Services Assessment is Pending. (For Compulsory Approved Activities (ie. 'formal') only).	Reason—'Job seeker ESAt pending'.	n/a

* For Job Search Requirement and Job Referral, will be 'Requirement no longer needs to be met'.

Third Party Appointments

Third Party Appointments: overview

Third Party Appointments

As part of their Mutual Obligation Requirements, job seekers may be required to attend Third Party Appointments. This is an appointment that is not with the job seeker's Provider, delivering employment services (though potentially a service delivered within the same organisation), or with DHS. To set the requirement for a job seeker to attend a Third Party Appointment, the job seeker must have the code 'Third Party Appointment' (AI15) in their Job Plan. This commitment states:

"I agree to attend appointments with third party organisations (that is, not my employment services provider) as required. My provider will notify me when those appointments will occur."

Scheduling Third Party Appointments

Third Party Appointments must be scheduled in the job seeker's Calendar. This can only be done if the Job Plan code is in the job seeker's Job Plan.

What are the types of Third Party Appointments that can be scheduled?

- Meet with your Career Transition Assistance provider to discuss services.
- Meet with your Work for the Dole Supervisor to discuss your activity.
- Meet with your activity supervisor to discuss your activity.
- Attend an Induction Session to prepare for your new activity.
- Undertake a medical/allied health assessment to determine eligibility for services.
- Attend a medical/allied health professional appointment to discuss services.
- Undertake a Language, Literacy and Numeracy skills assessment to determine eligibility for services.
- Undertake an education/training course assessment.
- Attend an education/training course information session for advice.
- Attend an employer information session for advice.
- Attend a New Enterprise Incentive Scheme information or eligibility session for advice.
- Attend an information session for an Employability Skills Training course for advice.
- Attend an employer information session for a PaTH Internship for advice.
- Undertake a pre-employment medical assessment.
- Undertake a pre-employment workplace assessment.

Notifying job seekers of their requirement to attend a Third Party Appointment

Providers must create formal Notification for the scheduled requirement in the Calendar and issue the detailed Notification to the job seeker.

Available methods of formal Notification are:

- letter—mailed or physically handed
- email
- verbal script—face to face or via phone
- a combination of these methods.

To support job seekers, the requirement will appear on the job seeker’s To Do List and Calendar in the Job Seeker App or via the jobactive website. They will also receive a reminder one day in advance by SMS, email or Inbox/push notification.

Below are some examples of what will appear on the job seeker’s account when they select the requirement on their To Do List and Calendar:

 Other Appointment 7 Dec ✕	 Other Appointment 7 Dec ✕
You have a meeting to prepare for your new activity with XYZ Jobs from 10:30am to 11:30am at 1 Smith Street, HOBART TAS 7000. Make sure you attend your Appointment to avoid your payments being affected. If you cannot attend, you need to call your provider beforehand on 0212345678.	You have a medical/allied health assessment with XYZ Jobs from 10:30am to 11:30am at 1 Smith Street, HOBART TAS 7000. Make sure you attend your Appointment to avoid your payments being affected. If you cannot attend, you need to call your provider beforehand on 0212345678.

Recording attendance

Job seekers are responsible for recording or reporting their attendance at requirements, including Third Party Appointments.

To confirm their attendance at Third Party Appointments, job seekers will visit their Dashboard via the Job Seeker App or jobactive website. They will be asked to ‘click the attendance button’ to acknowledge that they were present and participated in the requirement. Job seekers do not require evidence, like a passcode, to confirm their attendance at Third Party Appointments.

Where a job seeker is unable to record their own attendance, they are still responsible for reporting their attendance to their Provider or being available to take a call from their Provider to confirm they were there.

To support job seekers, they will receive an additional Inbox/push notification during the day to remind them to record/report their attendance at the Third Party Appointment if they have not already done so.

What happens if attendance is not recorded?

If an attendance result has not been recorded by close of business on the day of a requirement, job seekers will have their payment suspended overnight. They will receive a notification of this suspension the next day.

If following contact with the job seeker the Provider is satisfied that the job seeker did attend, the Provider will record 'Attended' and payment will be restored.

What happens if the job seeker does not attend or behaves inappropriately at the Third Party Appointment?

If a job seeker does not attend the Third Party Appointment, or behaves inappropriately and the Provider is made aware of this, the Provider must attempt to contact the job seeker to discuss their non-compliance on the day of the requirement.

Whether or not contact with the job seeker was successful, the Provider must record a result in the Department's IT System.

Did Not Attend-Invalid (DNAI)

- In contact, Invalid Reason—If the job seeker did not attend and does not have a Valid Reason, record DNAI and reason not accepted.
- Not in contact—Record DNAI.

Did Not Attend-Valid (DNAV)

If the job seeker did not attend and has a Valid Reason, then record DNAV and reason accepted.

Misconduct (MISC)

- In contact, Invalid Reason—If the job seeker behaved inappropriately and does not have a Valid Reason, record MISC, the type of behaviour and the reason not accepted.
- Not in contact—Record MISC and the type of behaviour reported.

Recording of DNAI or MISC will result in suspension of the job seeker's payment until the Re-engagement Requirement is met.

If the job seeker does not have a Valid Reason for the non-compliance, they will:

- accrue a Demerit (when the job seeker is in the Green Zone or Warning Zone)
- have a Non-Compliance Report submitted to DHS for investigation (when the job seeker is in the Penalty Zone).

Manually reporting non-compliance

There may be instances where Third Party Appointment non-compliance needs to be reported manually as the requirement was scheduled as an Initial Appointment to another employment services program. This includes when:

- A Provider has referred a job seeker to Transition to Work (TtW) and has booked their Initial Appointment in the Department's IT System. Providers will receive a Noticeboard message advising them when a job seeker doesn't attend a TtW Initial Appointment and did not have a Valid Reason.
- A ParentsNext Provider has referred a job seeker to jobactive or TtW to receive concurrent servicing.

This can only be reported within five Business Days of the incident date.

Activities

Activities: overview

Activity Requirements

As part of their Mutual Obligation Requirements, job seekers may be required to attend and participate in Activities to improve their skills, motivation and dependability. Activities can generally be undertaken at any time where a Provider thinks it will benefit the job seeker. The types of activity a job seeker may be referred to should be tailored to their personal circumstances and focus on supporting them to build on their skills or develop work-like behaviours to assist them in moving towards employment.

All activities must be included in job seekers' Job Plans, including the type of activity, the activity start and end date and the hours of participation per fortnight.

All activities must be scheduled in the job seeker's Calendar. Providers will only be able to schedule activities in the Department's IT System where that activity requirement exists in the job seeker's approved Job Plan.

Before job seekers can be linked to an activity or activity schedule, they must have the corresponding activity code in their Job Plan.

One-off, Formal and Informal Activities

There are three distinct types of activities for the purposes of scheduling requirements in a job seeker's Calendar:

- One-off Activities
- Formal Activities
- Informal Activities.

One-off Activities

A one-off activity is an activity specific to an **individual** job seeker. These can be used where an activity is unique to the individual or the job seeker needs to make up hours for an activity requirement. These are not intended to be common activities or days of participation for a group of job seekers on a Provider's caseload.

For example:

- scheduling a one-off activity can be useful where an individual job seeker could benefit from a single day course, such as attending a one-day Job Interview Skills program
- scheduling an activity that recurs over a short period of time, such as where the job seeker is the only one completing the Certificate II in Horticulture locally.

One-off activities are scheduled directly in the job seeker's Calendar, similar to a Provider Appointment. When scheduling a one-off activity Providers will need to record the details of the activity including the name and purpose of activity, the date, start and end times, any special requirements (appropriate clothing or bring résumé) and who the job seeker needs to contact if they cannot attend. If the activity is recurring, Providers will also record this as part of the scheduling process.

Job seekers are responsible for recording or reporting their attendance at these activities, however evidence-based recording using a QR or passcode is not available for one-off activities. Job seeker will still be required to confirm their attendance via the Job Seeker App or jobactive website.

Note: Where a jobactive job seeker is required to participate in an Approved Activity to meet their Annual Activity Requirement (AAR), this can also be scheduled as a one-off activity. The Department's IT System will count a job seekers' hours participated in this one-off activity towards the job seeker's AAR.

Formal Activities

Formal Activities are generally any of the broad range of Approved Activities a job seeker can participate in to improve their employment prospects. Formal Activities include (but are not limited to) Work for the Dole, Voluntary Work, accredited education and training, non-vocational interventions or assistance and the National Work Experience Programme (NWEPP). For job seekers participating in these types of Formal Activities, Providers will generally be required to enter into an agreement with a Host Organisation and ensure that there is a safe system of work in place, prior to the job seeker commencing in the Activity. Job seekers participating in some of these activities (e.g. Work for the Dole and NWEPP) may be eligible for the Approved Program of Work Supplement of \$20.80 per fortnight. For jobactive job seekers, participation in most Formal Activities during the Work for the Dole Phase can be counted towards the job seeker's AAR.

Providers must create Formal Activities via the Activity Management functionality in the Department's IT System.

For some Formal Activities, Providers can choose whether the job seeker is required to provide evidence of their participation when recording their own attendance. When creating the Formal Activity, Providers will record the contact details of the Activity Supervisor so that the Supervisor can receive this evidence (which can be unique to each Activity location) and provide this information to the job seeker. The Department's IT System will automatically set this as a requirement for any Work for the Dole Activity.

Providers can create Activity schedules for Formal Activities to assist in managing their job seekers' ongoing participation and as part of this process, record the details of who the job seeker must contact if they are unable to attend their Activity.

Informal Activities

Informal activities can include training and education, or may be 'in-house' activities intended to assist job seekers to build employability skills and are delivered by a Provider. Informal activities can include (but are not limited to) Job Search Clubs, résumé writing workshops and interview preparation training. As a general rule, the delivery of informal activities does not require the Provider to enter into an agreement with a Host Organisation or undertake a formal risk assessment prior to a job seeker commencing in that activity (noting that Providers are required to ensure that any activity a job seeker participates in, at the behest of their Provider, has a safe system of work in place). Unlike Formal Activities, Providers are not required to create informal activity records in the Activity Management section in the Department's IT System. Instead, these activities are created in the 'Create Informal Activity' page. This gives Providers the flexibility to easily create activities that they may regularly deliver to job seekers on-site, such as Job Search Clubs.

Creating an informal activity requires a description of the activity as well as the corresponding Job Plan code. For example, for an informal activity called, "Skills for Job Success" the Job Plan code might be ET64 (Work Preparation) and the description might be "Résumé writing and job interview skills to prepare individuals for job opportunities".

Providers have the discretion to decide if a job seeker who participates in an informal activity will be required to retain evidence of their participation in that activity. If the Provider decides that evidence will be required, they will need to capture this information when creating the activity, and record the contact details of the person running the informal activity who will receive the evidence codes to distribute to job seekers.

Providers will also record the job seekers' required participation in the activity – for example, the job seeker may only need to attend for a day or a week or for the whole activity.

Activity Schedules

Activity Schedules can be created by Providers to assist them to manage a job seeker's participation in either Formal or Informal Activities. By using the Activity Schedule, Providers can schedule pre-set days/times that different job seeker groups may be required to participate in an activity. Multiple Activity Schedules can be created for a single activity.

For example, a Provider could create a number of Activity Schedules for a single Informal Activity – in this instance, a Work Preparation Activity.

The Informal Activity may run at a particular Provider site between 10 am to 12 pm every Monday, Wednesday and Friday for the next six months.

To assist in scheduling job seeker participation in the Activity, the Provider could create an individual Activity Schedule for each day of the week the Activity runs. The Provider could then 'link' job seekers to a particular Activity Schedule as required, for example:

- jobactive Stream C job seekers participate on Mondays
- job seekers aged 18-24 years participate on Wednesdays
- job seekers with a part-time Mutual Obligation Requirement participate on Fridays.

Providers can use the Activity Schedule functionality to set up different schedules for the same Activities running at various locations across an organisation. For example, if an Informal Work Preparation Activity is running at two Provider sites (such as a Wollongong site on Monday and Wednesdays and a Nowra site on Wednesdays and Fridays) where appropriate, the Provider can 'link' job seekers from their other sites and require them to attend one of these i.e. they could link job seekers who are being routinely serviced at the Kiama site to the Monday Activity at the Wollongong site.

Up to 12 Activity Schedules can be created for an Informal or a Formal Activity.

Evidence for the job seeker to record attendance at activities

Where a Provider has determined that a job seeker is capable of taking personal responsibility for recording and reporting their attendance at Activities (and personal responsibility Job Plan code (PA03) has been included in their Job Plan), the job seeker is required to record or report their attendance at all activities, irrespective of the activity type. For some activities, the job seeker will simply confirm that they have attended when they record their attendance via the Job Seeker App or the jobactive website. For other activities, they will be required to provide evidence that they have attended the activity at the time they record their attendance via the Job Seeker App or the jobactive website.

The evidence will be either a passcode (a number specific to the Activity session that the job seeker will need to record when recording their attendance) or a QR code (similar to a barcode that the job seeker can scan through their mobile device).

Notification to recipients of QR and passcodes for evidence-based attendance at Activities

To enable job seekers to take personal responsibility for recording their own attendance at activities, the Department's IT System allows Providers to identify activities for evidence-based recording. Evidence-based recording is also a default for Work for the Dole Activities.

As part of creating the activity, Providers will record the contact details (either email address or mobile phone number) of who they want to deliver the day's unique QR or passcode to participants—for example, a third party activity supervisor or individual provider consultant. The Department's IT System will automatically send the code(s) to the recipient with the following notifications.

Email

Subject: [\[date of Activity\]](#) - [\[Activity name\]](#) evidence recording codes

Hi [\[name of person who needs to receive the codes as per system rules\]](#)

You have been identified as a supervisor or contact person for the activity [\[Activity Name\]](#) on [\[Date\]](#) at [\[start time\]](#) to [\[end time\]](#).

Generally, job seekers who are attending this activity are required to record their own attendance. This is part of their requirements in return for Income Support Payments.

They will do this by scanning a unique QR code for this activity in their Job Seeker App or recording a passcode by logging onto their Dashboard through the jobactive website.

The job seeker's employment services provider will have discussed the requirement for the job seeker to record their attendance at this activity if they are able to do so. Your assistance in reminding job seekers that they must record their own attendance, or request their attendance be recorded on their behalf would be appreciated and potentially help job seekers avoid impact to their income support payment.

(FOR ONE CODE ONLY)

The QR code and passcode for the activity is attached. Please ensure you have this available to job seekers who attend the activity for them to record.

(FOR TWO CODES)

As job seekers may be required to participate in this activity for more than four hours, they will need to record two codes. The two different QR codes and passcodes for this activity are attached.

Please ensure you have these available to job seekers who attend the activity for them to record. Job seekers will need to record both codes in order to have their attendance recorded.

Please note:

- Where job seekers request you record their attendance as they are unable to do so, we appreciate your assistance in advising of their attendance on the day.
- Where you cannot assist with recording attendance, please direct the job seeker to make contact with their employment services provider to ensure their attendance is reported.
- Where job seekers do not:
 - record their attendance themselves, or
 - request and have you record their attendance, or
 - contact their provider to let them know they have attended their activity and record their attendance,
 - their income support payment will be suspended until they speak to their provider to re-engage.

Please call [\[Provider name\]](#) on [\[Provider phone number\]](#) if you have any questions.

Kind regards

[\[Provider name\]](#)

SMS

Hi, the daily job seeker codes for [\[Activity name\]](#) from [\[time\]](#) to [\[time\]](#) are included. Call [\[Provider name\]](#) on [\[number\]](#) for any questions.



Australian Government

Recording activity attendance for job seekers

Changes affecting supervisors and job seekers from 1 July 2018

What is changing on 1 July 2018?

On 1 July 2018, the Australian Government is introducing a new Targeted Compliance Framework for job seekers with Mutual Obligation Requirements who are participating in jobactive, Disability Employment Services and ParentsNext.

As part of the framework, most job seekers will be responsible for recording their own attendance, or where unable to communicating with their provider to have this done for them. Taking responsibility for managing and reporting their own attendance forms part of their requirements in return for income support payments.

How will job seekers record their attendance?

Job seekers have access via myGov to their Dashboard or jobactive app where they must record their attendance. For some activities this will be done by clicking the attendance button, or where evidence is required, by scanning a unique QR code or by recording a passcode in their Dashboard or through the app.

Evidence based attendance recording is only applicable for activities where the employment services provider has indicated that evidenced based recording is required when creating the activity.

Where will job seekers get these codes from?

You will have these codes sent to you for each day of the activity. You have been identified as an activity supervisor or contact, your details have been recorded to receive these codes. If you are not the right contact, please let the provider know as soon as possible.

Each day an activity runs, you will be sent an email and/or SMS containing the QR codes and passcodes. If you do not receive the QR codes or passcodes prior to the activity commencing, please contact the job seeker's provider immediately to follow up.

There will be one QR code or passcode for activities that last up to four hours, and two QR codes or passcodes used for activities over four hours in duration. For activities greater than four hours, the job seeker must record both codes to ensure full attendance is reported.

What do I need to do?

As an activity supervisor, you need to make QR codes and passcodes available to job seekers who attend to allow them to record their own attendance.

The requirement to record attendance at this activity has been discussed with the job seeker.

You also need to continue to report any misconduct by a job seeker to their provider on the day this occurs.

What if job seekers can't record their own attendance?

There may be some activity participants who are not required to record their own attendance as they do not have the capability or access to do so at this time.

Some job seekers who are required to record their own attendance may also come to you for assistance if they are unable to record attendance on the day for any reason.

We would appreciate your assistance in recording attendance at the activity on behalf of these job seekers, and encouraging others to do so themselves.

Where you cannot assist with recording attendance, please advise the job seeker to contact their provider to record their attendance.

Failure to report attendance will result in payment suspension until the job seeker contacts their provider and re-engages.

Can I still use the Supervisor App?

Yes, you will still be able to use the Supervisor App to record attendance or non-attendance.

You can also use the Supervisor App to update a record to 'Did Not Attend' where a job seeker has recorded their attendance but then leaves the activity prior to its conclusion.

Who do I contact if I have questions?

Your first point of contact will be the job seeker's employment services provider. If you are unable to make contact with the provider, or would like further information or assistance, you can contact the National Customer Service Line on 1800 805 260.

Job Referrals

Job Referrals: overview

Job Referrals

For most job seekers it is an expectation that, in order to receive Income Support Payments, they must be able to demonstrate that they are actively seeking to secure paid employment and reduce their reliance on taxpayer-funded income support.

As part of their Mutual Obligation Requirements, job seekers may be required to act on Job Referrals or opportunities that may lead to getting a job. To require a job seeker to act upon a Job Referral, the job seeker must have the code 'Actioning Job Referrals and Opportunities' (PA04) in their Job Plan. This commitment states:

"I agree to follow-up on any job referrals or opportunities that may lead to paid employment as notified by my provider. I am aware that this may be in relation to any suitable work, not just work that I would like to do. I understand that a job referral or opportunity may include applying for a specific job, accepting a job interview, contacting an employer to accept a job interview, updating my résumé to support a job opportunity or providing personal details to support an application or job offer. I understand that where appropriate, these job referrals can be reported to my provider as part of my job search requirements (approved paper form or online) or via other methods as agreed with my provider."

Job Referrals must be set in the Department's IT System, and Providers must choose the correct type of referral action.

Types of Job Referrals



Apply for a specific job

For use when the Provider is aware of a job in the local area that would be appropriate for the job seeker to apply for, even if they do not have local connections to that employer. The job seeker must apply for the position.



Accept a Job Interview

For use when the Provider is aware that an employer has offered the job seeker a Job Interview, or the Provider wants to set up a Job Interview. The job seeker must agree to accept the Job Interview.



Contact an employer to arrange and accept a Job Interview

*For use when the Provider is aware that an employer wants to make contact to offer a position to a job seeker.
The job seeker must call the employer to accept the position.*



Update a résumé appropriately

For use when the job seeker's résumé is not current or appropriate and requires updating to better support a job opportunity. For example, the job seeker has not included their most recent education or skills qualifications which would assist in marketing themselves for a position. The job seeker must update their résumé.



Provide personal details to support a job opportunity

For use when a job seeker needs to provide supporting information or personal details to complete an application, or to facilitate a Job Interview or offer being made. For example, proof of qualifications or copy of Driver's Licence. The job seeker must provide this information.

Combination Referrals



Provide personal details to support a job opportunity AND



Accept a Job Interview



Provide personal details to support a job opportunity AND



Contact an employer to arrange and accept a Job Interview



Update a résumé appropriately AND

decorative Apply for a specific job



Update a résumé appropriately AND



Provide personal details to support a job opportunity

Job Referral considerations

Considerations when creating a Job Referral for a specific job

Providers must be confident that the job seeker can be successful in securing the job. To support this, Providers must consider:

- ✔ The job seeker has time to prepare to apply for the position.
 - ☒ The job seeker has enough time before the application close date to apply.
 - ☒ The job seeker has enough time to update their résumé, and/or make details available to support an application or an interview.

 - ✔ The job is suitable under law.
 - ☒ The pay and conditions meet the standards required by law (as per the Fair Work Ombudsman website).
 - ☒ The industry is suitable under law.

 - ✔ The work is suitable for the job seeker and their circumstances.
 - ☒ They have the appropriate skills/qualifications/licenses, or they will have support to learn on the job.
 - ☒ They will be financially better off in taking up the job based on the financial suitability test.
(A financial suitability test is available to providers and job seekers on the DHS website as part of the rate estimator.)
 - ☒ They have the required capacity for the type of work.
 - ☒ The job will not aggravate a pre-existing illness, disability or injury.
 - ☒ If relevant, they have child care arrangements in place.
 - ☒ The job seeker does not consider the job to be morally, culturally or religiously inappropriate.
 - ☒ The job is in line with usual community standards.

 - ✔ The job seeker could get to the job.
 - ☒ They have reliable and appropriate transport.
 - ☒ The commute is reasonable.
(60 minutes one way for Principal Carer Parents and people with a Partial Capacity to Work; 90 minutes one way for all other job seekers.)
-

Job Referral assessments

Once a job seeker has acted on a Job Referral, Providers have five Business Days from the Job Referral’s due date both to assess whether the job seeker has satisfactorily met their requirement and to record that assessment in the Department’s IT System. When making an assessment, the Provider should review any evidence the job seeker has provided. This could be:

- a job application—which also counts towards the job seeker’s monthly Job Search Requirement
- an updated résumé
- advice from an employer that the job seeker has been in contact with them or provided relevant information.

If the job seeker fails to produce evidence when they have been asked to do so—or, if evidence is not required, they fail to confirm they have actioned the referral—Providers must attempt to make contact with the job seeker. Before Providers record that the requirement has not been met, they must attempt to discuss the requirement and any reasons for non-compliance with the job seeker.

Job Referral assessments	
Assessment	When to use
Satisfactory	The job seeker has acted on the Job Referral satisfactorily and on time.
Unsatisfactory—Valid Reason	The job seeker did not act on the Job Referral. When contact was made with the job seeker to discuss their reasons for non-compliance, the Provider accepted that the job seeker had a Valid Reason for not acting on the referral and for not letting them know beforehand. Providers will record the reason they accepted as valid.
	The job seeker did not act on the Job Referral. The Provider could not contact the job seeker to discuss the non-compliance, or the Provider made contact but did not think the job seeker had a Valid Reason for not meeting their requirement. If in contact with the job seeker, the Provider will record the reason they did not accept from the job seeker, and they will set the job seeker’s Re-engagement Requirement. If not in contact, this assessment will trigger suspension of the job seeker’s Income Support Payment; they will be notified of both this and the need to contact their Provider to re-engage.
Unsatisfactory—Invalid Reason	
Requirement no longer needs to be met	The job seeker has given prior notice of their inability to act upon the Job Referral for an Acceptable Reason, or the Provider has identified that the job seeker is no longer required to act on the Job Referral—for example, the job opportunity has been withdrawn. Providers will record the reason why the job seeker no longer needs to act on the Job Referral. The requirement to act on a Job Referral may also be ended automatically by the Department’s IT System in certain circumstances—for example, the job seeker transfers to another Provider or is Suspended from servicing.

Pending	The Job Referral's due date has not yet been reached.
Pending Assessment	The Job Referral has passed its due date, and no assessment has been recorded yet.
Assessment not recorded within five Business Days	This assessment is recorded automatically by the Department's IT System when no assessment has been recorded against the Job Referral within five Business Days of its due date. Providers will not be able to update this assessment.

Note: for Voluntary job seekers, Providers will be able to record 'Satisfactory', 'Unsatisfactory—Valid Reason' or 'Unsatisfactory' as the assessment for the Job Referral. As the job seeker is voluntary, their payment will not be affected.

Providers will not be able to record 'Unsatisfactory—Invalid Reason' for job seekers with compulsory Mutual Obligation Requirements if the Job Referral due date falls on a weekend or public holiday.

Job Referral completion timeframes

When a job seeker is required to act on a Job Referral, Providers must ensure that the job seeker has enough time to successfully complete the requirement. These timeframes are **in addition** to usual formal Notification timeframes. When the Department's IT System finds that reasonable notice is not being given to a job seeker, it will notify the Provider and will prompt them to review due dates or methods of formal Notification.

Reasonable timeframes for Job Referral task completion	
Referral Type	Timeframe to give job seeker
Apply for a specific job	3 Business Days
Update a résumé appropriately	3 Business Days
Provide personal details to support a job opportunity	1 Business Day
Contact an employer to arrange and accept a Job Interview	1 Business Day
Accept a Job Interview	1 Business Day

If a job seeker is required to act on a combination of referral types, the reasonable timeframe will be the total of the two combined referral timeframes.

For example, to update a résumé appropriately and apply for a specific job, a reasonable timeframe would six Business Days.

When Providers are setting the requirement directly with the job seeker and the job seeker has indicated they are able to act on the Job Referral within the set timeframes, Providers will record this in the Department's IT System and can set the requirement.

Job Interviews

Job Interviews: overview

Job Interviews

As part of their Mutual Obligation Requirements, job seekers may be required to attend Job Interviews to support their moving into suitable paid employment and off of income support. To require a job seeker to attend a Job Interview, the job seeker must have the code 'Job Interview' (JS10) in their Job Plan. This commitment states:

"I agree to attend job interviews and do other preparatory activities, as directed by my provider. I am aware that this may be in relation to any suitable work, not just work that I would like to do."

Scheduling Job Interviews

Job Interviews must be scheduled in the job seeker's Calendar. This can only be done if the Job Plan code is in the job seeker's Job Plan.

Considerations when scheduling a Job Interview

When scheduling a Job Interview, a Provider must be confident that:

- ✔ The work is suitable for the job seeker and their circumstances.
 - ☑ They have the appropriate skills/qualifications/licenses, or they will have support to learn on the job.
 - ☑ They will be financially better off in taking up the job based on the financial suitability test. *(A financial suitability test is available to providers and job seekers on the DHS website as part of the rate estimator.)*
 - ☑ They have the required capacity for the type of work.
 - ☑ The job will not aggravate a pre-existing illness, disability or injury.
 - ☑ If relevant, they have child care arrangements in place.
 - ☑ The job seeker does not consider the job to be morally, culturally or religiously inappropriate.
 - ☑ The job is in line with usual community standards.
- ✔ The job seeker can get to the job should it be offered to them.
 - ☑ They have reliable and appropriate transport. The commute is reasonable. *(60 minutes one way for Principal Carer Parents and people with a Partial Capacity to Work; 90 minutes one way for all other job seekers.)*
- ✔ The job is suitable under law.
 - ☑ The pay and conditions meet the standards required by law (as per the Fair Work Ombudsman website).
 - ☑ The industry is suitable under law.

Providers must record this information when scheduling the Job Interview to ensure they are confident it is a suitable requirement for the job seeker. If a job seeker does not attend or behaves inappropriately at the Job Interview without a Valid Reason, these details will automatically populate in the Demerit or Non-Compliance Report.

Notifying job seekers of their requirement to attend a Job Interview

Providers must create formal Notification for the scheduled requirement in the Calendar and issue the Notification to the job seeker.

Available methods of formal Notification are letter (mailed or handed), verbal script (face to face or phone) or email, or a combination of these.

To support job seekers, the requirement will appear on the job seekers To Do List and Calendar in the Job Seeker App or via the jobactive website. They will also receive a reminder one day in advance by SMS, email or Inbox/push notification.

Recording attendance

Job seekers are responsible for recording or reporting their attendance at requirements, including Job Interviews.

To confirm their attendance at Job Interviews, job seekers will visit their Dashboard via the Job Seeker App or jobactive website. They will be asked to 'click the attendance button' to acknowledge that they were present and participated in the requirement. Job seekers do not require evidence like a passcode to confirm attendance at Job Interviews.

Where a job seeker is unable to record their own attendance, they are still responsible for reporting their attendance to their Provider or being available to take a call from their Provider to confirm they were there.

To support job seekers, they will receive an additional Inbox/push notification during the day to remind them to record/report their attendance at the Job Interview if they have not already done so.

What happens if attendance is not recorded?

If an attendance result has not been recorded by close of business on the day of a requirement, job seekers will have their payment suspended overnight. They will receive a notification of this suspension the next day.

If following contact with the job seeker the Provider is satisfied that the job seeker did attend, the Provider will record 'Attended' and payment will be restored.

What happens if the job seeker does not attend, or behaves inappropriately at, the Job Interview?

If a job seeker does not attend the Job Interview, or behaves inappropriately and the Provider is made aware of this, the Provider must attempt to contact the job seeker to discuss their non-compliance on the day of the requirement.

Whether or not contact with the job seeker was successful, the Provider must record in the Department's IT System:

Did Not Attend—Invalid (DNAI)

- In contact, Invalid Reason—If the job seeker did not attend and does not have Valid Reason, then record DNAI and reason not accepted.
- Not in contact—Record DNAI.

Did Not Attend-Valid (DNAV)

If the job seeker did not attend and has a Valid Reason, then record DNAV and reason accepted.

Misconduct (MISC)

- In contact, Invalid Reason—If the job seeker behaved inappropriately and does not have a Valid Reason, then record MISC, the type of behaviour and the reason not accepted.
- Not in contact—Record MISC and the type of behaviour reported to them.

Recording of DNAI or MISC will result in suspension of the job seeker's payment until the Re-engagement Requirement is met.

Where the job seeker does not have a Valid Reason for the non-compliance, they will:

- accrue a Demerit and fast track to the next capability review (where the job seeker is in the Green Zone or Warning Zone)
- have a Non-Compliance Report submitted to DHS for investigation (where the job seeker is in the Penalty Zone).

Note: Providers cannot report non-attendance or misconduct at a Job Interview that they did not arrange and schedule in the job seeker's Calendar. Where Providers are aware that this has occurred, they should continue to encourage the job seeker to take all steps possible to attend Job Interviews and better their chances of moving into paid employment.

Job Search Requirement

Job Search: overview

The basics

Job Search is a fundamental requirement for job seekers. In return for an Income Support Payment, job seekers must demonstrate that they are actively seeking paid employment, thereby reducing their reliance on taxpayer-funded support. Job seekers must report their Job Search efforts by the end of their Job Search Period. Providers are responsible for assessing the quality of these efforts.

Who has a Job Search Requirement?

Most job seekers are required to look for work and apply for jobs as part of their Mutual Obligation Requirements. Job seekers who are required to do so must have the Job Search Requirement code in their Job Plan (**JS09**).

The number of Job Search efforts required per month is set by Providers based on what is appropriate for the job seeker's circumstances. This may generally be set at 20 efforts per month, but it may be reduced based on a job seeker's capacity, the local labour market, and the job seeker's stream and eligibility.

The end date of a job seeker's Job Search Period is included automatically in their Job Plan—this is the date by when their Job Search efforts are due. This is a unique date for each job seeker, set automatically based on their Unemployment Registration date.

How can job seekers report their Job Search efforts?

Job seekers may report their Job Search efforts to their Provider:

- by using the jobactive website or the Job Seeker App to:
 - apply for jobs directly within the site
 - record Job Searches applied for externally (other job seeking sites or manual applications)
 - upload evidence of job applications such as photos or PDFs of applications
- by emailing evidence of efforts directly to their Provider, if this has been mutually agreed
- by completing a hardcopy Job Search form and providing it to their Provider.

What is the Providers' role?

Providers are responsible for ensuring that job seekers are always aware of their current Job Search Requirement and the ways that they can report their Job Search efforts.

Providers must assess if a job seeker has satisfactorily met their Job Search Requirement for each Job Search Period.

If the job seeker provides efforts directly to their Provider (i.e. does not submit online), Providers will need to record the number of efforts submitted to them by no later than close of business on that day. Providers also need to review and confirm the quality of efforts submitted online or directly to them by no later than five Business Days after the end of each Job Search Period.

The Department's IT System automatically creates Job Search Periods for each job seeker to assist with monitoring.

Meeting Job Search Requirements

If a job seeker does not submit efforts that are satisfactory in number and/or quality by the end of their Job Search Period, their Income Support Payment will be suspended.

To restore payment, job seekers must complete their Job Search Requirement.

Job Search Requirement Assessments

Assessment	Meaning
Satisfactory	<p>The job seeker has satisfactorily met their Job Search Requirement by either:</p> <ul style="list-style-type: none">• The job seeker has submitted the required number of Job Search efforts by the end of their Job Search Period, or• The job seeker's Provider has recorded that efforts submitted are Satisfactory prior to the end of the Job Search Period.
Unsatisfactory	<p>The job seeker did not meet their Job Search Requirement because:</p> <ul style="list-style-type: none">• They did not submit the required number of Job Search efforts by the end of their Job Search Period, or• The job seeker's Provider has recorded that the efforts submitted are not satisfactory due to the inadequate quality of efforts for reasons including: range of industries, methods of applications, and quality/tailoring of applications.
Requirement no longer needs to be met	<p>The job seeker has given prior notice of their inability to meet their Job Search Requirement for the month, and the job seeker has an Acceptable Reason. Providers will record the reason why the job seeker no longer needs to meet their Job Search Requirement.</p> <p>The requirement may also not need to be met, and this is recorded automatically by the Department's IT System in certain circumstances. For example, the job seeker may be Suspended or Exited from servicing.</p>
Pending	<p>The Job Search Period is still open, and an assessment of efforts has not yet been made or is not yet required to be made.</p>

Actions that can be taken to monitor and assess Job Search Requirements

Before the Job Search Period ends

Throughout a job seeker's Job Search Period, Providers will monitor the efforts that are submitted to them, and they must record them in the Department's IT System by no later than the end date of a job seeker's Job Search Period.

A **Satisfactory** assessment prior to the end of the Job Search Period

If Providers have reviewed a job seeker's submitted Job Search efforts and these efforts meet the required number and quality, the Provider should assess that the job seeker has satisfactorily met their Job Search Requirement prior to the end of the Job Search Period. Providers will record this in the Department's IT System.

Providers may also record this assessment when a job seeker's circumstances have changed during the Job Search Period or their Job Search Requirement has been reduced, and the job seeker is considered to have met their new requirement.

An **Unsatisfactory** assessment if the job seeker's submitted efforts so far are not of adequate quality

If, prior to the end of the Job Search Period, Providers record that a job seeker's Job Search efforts are unsatisfactory, they must indicate what about the efforts is unsatisfactory. This may be because the job seeker:

- did not apply for jobs in a range of fields or industries as requested
- did not apply to jobs using a variety of methods
- did not tailor their applications to the job industry or the position advertised.

Whenever possible, Providers should be recording an Unsatisfactory assessment while speaking to the job seeker. This way, the job seeker can be advised of what they need to do to meet their Job Search Requirement by the end of the Job Search Period. Job seekers will also be advised through messages to their Inbox, and will be able to see this information on their Dashboard via the Job Seeker App or the jobactive website.

Recording an Unsatisfactory assessment before the end of the Job Search Period **will not** suspend payment. If the job seeker submits adequate Job Search efforts by the end of the Job Search Period, the Provider will need to update the assessment to Satisfactory, otherwise the Unsatisfactory assessment will remain and the job seeker's payment will be automatically suspended.

If a job seeker submits further efforts online that meet the required number that the Provider had said were 'Unsatisfactory', the Department's IT System will automatically change the assessment back to 'Pending'. The Department's IT System will only look at the number of efforts submitted when making this change.

After Job Search Period ends

At the end of the job seeker's Job Search Period, the Department's IT System will automatically check if the total number of Job Search efforts submitted equals the number required for that Job Search Period. It will then record:

- a **Satisfactory** assessment if the number of Job Search efforts submitted is equal to the number of efforts required
- an **Unsatisfactory** assessment if the number of Job Search efforts submitted is less than the number of efforts required. This will trigger suspension of the job seeker's Income Support Payment. Job seekers will be notified that their payment has been suspended and that they will need to satisfactorily meet their Job Search Requirement to restore payment.

The Department's IT System will only make an assessment based on quantity. Providers are responsible for assessing the quality of efforts submitted to ensure they are adequate.

After the Job Search Period has ended

System has recorded a Satisfactory assessment

If the Provider hasn't done so already, they have five Business Days from the end of a Job Search Period to review a job seeker's Job Search efforts and to confirm that they are satisfactory.

When a Provider assesses that a job seeker's Job Search efforts are not satisfactory, they can change the Satisfactory assessment recorded by the Department's IT System. When they record an Unsatisfactory assessment instead, they will also need to record the reason why.

This will trigger suspension of the job seeker's payment. The job seeker will then be notified of their payment suspension and that they need to satisfactorily meet their Job Search Requirement to restore payment.

System has recorded an Unsatisfactory assessment

If the job seeker has not submitted the required number or quality of Job Search efforts, they will need to do so to meet their Re-engagement Requirement and have their payment restored.

- Once a job seeker has submitted their required number of efforts online, the Department's IT System will **automatically** record that the job seeker has now met their Re-engagement Requirement, and the job seeker's payment will be restored.
- If a job seeker has submitted efforts to their Provider, these will need to be entered into the Department's IT System. If, by submitting these efforts the job seeker has also met their Job Search Requirement, the job seeker will have met their Re-engagement Requirement. Providers will record this, and the job seeker's payment will be restored.

Providers may also record that a job seeker has met their Job Search Requirement even though a job seeker has not submitted the required number of Job Search efforts. This is expected to occur in limited circumstances when a job seeker is assessed as no longer being capable of completing their outstanding Job Search efforts—for example, due to major personal crisis, or if the job seeker's Mutual Obligation Requirements have changed and the quantity of Job Search efforts required is no longer applicable.

Considerations when assessing Job Search efforts

Evidence of Job Search efforts

When reviewing a job seeker's Job Search efforts, Providers should consider:

Quantity of Job Search efforts

- Has the job seeker submitted the required number of Job Search efforts?
- Has the job seeker submitted any duplicate efforts?
- When uploading evidence of Job Search efforts (i.e. photos or PDFs), does the number of efforts the job seeker has said they've uploaded match the number actually uploaded?

Quality of Job Search efforts

- Did the job seeker submit applications that have been tailored to each position or industry?
- Has the job seeker used a variety of methods when applying for jobs as required?
- Has the job seeker submitted applications in a range of fields or industries as required?

Other considerations

Other factors may affect a job seeker's Job Search efforts for a particular Job Search Period. These include:

- if the job seeker was not on payment
- if the job seeker was referred to or awaiting an Employment Services Assessment
- any relevant Vulnerability Indicators
- any change in the job seeker's local labour market through a significant change in address
- if the job seeker was working significant hours per fortnight to reduce their Job Search Requirement and they do not have paid work in their Job Plan.

Pro rata of Job Search efforts

Important information about the number of Job Search efforts required per Job Search Period

The number of Job Search efforts required per Job Search Period is set in the job seeker’s Job Plan. There may be times, however, when the number of Job Search efforts a job seeker is required to do varies based on their circumstances.

Rather than Providers updating the number of efforts required in the Job Plan, or manually calculating how many efforts an individual needs to do based on active service or other requirements, the Department’s IT System will pro rata the amount actually required. This number is what the Department’s IT System will use when making a quantity assessment at the end of the Job Search Period.

1. Job Seeker working significant hours per fortnight

The number of Job Search efforts required of a job seeker will be halved or nil where they are declaring earnings from working significant hours per fortnight. As a job seeker’s Job Search Period is a monthly requirement and job seekers report to DHS for their Income Support Payment (and therefore declare earnings) fortnightly, declared earnings information is not always available.

Therefore, where a job seeker both...

has either of these codes in their Job Plan

- EM54—Self Employment
- EM56—Paid Work

AND

has the following hours per fortnight recorded

the following would be their pro-rata amount:

Job seekers with full-time Mutual Obligation Requirements

Hours recorded per fortnight

Job Search Requirement pro rata

40—69 hours

= half of what is recorded in Job Plan

70+ hours

= 0 Job Search

Job seekers with **part-time** Mutual Obligation Requirements

(Principal Carer Parents and those with a Partial Capacity to Work of 15–29 hours per week)

Hours recorded per fortnight

Job Search Requirement pro rata

11–29 hours

= half of what is recorded in Job Plan

30+ hours

= 0 Job Search

2. Job seeker Exemptions

Job seeker has an Exemption during their Job Search Period

The system will calculate the number of days the job seeker did not have Mutual Obligation Requirements. It will adjust the required efforts based on the job seeker's active service.

For example: the job seeker has a requirement of 20 job search efforts per month. They were exempt for half of their Job Search Period. At end of Job Search Period, job seeker is only required to have applied for 10 jobs.

Job seeker Exemption covers whole Job Search Period

The job seeker is not required to meet Job Search Requirement on a compellable basis.

Job seeker Exempt on end date of their Job Search Period

The job seeker's Job Search Requirement will not be assessed by the Department's IT System. Job seeker 'Requirement no longer needs to be met' recorded.

3. Job Search Requirement is added to Job Plan and job seeker will not have a full Job Search Period to complete efforts

The system will calculate the number of days the job seeker has left to complete their Job Search efforts and pro rata the number required for that Job Search Period.

For example: the job seeker has a requirement of 20 job search efforts per month. JS09 was added to their Job Plan with 10 days to go until the end date of the Job Search Period. Therefore, at end of Job Search Period, job seeker is only required to have applied for 7 jobs.

4. Job Search Requirement is removed and re-added to Job Plan during a Job Search Period

Job Search Requirement removed and re-added into a Job Plan within the same Job Search Period

The Department's IT System will calculate the number of days the job seeker had the Job Search Requirement code in their Job Plan and pro rata the number now required for the Job Search Period.

Job Search Requirement removed from Job Plan

The job seeker will not be required to submit Job Search efforts to meet their Job Search Requirement.

5. Number of Job Search efforts required changes during a Job Search Period

Number of Job Search efforts increases in Job Plan

The job seeker will not be required to undertake additional efforts for the current Job Search Period. When their new Job Search Period begins they will need to undertake the increased number.

For example: the job seeker had a Job Search Requirement of 15 efforts per Job Search Period. During the Job Search Period, this number is increased to 20 efforts as the job seeker's capacity and local labour market supports this. For the current Job Search Period, the job seeker will only be required to apply for the original 15 jobs.

Number of Job Search efforts decreases in Job Plan

The job seeker will only be required to undertake the reduced number of efforts during the Job Search Period.

For example: the job seeker had a Job Search Requirement of 20 efforts per Job Search Period. During the Job Search Period, this number is decreased to 15 efforts as the job seeker's capacity and local labour market has prompted a change in efforts. For the current Job Search Period, the job seeker will only be required to apply for the 15 jobs.

6. Job seeker exits from services and returns during the same Job Search Period

Upon exit, 'Requirement no longer needs to be met' will be automatically recorded by the Department's IT System as the assessment for the current Job Search Period. Should the job seeker return to services, they will still be required to submit efforts for their next Job Search Period.

Demerits

Demerits: overview

For job seekers, Demerits are similar to the points on a driver’s license: job seekers accrue them when they do not meet requirements or community expectations. Also like a driver’s license, if a job seeker accrues a certain number of Demerits in a period of time, they could face future financial penalties or a preclusion period.

What are Demerits?

A Demerit is automatically created by the Department’s IT System when a Mutual Obligation Failure is committed by a job seeker in the Green Zone or Warning Zone.

Job seekers will have their payment suspended and accrue Demerits for failing to do the following without a Valid Reason:

- agree to a Job Plan
- satisfactorily meet Job Search Requirements
- attend or behave appropriately at Provider Appointments
- attend or behave appropriately at Third Party Appointments
- attend or behave appropriately at Activities
- attend or behave appropriately at Job Interviews
- act on a Job Referral.

Providers are responsible for Demerit decisions. These are not a decision under Social Security Law and cannot be appealed by a job seeker.

Mutual Obligation Failures (except failure to agree to a Job Plan or meet Job Search Requirement)

Where a job seeker makes contact with their Provider following non-compliance and payment suspension, the Provider and job seeker will discuss the reasons for non-compliance. The Provider will record the reason that was accepted or not accepted as a Valid Reason.

Valid Reason	No Valid Reason
<p>If the job seeker has a Valid Reason for the non-compliance, the Provider will record this reason in the Department’s IT System.</p> <p>This will remove the Demerit.</p> <p>The job seeker is still required to re-engage to restore payment.</p>	<p>If the job seeker did not have a Valid Reason for the non-compliance, the Provider will record this reason in the Department’s IT System.</p> <p>This will confirm the Demerit and it will be accrued on the job seeker’s record. Providers must tell the job seeker they have accrued a Demerit.</p> <p>The job seeker is still required to re-engage to restore payment.</p>

Failure to agree to a Job Plan or satisfactorily meet Job Search Requirement

Where a job seeker fails to agree to their Job Plan online or after think time has been given, or fails to meet their Job Search Requirement, the job seeker will **automatically** accrue a Demerit.

This is because the job seeker was required to meet a requirement by a specific date and failed to do so.

In these circumstances, the job seeker will have their payment restored when they meet their requirement. If the job seeker believes they have a Valid Reason for not meeting their requirement, they will need to contact their Provider to discuss this.

Job Plan	Job Search Requirement
<p>Where the job seeker:</p> <ul style="list-style-type: none">• agrees to their Job Plan online, this will automatically restore the job seeker's payment.• makes contact with their Provider and has a Valid Reason for the non-compliance, the Provider can manually remove the Demerit.	<p>Where the job seeker:</p> <ul style="list-style-type: none">• submits the required Job Search efforts online, this will restore the job seeker's payment. The job seeker may still make contact with their Provider to discuss the non-compliance after this time. Where they have a Valid Reason, the Provider can manually remove the Demerit.• has not submitted required efforts online, but calls to discuss their non-compliance with the Provider (either when reporting manual efforts or to clarify their requirement), the Provider will record the reason accepted or not accepted. If accepted, Demerit will be removed.

Impacts of Demerits

Demerits have a six-month lifespan. However, the six-month period only applies to time that the job seeker has been active in employment services (i.e. they are not Exempt or Suspended) or not receiving payment. Accrual of a Demerit will move a job seeker from the Green Zone into the Warning Zone.

The number and types of Demerits accrued in a six-month period is used to identify whether a Provider Capability Interview or DHS Capability Assessment is required for the job seeker:

- Where a job seeker has accrued **three** Demerits in a six-month period, they need to have a Capability Interview. At this meeting, **the Provider** and job seeker will discuss the job seeker's Job Plan requirements to ensure they are appropriate and the job seeker can meet them.
- Where a job seeker has accrued **five** Demerits in a six-month period (and have had a Capability Interview which found them capable of meeting their requirements), they need to have a Capability Assessment. At this meeting, **DHS** will review and discuss the job seeker's Job Plan requirements to ensure they are appropriate and the job seeker can meet them.
- Regardless of how many Demerits a job seeker has, failure to attend or behave appropriately at a Job Interview, or failure to act on a Job Referral, will fast-track a job seeker to either:
 - A Capability Interview—if they have not already had one
 - A Capability Assessment.

Demerit removal

How can Demerits be removed?

Generally, a Demerit will only expire when it has reached its six-month lifespan. However, Providers do have the ability—in limited circumstances—to manually remove a Demerit. Demerits should only be removed before any Capability Interview or Capability Assessment has occurred.

Note: when a Re-engagement Requirement has been set after a job seeker’s Demerit has been confirmed and that Demerit is removed, the Re-engagement Requirement will automatically be removed.

All Demerit Types

The following table outlines the reasons Providers can select from the Department’s IT System for why they are removing a Demerit that has been confirmed by a member of their organisation. This means that a colleague has previously decided that they did not consider the job seeker’s reason for non-compliance to be valid.

Reason	Description
Issue affected overall capability—requirements changed	The job seeker’s personal circumstances would have likely affected their overall capability to meet requirements. Their requirements have been updated to be more appropriate to support the job seeker to meet them.
New information disclosed—job seeker in services to address	New information about the job seeker has been disclosed which impacted their ability to meet requirements at the time they accrued the Demerit. The job seeker has been referred to or is in services to address this issue.
New information disclosed—likely impacted compliance	New information about the job seeker has been disclosed which impacted their ability to meet requirements at the time they accrued the Demerit, and should it have been known, would likely have meant the job seeker had a Valid Reason.
Provider Error	An error occurred and the job seeker should not have accrued a Demerit—for example, they had a Valid Reason or they should not have had the requirement.

Job Search Requirement Demerits

Failure to satisfactorily meet Job Search Requirements will result in automatic accrual of a Demerit and setting of Job Search as the Re-engagement Requirement. The following are the reasons specifically for Job Search where Providers remove the Demerit as necessary.

Reason	Description
Job Search efforts submitted after end of Job Search Period—Valid Reason identified	The job seeker has submitted their outstanding Job Search efforts online, following payment suspension. Upon job seeker contact, it was identified that they did have a Valid Reason for not submitting their efforts by the end of their Job Search Period.
Adjustment not made—paid work impacted number required	The job seeker's declared earnings for that period mean their level of job search should have been reduced. <i>Note: this is only applicable where paid work/ self-employment is not included in the Job Plan as a requirement. Where it is included, the Department's IT system will automatically make this adjustment based on hours committed to per fortnight (regardless of actual earnings).</i>
Adjustment not made—exemption impacted number required	The job seeker had an Exemption during the Job Search Period. Although the system re-calculated their required efforts based on the exemption period, further adjustment should have been made due to the nature of the Exemption.
Adjustment not made to number of Job Search efforts required	An adjustment had not been made to the job seeker's required Job Search efforts for the Job Search Period. The result was that the number of required efforts was too high and will be adjusted in the Job Plan for the next Job Search Period.
Job Search efforts were reported manually within Job Search Period	The job seeker provided their Job Search efforts to their Provider during the Job Search Period; however these had not been recorded in the Department's IT System before the end of the job seeker's Job Search Period.
Job Search efforts were satisfactory	An unsatisfactory quality assessment has been made for a job seeker's Job Search efforts. Upon review, it is identified that the efforts and quality were satisfactory.

Job Plan Demerits

Where a job seeker fails to agree to their Job Plan online or they have been offered and accepted think time to agree to a hardcopy Job Plan but have failed to return it, they will automatically accrue a Demerit and agreeing to their Job Plan will be the Re-engagement Requirement. The following are the reasons why Providers may remove a Demerit for these failures in limited circumstances.

Reason	Description	Type of failure
Job Plan accepted online—Valid Reason identified	Job seeker accepted their Job Plan online, but only after the due date. Upon contact with the job seeker, it was identified that they did have a Valid Reason for not agreeing to the Job Plan within the required timeframe.	Job Plan
Signed Job Plan was returned	An error occurred and the job seeker did return their signed hardcopy Job Plan within the required timeframe, however this agreement was not recorded in the Department's IT System.	Job Plan—where think time granted (hardcopy)
Job Plan terms unreasonable/inappropriate	Upon another review of the Job Plan and discussion with the job seeker, it is identified that the requirements in the Plan are not suitable for job seeker.	Job Plan
Job seeker did agree to Job Plan at appointment	An error or misunderstanding occurred and the job seeker did actually agree to their Job Plan onsite, however this agreement was not recorded in the Department's IT System and compliance framework used instead.	Job Plan—think time granted (hard copy) or refusal recorded
Job seeker did not refuse to sign Job Plan	An error or misunderstanding occurred and the job seeker had not refused to agree to their Job Plan onsite. However their agreement or request for think time was not recorded in the Department's IT System and compliance framework used instead.	Job Plan—refusal

Other Demerit removal circumstances

Based on job seeker servicing and eligibility, the Department's IT System may receive information from DHS advising that a job seeker did not have requirements at the time they accrued a Demerit.

When this occurs, the Department's IT System will automatically remove the Demerit and record a reason for the removal. The Department's IT System will then re-calculate the job seeker's appropriate zone.

The Department may also remove Demerits in limited circumstances. This will be restricted to certain users and Providers will see the reason 'Departmental override' recorded for these Demerit removals.

Re-engagement Requirements

Re-engaging job seekers following non-compliance: overview

What is a Re-engagement Requirement?

A Re-engagement Requirement is what a job seeker must do to restore their payment after it has been suspended following non-compliance. Usually, this requirement will mirror the requirement the job seeker failed to meet.

Re-engagement Requirements will be set:

- **By Providers**—once job seekers make contact with their Provider, discuss their reasons for non-compliance and have reasons accepted or not accepted recorded in the system, Providers will set the job seeker's Re-engagement Requirement. This will generally be to attend a requirement.
- **Automatically**—for Job Search and failing to agree to a Job Plan online or return after think time has been accepted, the Department's IT System will automatically set the Re-engagement Requirement.

Re-engagement Requirements to occur within two Business Days

Where a job seeker must **attend** to meet their Re-engagement Requirement, this must be scheduled to occur within the next two Business Days. This is because a job seeker's payment suspension remains until they have successfully completed the Re-engagement Requirement. For attendance related Re-engagement Requirements, a job seeker's payment may not be suspended for more than two Business Days after making contact with their Provider.

What if the job seeker can't re-engage within two Business Days?

A job seeker may not have their payment suspended for any longer than two Business Days after they have contacted their Provider if they need to **attend** to meet their Re-engagement Requirement. Therefore, if a job seeker is unable to attend a Re-engagement Requirement within two Business Days and has an Acceptable Reason, their payment must be restored. Providers must record on the Provider Re-engagement page that 'Job Seeker is unable to re-engage in the next two Business Days' and the reason they have accepted. This will finalise the need for a Re-engagement Requirement and restore the job seeker's payment.

Rescheduling Re-engagement Requirements

If a job seeker has an Acceptable Reason for being unable to attend a Re-engagement Requirement that has been booked, the requirement can be rescheduled. It must be rescheduled to occur within seven calendar days of the original Re-engagement Requirement, and the Provider must notify the job seeker of the requirement's details.

Rescheduling a Re-engagement Requirement will restore payment.

Are there circumstances where a job seeker is not required to re-engage?

If a Provider makes contact with a job seeker following payment suspension, it may be identified that a job seeker does not need to meet a Re-engagement Requirement due to Provider or other external circumstances.

For example:

- *The job seeker failed to attend a Third Party Appointment. The Re-engagement Requirement would be a Provider Appointment, but the Provider discusses their non-compliance with them over the phone and is satisfied they do not need to meet with the job seeker at a separate Appointment.*
- *The job seeker failed to attend an activity. The Provider has discussed the non-compliance, but when they attempt to re-engage the job seeker to an activity, there are no appropriate activities running in the next two Business Days for the job seeker to re-engage to.*
- *The job seeker failed to apply for a specific job as part of acting on a Job Referral (in the Penalty Zone) and did not have a Valid Reason. Their Re-engagement Requirement would normally be to act on the referral, however the applications for that specific job are closed. It is not appropriate to still require the job seeker to apply for that job.*

In this case, the Provider will record on the Provider Re-engagement page that 'Job seeker Re-engagement Not Required' and the reason in the Department's IT System. This will finalise the need for a Re-engagement Requirement and restore the job seeker's payment.

What if compliance is no longer appropriate after the requirement has been set?

Following a job seeker's Re-engagement Requirement being set, unexpected changes to personal or local circumstances may make it inappropriate to maintain their payment suspension and expect them to meet that Re-engagement Requirement. This may be because:

- exceptional personal circumstances affect the job seeker's ability to meet the Re-engagement Requirement and make it inappropriate to reschedule
- other local circumstances prevent the job seeker from meeting the Re-engagement Requirement, such as unforeseen Site closures.

In this case, the Provider must record on the Provider Re-engagement page 'Compliance Action no longer required' and the reason. This will finalise the Re-engagement Requirement and restore the job seeker's payment.

What are the exceptions to the two-day rule?

Three Mutual Obligation Failures do not follow the two-day rule:

- failing to agree a Job Plan
- failing to submit Job Search efforts of satisfactory quality or quantity
- failing to act on a Job Referral.

If a job seeker commits one of these failures, their payment is suspended until they successfully complete the Re-engagement Requirement—regardless of how long that may take.

What if the job seeker does not re-engage?

If job seekers do not re-engage within 28 days from when they were notified of payment suspension, their payment will be cancelled by DHS.

What is the Re-engagement Requirement?

Mutual Obligation Failure	Warning Zone 				Penalty Zone 
	Demerit removed	Demerit confirmed	When the non-compliance reported is the job seeker's third or fifth incident within an active six-month period, and:		
			Demerit removed	Demerit confirmed and it's the job seeker's...	
			Third Demerit	Fifth Demerit	Regardless of whether a Non-Compliance Report is submitted to DHS
Non-attendance or misconduct at Provider Appointment	Provider Appointment	Provider Appointment	Capability Interview	Capability Assessment	Provider Appointment
Non-attendance or misconduct at Third Party Appointment	Provider Appointment				Provider Appointment
Non-attendance or misconduct at Activity	Activity				Activity
Failure to agree to Job Plan	Agree to Job Plan				Agree to Job Plan unless rejected
Did not satisfactorily meet Job Search Requirement	Meet Job Search				n/a
	If the job seeker is in the Green or Warning Zone				
Non-attendance or misconduct at Job Interview	Provider Appointment	<ul style="list-style-type: none"> • Capability Interview if not had already where job seeker found capable of meeting requirements. • Capability Assessment if job seeker already had a Capability Interview and was found capable of meeting requirements. 			Provider Appointment
Did not satisfactorily act on Job Referral	Provider Appointment	<ul style="list-style-type: none"> • Capability Interview if not had already where job seeker found capable of meeting requirements. • Capability Assessment if job seeker already had a Capability Interview and was found capable of meeting requirements. 			Act on Job Referral unless rejected

Note: when job seekers are notified of payment suspension, they **must** also be notified of what they need to do to meet their Re-engagement Requirement. This will be their Re-engagement Requirement. For a third or fifth Demerit, or for failure to attend or behave appropriately at a Job Interview, or act on a Job Referral, the job seeker will always be notified that their Re-engagement Requirement will be an appointment. As a result, where a Demerit is not confirmed, a Provider Appointment will always be the default re-engagement.

Reasons for job seeker unable or not required to re-engage

Unable to Re-engage within Two Business Days Reasons

Where a job seeker is unable to re-engage within two Business Days of job seeker contact following non-compliance, Providers will record this in the Department's IT System. The following is the list of reasons for selection. This will apply where the job seeker is required to **attend** the Re-engagement Requirement to restore payment.

- Caring/family duties that were unexpected impacts attendance
- Cultural business over next two Business Days impacts attendance
- Full-Time Activity/Training impacts attendance
- Housing instability/emergency impacts attendance
- Legal requirements impact attendance
- Local issue/natural disaster impacts attendance
- Major personal crisis affecting job seeker impacts attendance
- Medical/health issue over next two days impacts attendance
- Travel/transport - exceptional issue impacts attendance
- Working over next two Business Days

Re-engagement Not Required Reasons

Where, due to circumstances outside of a job seeker’s control, they are not required to re-engage to restore their payment, Providers will record this in the Department’s IT System. The following is the list of reasons for selection and the type of Mutual Obligation Failure it relates to.

Reasons	Provider Appointment or Third Party Appointment	Activity	Job Interview	Job Plan	Job Referral
• Re-engagement not required—non-compliance discussed	✓	✓	✓		✓
• Outreach/Part-time site impacts re-engagement	✓	✓	✓		
• Unable to be arranged in next two days		✓			
• Applications closed/Vacancy withdrawn					✓
• Local issue/natural disaster impacts compliance	<i>Where these circumstances occur, it will be recorded as ‘unable to re-engage within 2 business days’</i>			<i>Can record compliance action no longer appropriate</i>	✓
• Major personal crisis impacts compliance					✓
• Departmental Override*	✓	✓	✓	✓	✓
• Exit/Transfer from services*	✓	✓	✓	✓	✓

* Departmental Users or the IT System (automatically) only

Compliance Action No Longer Appropriate Reasons

Following a job seeker's Re-engagement Requirement being set, unexpected changes to personal or local circumstances may make it inappropriate to maintain their payment suspension and expect them to meet that Re-engagement Requirement. The following is the list of reasons for selection and the type of Mutual Obligation Failure it relates to.

Reasons	Provider Appointment or Third Party Appointment	Job Plan	Job Search	Activity or Job Interview	Job Referral
• Applications closed/Vacancy withdrawn					✓
• Local issue/natural disaster impacts compliance	✓		✓	✓	✓
• Major personal crisis impacts compliance	✓	✓	✓	✓	✓
• Significant and ongoing caring/family duties – no exemption			✓		
• Significant and ongoing medical/health issues – no exemption			✓		
• Job seeker requirements changed – job search not applicable			✓		
• Departmental Override*	✓	✓	✓	✓	✓
• Exit/Transfer from services*	✓	✓	✓	✓	✓

Departmental Users or the IT System (automatically) only

Capability Interviews

Capability Interviews: overview

What is a Capability Interview?

Capability Interviews are a new, key component of the Targeted Compliance Framework, and they serve two main purposes:

- to ensure that a job seeker's requirements are appropriate to their individual circumstances
- to ensure that only job seekers who are deliberately not meeting their requirements are at risk of potential financial penalties.

It provides an opportunity to engage with the job seeker to identify any barriers they might have to meeting requirements that they haven't talked about in the past, or to work with the job seeker to identify other activities or services that could support them in securing an employment outcome.

When is a Capability Interview required?

Capability Interviews are triggered in one of two ways:

- A job seeker accrues three Demerits in a six-month period.
- A job seeker does not attend or behave appropriately at a Job Interview, or fails to act on a Job Referral, and has not yet had a Capability Interview.

Key booking and delivery information

- After a Capability Interview has been triggered, the Provider must book it to occur in the next two Business Days. Where it cannot be booked within the next two Business Days due to job seeker or external circumstances, it must be conducted within the next 14 Business Days.
- A Capability Interview must be delivered face to face unless Allowable Circumstances exist, which mean it is allowable to conduct it over the phone or via video conference.
- Whenever possible, the Capability Interview should be delivered by someone other than the person who negotiated the job seeker's current Job Plan.
- A Capability Interview needs to be a sufficient duration to cover its purpose.

What happens in a Capability Interview?

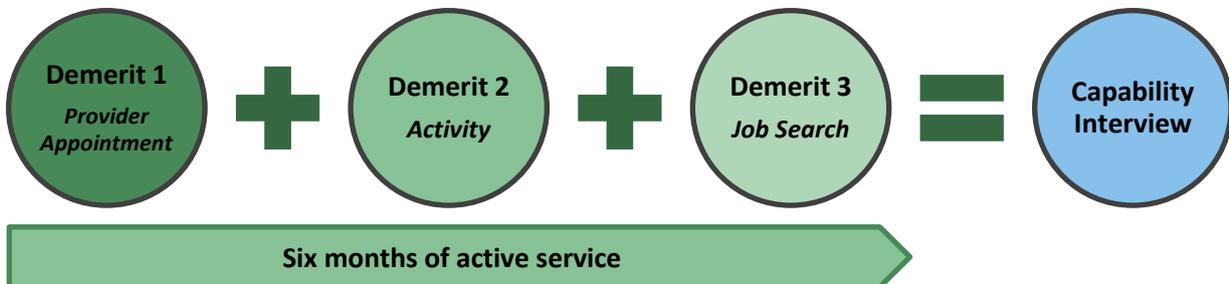
During a Capability Interview, the Provider and job seeker will meet to discuss:

- the reasons for a job seeker's recent non-compliance, including any changes in the job seeker's personal circumstances
- any obstacles or barriers that may be preventing the job seeker from meeting their requirements
- any possible assistance from which the job seeker might benefit and that might help the job seeker better meet their requirements, such as training or support services
- whether other activities or requirements would be more appropriate
- how the job seeker's Job Search is going, including the variety of jobs being applied for, and feedback on applications and interview performance
- what participation requirements the job seeker can expect going forward
- next steps: the expectation to participate appropriately and the potential for more serious consequences in the future if they continue not to meet their requirements.

Triggering a Capability Interview

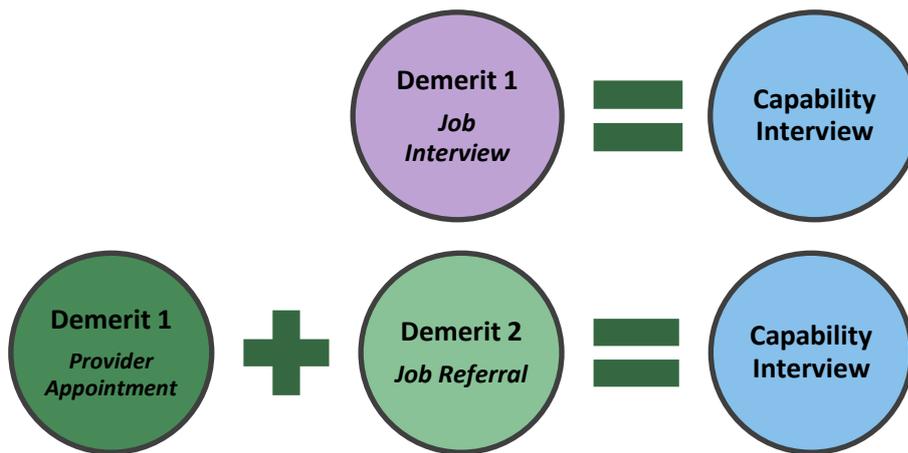
Three Demerits accrued in a six-month period.

These can be for any combination of Mutual Obligation Failures (excluding Job Interview and Job Referral). A job seeker will accrue Demerits for non-compliance without a Valid Reason. For example:



Fast tracked to Capability Interview for not attending or behaving appropriately at a Job Interview, or not acting on a Job Referral.

This could be for a first Demerit accrued (where the job seeker is in the Green Zone) or where there the job seeker already has accrued Demerits and is in the Warning Zone. For example:



Booking and delivering Capability Interviews

Format of the Capability Interview

The Capability Interview involves a detailed discussion with the job seeker about:

- their Mutual Obligation Requirements
- their recent non-compliance
- any personal circumstances preventing them from meeting their requirements
- the genuineness of their job searching efforts
- any other services that can support them to meet their requirements.

Therefore, Capability Interviews must be delivered face to face, except where Allowable Circumstances exist. These include:

- The job seeker resides in an area that is affected by:
 - extreme weather conditions
 - a natural disaster
 - public transportation strikes.
- The job seeker is participating in full-time Training or Education and this participation restricts their availability to attend the Capability Interview.
- The job seeker is in paid employment and their hours restrict their availability to attend the Capability Interview.
- The job seeker is not medically fit to attend a Capability Interview.
- The Provider operates a part-time/outreach site and will not be in the job seeker's area to deliver services.

In the case of any of these circumstances, Providers may choose to deliver the Capability Interview over the phone or via video conference. This is acceptable as long as it is also suitable for the job seeker and the purpose of the Capability Interview can be achieved.

Timeframe for the Capability Interview

Capability Interviews must be delivered within two Business Days from the date of contact with the job seeker.

Where a Capability Interview cannot be booked within two Business Days because:

- the job seeker has an ongoing Acceptable Reason for not being able to attend a face to face Capability Interview within two Business Days, and
- Allowable Circumstances do not exist (or they do exist but it is not considered suitable to deliver the Capability Interview over the phone or via video conference)

then a Capability Interview must be booked to occur in the next 14 Business Days.

Providers must record the reason the job seeker is unable to attend a Capability Interview within the next two Business Days in the Department's IT System. These job seeker reasons include:

- Caring/family duties that were unexpected impacts attendance
- Cultural business over next two business days impacts attendance
- Full-Time Activity/Training impacts attendance
- Housing instability/emergency impacts attendance
- Legal requirements impact attendance
- Local issue/natural disaster impacts attendance
- Major personal crisis affecting job seeker impacts attendance
- Medical/health issue over next two days impacts attendance
- Travel/transport—exceptional issue impacts attendance
- Working over next two business days.

Capability Interview already conducted in the last 60 days

Job seekers will not be required to participate in another Capability Interview if:

- a Capability Interview has been triggered as a job seeker's Re-engagement Requirement, but the job seeker has had a Capability Interview within the last 60 days, and
- the last Capability Interview was conducted by the same Provider organisation and employment services contract, and
- the job seeker was found to be capable of meeting their Job Plan requirements and continued in the Warning Zone, and
- the job seeker has not been returned to the Green Zone following a Capability Assessment, and they have accrued three Demerits (or been fast-tracked).

Instead, they will be required to attend a Re-engagement Appointment to meet their Re-engagement Requirement.

This circumstance may arise where a job seeker's earlier Demerit(s) expire and new Demerits are now considered to be the third (or equivalent) in an active six-month period.

Outstanding Capability Interviews

There may be times where a job seeker’s Capability Interview is resulted as ‘No Longer Required’—either through Provider action or by the Department’s IT System—for example where a job seeker transfers Provider or is not required to meet Mutual Obligation Requirements for a period of time (granted an Exemption by DHS).

The job seeker must have their Capability Interview conducted before a new Job Plan can be negotiated and before they can accrue any further Demerits for non-compliance.

If	<p>The job seeker’s Capability Interview is outstanding when the job seeker returns to service on the same Provider’s caseload either:</p> <ul style="list-style-type: none"> • after an Exemption or • when an Appointment is no longer required 	then	<p>The Capability Interview must be completed within 14 Business Days of the date the job seeker returned to active servicing.</p>
If	<p>The job seeker’s Capability Interview is outstanding when they transfer to a different Provider within the same employment services contract</p> <p>or</p> <p>The job seeker’s Capability Interview is outstanding when they change streams</p>	then	<p>The job seeker must have the Capability Interview conducted at their Initial Interview.</p>
If	<p>The job seeker’s Capability Interview is outstanding when they transfer to a different Provider in a different employment services contract due to a change of eligibility</p>	then	<p>The Capability Interview must be conducted at the job seeker’s Initial Interview. The outcome of the Capability Interview will be a ‘change in stream or eligibility’.</p> <p>This is only required where the Targeted Compliance Framework is in effect within the employment services program the job seeker transfers to.</p>

Capability Interview process

The Capability Interview is more than just a Provider Appointment. It is an important meeting to check the job seeker's Job Plan requirements and personal circumstances, and to ensure the job seeker is capable of meeting their requirements. There will be sufficient information in the Department's IT System to assist Providers in reviewing and recording a job seeker's capability to meet their requirements.

Prior to the Capability Interview

Review the Job Seeker Classification Instrument

Providers will review the Job Seeker Classification Instrument (JSCI) and familiarise themselves with the job seeker's responses to various personal circumstances.

Note when the JSCI was last updated. If significant time has passed since it was updated, the job seeker's circumstances may be very different now.

Review the Job Seeker Summary

The Department's IT System will create a summary of the job seeker's basic information, compliance history and current circumstances within the Capability Interview.

Providers will familiarise themselves with this information, as it is what they may discuss with the job seeker during the Capability Interview.

Review the job seeker's current Job Plan

Review the Job Plan and check that it is appropriate for the job seeker and does not contain errors or inappropriate requirements.

To accurately calculate the outcome of the Capability Interview, Providers must record information about the appropriateness of the Job Plan in the Department's IT System.

During the Capability Interview

Discussion with the job seeker about their requirements and circumstances

During the Capability Interview, use the prompts in the Department's IT System to discuss:

- the job seeker's requirements
- their recent non-compliance
- anything that might be affecting their ability to comply
- supports they may require
- their job searching progress.

Prompts in the system are **not** questions to ask the job seeker verbatim but instead act as conversation starters.

To accurately calculate the outcome of the Capability Interview, Providers must record the job seeker's responses in the Department's IT System.

Update the Capability Management Tool

For each circumstance that has been identified in the Capability Management Tool that has not been reviewed, Providers must record a status and the actions being taken to address them. These may have been identified in: past Employment Services Assessments (ESAt)/Job Capacity Assessments; job seeker or Provider-identified barriers; or recommendations from past Capability Assessments.

Update the JSCI if newly disclosed circumstances have been identified.

Update the JSCI
(if needed)

Where a non-medical ESAt referral is initiated following newly disclosed information and the Provider is sufficiently convinced of the need for additional assessment of capacity, the Provider will need to make the ESAt referral.

Following the Capability Interview

After Providers have recorded responses to the questions, the Department's IT System will indicate the outcome of the Capability Interview. This will define next steps and where in the compliance framework the job seeker will be as a result of the Capability Interview.

Job Plan check

Assessing the Job Plan

Providers will be required to review a job seeker's Job Plan as part of their Capability Interview. This can be done prior to the appointment date or time, and the Job Plan can be updated at the Capability Interview with the job seeker should any other circumstances or information be disclosed. When checking the Job Plan, Providers will be asked to review and consider whether the requirements are appropriate to the job seeker's individual circumstances.

What must be reviewed and considered

How many hours of activity participation per fortnight have been set?

This is the total hours recorded for activities. The codes in the job seeker's Job Plan may indicate the hours per week/fortnight, or the hours may be outlined in the Free Text Job Plan code.

Are the number of activity hours appropriate and in line with the job seeker's requirement level?

Refer to the Activity Requirements table below. This shows the number of hours of compulsory activity participation considered above job seeker expectations based on the job seeker's age and level of requirements.

Are the job seeker's activities appropriate based on their personal circumstances?

- The job seeker has been set requirements that are appropriate for their personal circumstances and capacity.

For example:

- *A job seeker with low literacy/numeracy isn't being asked to complete training or education that is well beyond their capacity.*
- *A job seeker with chronic back pain isn't being asked to attend an activity that requires them to stand all day.*

- The job seeker's requirements are scheduled at an appropriate time as per their Calendar.

For example:

- *A Principal Carer Parent isn't being asked to attend requirements outside of school hours, where they have not indicated that this is appropriate for them or that they have childcare arrangements in place.*

- The job seeker can reasonably be expected to get to their requirement.

For example:

- *A job seeker who doesn't drive isn't being asked to attend a requirement where there is infrequent or non-existent public transport service.*
- *A job seeker's commute to their requirement is within allowable commuting distance policy (60 minutes one way for Principal Carer Parents or job seekers with a Partial Capacity to Work; 90 minutes one way for all other job seekers).*

All requirements are current, and all are still appropriate.

For example:

- None of the codes in a job seeker’s Job Plan have end dates that have lapsed.
- Requirements no longer applicable to a job seeker are removed, such as self-employment for a job seeker who is no longer self-employed.

The job seeker’s Job Search Requirement is appropriate.

This includes reviewing the number of Job Search efforts required and the overall validity of the requirement for the job seeker. This looks at the job seeker’s local labour market, stream/program, and personal circumstances. It also looks at other Mutual Obligation Requirements a job seeker is meeting which may reduce their required efforts.

For example:

- A job seeker who lives in a remote seasonal or tourist area is not required to apply for a number of jobs that significantly exceed local labour market thresholds.
- A job seeker whose literacy levels are low has an appropriate number of Job Search efforts required while they are receiving other supports to increase their literacy levels and be able to successfully apply for jobs.

The job seeker’s Job Plan requirements are not in conflict under legislation.

Job seekers cannot be compelled to undertake Work for the Dole if on a partial rate of Income Support Payment due to earnings or income. As a result, Work for the Dole and paid work cannot both be in a job seeker’s Job Plan as Compulsory requirements.

The Job Plan must be re-negotiated and paid work or self-employment, if still ongoing, must be recorded as a Voluntary requirement if the job seeker will still be participating in Work for the Dole on a compulsory basis.

Activity Requirement hours

The participation expectations of job seekers will differ depending on their level of requirements based on the Activity Test (i.e. Full Time or Part Time) as well as the program requirements of the employment services program they are in.

The below table outlines the total hours of compulsory activity participation that would be considered a reasonable level of participation. This is in addition to what is generally expected of a job seeker (such as attending appointments and completing their Job Search).

Total compulsory activity hours should not exceed...		
Age group	Full-time requirements	Part-time requirements
Under 30	75hr	61hr
30–49	75hr	61hr
50–59	61hr	51hr
60 and over	41hr	41hr

Interview responses

Capability Interview discussion responses

Providers will be required to record information about the job seeker's:

- understanding of their Mutual Obligation Requirements
- recent non-compliance
- any personal circumstances—existing or newly disclosed—preventing them from meeting their requirements
- genuineness in their job searching efforts.

Providers will also record information on any other services that could be used to support job seekers to meet their requirements.

This will be recorded through the Department's IT System by responding to a series of Provider-focussed questions:

Mutual Obligation Requirements

1a Does the job seeker understand the details of their Mutual Obligation Requirements?

-  Provider Appointments—Understands requirement, knows where to go, knows how often
-  Job Search Requirement—Knows the number of jobs to apply for and when they are due
-  Activity Requirements—Knows what they need to do to meet activity requirements
-  Job Opportunities—understands requirement to attend job interviews or act on job referrals as required
-  Reporting/recording attendance—Understands requirement to record/report attendance

Drop Downs

- Knows and understands
- Not aware/lacks understanding
- Some awareness/incomplete or incorrect details

1b If the job seeker is 'Not Aware/Lacks Understanding' or has 'Some Awareness/incomplete or incorrect details', why is this the case?

- Forgot requirements
- Job seeker believes requirements have not been explained
- Language/literacy issues impact understanding
- Disability/medical condition impacts understanding
- Disinterested in/disagreed with meeting requirements
- No explanation
- No reasons—job seeker unlikely to disclose

2 Has the job seeker cited any of the following reasons for not meeting their Mutual Obligation Requirements?

Personal Circumstances

- Caring/Family responsibilities
- Criminal convictions/imprisonment
- Cultural/religious commitments/beliefs
- Disability/medical conditions
- Drug/alcohol dependency issues
- Housing instability
- Literacy/numeracy issues
- Living circumstances including domestic violence
- Technology access
- Transport access

Attitudes/perceptions of requirements

- Doesn't think requirements will assist job prospects
- Doesn't want to participate
- Lacks motivation to participate
- Requirement goes too late—impacts caring duties
- Requirement goes too late—unavailable transport
- Requirements start too early—impact caring duties
- Requirements start too early—unavailable transport
- Requirements are too hard
- Too many job searches required
- Too many things required
- Job seeker did not give any reasons

3a Discuss with the job seeker their understanding of what they need to do if they cannot meet requirements, i.e. attend an appointment/activity. What has the job seeker told you?

- Tell my provider beforehand because I have a good reason
- Nothing because I had a good reason
- Not going to do anything/doesn't care
- Provide supporting documentation (such as a medical certificate)
- Tell my provider after/when convenient
- Tell DHS
- Tell my Activity supervisor
- Nothing, just tell DHS I was working
- I can't do anything I don't have phone credit
- I don't remember, I have other things to do
- Don't know

3b If the job seeker cited reasons other than 'Tell my provider beforehand because I have a good reason', this is not the correct understanding. What is the job seeker's reason for this?

- Forgot requirements
- Job seeker believes requirements have not been explained
- Language/literacy issues impact understanding
- Disability/medical condition impacts understanding
- Disinterested in/disagreed with meeting requirements
- No explanation
- No reasons—job seeker unlikely to disclose

4 Does the job seeker have a full understanding of the consequences of failing to meet Mutual Obligation Requirements?

- Understands payment will be suspended until requirement has been met
- Understands can lose payment for continued non-compliance

Genuineness of Job Search efforts

5 Record the best description of the job seeker’s strategies for gaining employment in the next 3 months?

 **Strategies in place the job seeker will be using are:**

Job Searching	Training and Activities
<ul style="list-style-type: none"> • Apply for more jobs • Apply for wider variety of industries • Update Resume • Practice interview techniques • Use new methods to broaden job search such as cold calling, internet searching, applying in person • Contact friends who might know of opportunities • Expand/vary job search (such as by applying for a different category of job or searching in another location) 	<ul style="list-style-type: none"> • Formal study (such as TAFE, university) • Internship/on the job training/apprenticeship • Work experience • Work for the Dole • Volunteer work • Employment Skills Training

 **No Strategies identified—job seeker focused on pre-employment preparation—not yet searching for work**

 **No Strategies identified—does not want to work**

 **Job seeker does not believe they will gain employment in the next 3 months due to the following reasons:**

Personal Circumstances	Attitudes towards employment	Perception of skills
<ul style="list-style-type: none"> • Caring/Family responsibilities don't allow enough time to work • Criminal convictions/imprisonment affects job opportunities • Cultural/religious commitments/beliefs affect job opportunities • Disability/medical conditions • Family doesn't want them to work • Has housing instability issues 	<ul style="list-style-type: none"> • Already working enough in job that they like so don't want to leave for full-time/more hours • Jobs available don't offer flexible arrangements (such as part time/around school hours) • Not enough jobs in area that match skills and experience • No jobs they want to do • Has too many issues; believes employer would never hire them 	<ul style="list-style-type: none"> • Does not have any work experience • Does not have training/education needed to meet employer requirements • Needs supports in place (such as for disability or community supports) • On the job training needed to meet employer requirements

- Lacks confidence (e.g. needs help preparing for interviews)
- Language/literacy issues affect job opportunities
- Has transport issues
- Personal circumstances make it too difficult
- Too many other things to do (personal)

6 Following your discussion with the job seeker, do they appear genuine in their attempts to meet their Mutual Obligation Requirements and in their search for employment?

Yes/No and free text

Disclosure of circumstances

7 If the job seeker disclosed any new information to you about their circumstances, what were these new circumstances? If no new circumstances identified, leave question blank.

- Criminal convictions/Imprisonment
- Cultural/religious
- Disability/medical conditions
- Drug/alcohol dependency issues
- Family/caring responsibilities
- Housing instability
- Literacy/numeracy issues
- Living circumstances including domestic violence
- Major personal crisis occurring
- Technology access
- Transport access

8 If the job seeker did disclose new information to you about their circumstances, would these have impacted the job seeker's ability to meet their requirements at the time they accrued Demerits?

Yes/No and free text

Job Plan review in light of circumstances

9 Based on your discussion with the job seeker about their Mutual Obligation Requirements, reasons for non-compliance and any impacting personal circumstances, do any of the job seeker's Job Plan requirements need to be updated?



Job Search Requirements—number of efforts required or total requirement.

What is inappropriate and needs updating regarding job search?

- Language/Literacy/Numeracy too low to meet number of job search efforts required
- Job search number too high due to job seekers overall requirements and issues in managing stress & pressure
- Local labour market not supportive of job search efforts for this job seeker
- Other impact associated with selected circumstance



Activity requirement—hours

Select the activity code in the Job Plan.

What is inappropriate and needs updating regarding the hours of activity?

Is this the only activity requirement that needs updating?

- Conflicts with caring duties for sick/frail dependants
- Outside school hours and job seeker unable to attend due to child caring responsibilities
- Legal restriction impacts attendance—other participant in activity
- Legal restriction impacts attendance—parole requirements or community service order
- Conflicts with ongoing medical treatment
- Unable to attend at specified time/s or date/s due to medical condition
- Increases risk of contact with violent ex-partner or family member/domestic violence
- Does not align with available public transport—unable to attend
- Conflicts with regular part time work
- Use is limited to regular part-time employment where hours of work are consistent and this directly conflicts with the dates/times they are meant to comply with a requirement in the plan
- Has other important commitments at same time/s—not reasonable to change
- Other impact associated with selected circumstance (free text)



Activity requirement—type of activity

Select the activity code in the Job Plan.

What is inappropriate and needs updating regarding the type of activity?

Is this the only activity requirement that needs updating?

- Activity too mentally challenging—unable to comply with instructions or comprehend the tasks
- Activity too mentally challenging—unable to concentrate for long periods
- Activity contravened cultural or religious beliefs
- Activity does not accommodate physical disability
- Activity exacerbates medical condition (including mental health conditions)
- Financial impact of activity too high
- Legal restriction impacts attendance—other participant in activity
- Legal restriction impacts attendance—parole requirements or community service order
- Lacks qualification/skills and unable to obtain suitable qualification
- Language/Literacy/Numeracy too low to complete type of education/training
- Other impact associated with selected circumstance (free text)



Activity requirement—location of activity

Select the activity code in the Job Plan.

What is inappropriate and needs updating regarding the location of activity?

Is this the only activity requirement that needs updating?

- Limited available transport—cannot attend at required time/s
- Does not accommodate mobility restrictions
- Venue does not accommodate physical disability
- Unable to attend in person due to diagnosed psychiatric condition or behavioural issues
- Unreasonable commuting distance—Principal Carer Parent—greater than 60 minutes
- Unreasonable commuting distance—non Principal Carer Parent—greater than 90 minutes

- Legal restriction impacts attendance—location of activity unsuitable
- Increases risk of contact with violent ex-partner or family member/domestic violence
- Financial impact of activity too high
- Other impact associated with selected circumstance (free text)

Further job seeker supports

10 To support their future servicing, have you considered any of the following services/training to further assist the job seeker?

- Organise referral to complementary employment service
- Organise referral to Transition to Work
- Refer to local support services for non-vocational assistance
- Organise activity to address language/literacy issues
- Refer to services for drug/alcohol related issues
- Offer more services to assist with understanding and use of technologies
- Provide supports to assist with transport issues such as public transport passes/assistance with timetable management
- Refer job seeker to crisis accommodation services
- Refer job seeker to employment preparation activities
- Other—must record free text

11 Are you confident that the job seeker understands what they need to do to meet their Mutual Obligation Requirements and the consequences of not doing so?

Yes/No and free text

12 Do you need to update the Job Seeker Classification Instrument?

Yes/No

Hints and tips for delivering a Capability Interview

The Capability Interview

Providers know their job seekers and are best positioned to deliver the Capability Interview including what questions to ask, and how to best frame them, based on the individual characteristics and circumstances of each individual. To assist with the job seeker discussion and in responding to the Provider Questions in the Department's IT System, there are different approaches and discussion points that can be used.

Focus points for conversation

Motivation

Identifying what motivates a job seeker will improve the relationship Providers have with their job seekers, and will help in supporting job seekers to meet their requirements.

Loss aversion

More than gaining something, most people prefer to **avoid** losing anything—for example, avoid the loss of current fortnight's income support.

Choice architecture

Choice architecture is the way choices—and the impacts of these choices—are presented to job seekers. How this is done will nudge an individual in the preferred direction.

Focus on ability

Providers can encourage job seekers to focus on their innate and learned skills and abilities, e.g. by asking them how they could use these attributes to their advantage in reaching their goals—such as finding a job.

Measure of honesty

Generally, this approach can help to identify whether a job seeker is genuine in trying to meet their requirements and find a job. If a job seeker is genuine, this approach will help to identify actual barriers that can be overcome.

Constructive criticism

Constructive criticism is a way to suggest to job seekers that there are avenues for improvement that they could explore. Rather than implying that the job seeker's personality or character are what need work, constructive criticism focuses on the problems that need solving and the job seeker's behaviour.

How to approach the Capability Interview

- Be transparent and open with the job seeker. The reason for the Capability Interview should not be a surprise to the job seeker – each time a new requirement has been set they have been advised of the consequences of non-compliance, and had this re-iterated each time a Demerit has been confirmed.
- Ask open-ended questions, and avoid any questions that could be answered with a simple yes or no.
- Maintain the rapport with the job seeker; people are more likely to engage and participate if they feel understood and listened to. Some strategies to do this are to:
 - regularly use their name
 - use positive body language
 - communicate clearly
 - paraphrase and contextualise
 - use a positive tone
 - find common ground
 - listen and be patient
 - use words like ‘we’ and ‘us’.
- Identify what the job seeker needs and wants from their employment services.
- Talk about cause and effect to better explain consequences of non-compliance or assist the job seeker in understanding why it is important for them to participate in the Capability Interview.

“If you don’t talk to me about what’s going on, I’m not able to provide any assistance or take this into consideration if you’re having trouble meeting requirements”.

“If you don’t let me know ahead of time that you can’t attend a requirement and you’re able to do so, then your payment will be suspended”.
- Set long-term goals—encourage the job seeker to ‘take control’ of achieving their goals, leading to a long-term career. Remind job seekers that short-term goals can be the little victories that long-term goals are based on.
- Encourage the job seeker to repeat back what’s been discussed in their own words.

“If I can’t make my appointment, I will call ahead of time”.

“I need to apply for 20 jobs by the 14th of each month. If I can’t do this, I need to let you know”.
- Emphasise the transactional nature of employment services and receiving an Income Support Payment.

“Your Income Support Payment is what you receive in return for participating in your requirements.”

Examples of messaging

Based on the sections of the Capability Interview, below are some suggestions on conversation starters and job seeker questions.

Introduction to the Capability Interview

Providers will have already notified the job seeker about the purpose and intent of the Capability Interview when they set this as their Re-engagement Requirement and issue formal Notification. However, to ensure the purpose of the Capability Interview is understood, and there is a consistent focus for discussion, take the time to recap why the job seeker is having a Capability Interview and what will be covered. For example:

- “Today’s appointment is an opportunity for us to discuss your Job Plan requirements, ensure you know what these are and talk about anything that might be stopping you from meeting these.”
- “As you haven’t been meeting all your Job Plan requirements and have not had a good reason, you have accrued Demerits. This appointment is a good way for us to make sure that you’re in the best position to meet all of your requirements in return for payments and you know what you need to do if you can’t.”

In-depth job seeker discussion

Understanding requirements—it’s important that job seekers fully understand the details of their Mutual Obligation Requirements so they can meet them

- “Could you tell me, in your own words, what you need to do to keep receiving payments?”
- “Back in <date>, you agreed to a Job Plan, which outlined the things you were going to do to meet your requirements. Are you able to explain your understanding of what these requirements are?”
- “Do you remember what you agreed to when you signed your Job Plan?”
- “Can you tell me how many jobs you need to apply for each month and when these are due?”
- “You’re participating in <this activity>. Can you recall where you need to go on what days and at what times?”

[If there is difficulty in understanding the requirements]

- “We’ve just gone through what your requirements are—are there any reasons why you were not sure of these?”

Understanding consequences—job seekers need to be aware of what can happen to their payments each time they fail to meet their requirements, as well as what can happen if they are continually non-compliant and don’t have a good reason

- “Now that we’re on the same page with what you have to do to receive your payment, can you tell me what would happen if you didn’t fulfil your obligations?”
- “Let’s discuss what would happen to your payments if you continue to miss activities. Are you able to tell me in your own words what will happen?”
- “If you can’t make your appointment, what do you need to do to avoid having your payment affected?”
- “I want to make sure you understand what can happen to your payments if you don’t meet your requirements. What would you tell someone if they walked in the door right now and were new to employment services?”

Future employment direction—part of service delivery is assisting the job seeker to move into suitable paid employment. It's helpful to know what motivates job seekers, what strategies they will be using to find a job or what they think is impacting their chances

- “Let’s talk about where you want to go and how we can get you on that path.”
- “What kind of work would you like to be doing?”
- “I can see that you’re very passionate about X. Have you considered a career in industry Y?”
- “I know you have been working hard on job applications and have had a few job interviews, which is great. Is there anything else you want to focus on in the short-term to get you into a job?”
- “What do you think are your particular strengths? Is there a way we can improve them?”
- “What can we do together to help you achieve your employment goals?”
- “How do you think we could improve your chances of being successful in your next job application?”
- “What do you think is your biggest obstacle in getting the next job? What are some strategies we can use to overcome that?”
- “Going forward, what can I do to support you?”

Disclosure of impacting circumstances

- “To help me do my job, I need to know if there is anything stopping you from meeting your requirements. If you don’t tell me what’s having an impact on your ability to meet requirements, you’re at risk of continuing to have your payment impacted.”
 - “I’m here to work with you and assist you to get where you want to go. I do need to know though if there is anything going on that means you can’t meet the requirements we have in your Job Plan.”
 - “I know that it can be difficult sometimes to talk about what’s going on at home or in your personal life. But if there is anything happening personally that you think I need to know about because it’s stopping you from meeting your requirements, then I am here to listen and assist if I can.”
-

Capability Interview outcomes

Outcome	Description and required action
The job seeker is capable of meeting their requirements	<p>The job seeker is capable of meeting their requirements.</p> <p>The Job Plan does not need to be updated.</p> <p>The job seeker will continue in the Warning Zone.</p>
There are errors in the Job Plan	<p>The Job Plan contains errors, which makes it inappropriate for the job seeker.</p> <p>The Provider will update the Job Plan in consultation with the job seeker to address errors and ensure it is appropriate.</p> <p>The job seeker's Demerits will be reset to zero. They will return to the Green Zone.</p>
The Job Plan is inappropriate for the job seeker's circumstances/capacity	<p>The job seeker's requirements are inappropriate for their personal circumstances.</p> <p>The Provider will update the Job Plan in consultation with the job seeker to change the job seeker's requirements to reflect their capacity.</p> <p>The job seeker's Demerits will be reset to zero. They will return to the Green Zone.</p>
<p>The job seeker discloses new information which directly impacted them at the time they accrued Demerits</p> <p><i>Outcome Reason</i></p> <ul style="list-style-type: none"> No additional assessment required ESAt triggered and referral pending 	<p>The job seeker has disclosed new information about their personal circumstances which would have affected them at the time they accrued Demerits and, if these circumstances had been known, the job seeker would likely have not accrued the Demerits. As a result of this information, the job seeker may have had an ESAt triggered and referral pending.</p> <p>The Job Plan does not necessarily need an update as the job seeker is capable of meeting these Job Plan requirements.</p> <p>The job seeker's Demerits will be reset to zero. They will return to the Green Zone.</p>
The job seeker's stream/eligibility has changed	<p>Change of circumstances has resulted in an updated JSCI, which has changed the job seeker's stream/eligibility.</p> <p>The Provider will update the Job Plan in consultation with the job seeker to reflect new requirements based on stream/eligibility.</p> <p>The job seeker's Demerits will be reset to zero. They will return to the Green Zone.</p>

Capability Assessments

Capability Assessments: overview

What is a Capability Assessment?

The Capability Assessment is an evidence-based review of a job seeker's circumstances and the appropriateness of their Job Plan requirements, conducted by a DHS Participation Solutions Team officer. The purpose of a Capability Assessment is:

- to ensure that a job seeker's requirements are appropriate to their individual circumstances
- to ensure that only job seekers who are deliberately not meeting their requirements are at risk of potential financial penalties.

How is a Capability Assessment triggered?

Capability Assessments are triggered when:

- a job seeker accrues five Demerits in a six-month period, and has been found capable of meeting their Job Plan requirements at their Capability Interview, or
- has been fast tracked to the equivalent point following non-attendance or inappropriate behaviour at a Job Interview or not acting on a Job Referral, and has already had a Capability Interview and was found capable of meeting their Job Plan requirements.

Once a job seeker has reached this point, their Provider will set a Capability Assessment as the job seeker's Re-engagement Requirement. The Provider must verbally notify the job seeker of this requirement. They will also inform the job seeker that they will need to contact DHS to participate as soon as possible and that their payment will remain suspended until they do.

Job seekers will not accrue any further Demerits until they have had their Capability Assessment.

What happens during a Capability Assessment?

Normally, Capability Assessments are conducted immediately once the job seeker contacts DHS. The Assessment will take approximately 30 minutes. DHS will review:

- the job seeker's Capability Interview and the information the Provider recorded
- the job seeker's current Job Plan
- the Capability Management Tool and the barrier statuses
- the Job Seeker Classification Instrument.

With the job seeker, they will discuss the compulsory Mutual Obligation Requirements set out in the Job Plan and any personal circumstances that may be affecting the job seeker's ability to meet their requirements. If necessary, DHS may refer the job seeker for an Employment Services Assessment.

What are the outcomes of a Capability Assessment?

The Capability Assessment will determine whether a job seeker will:

- move into the Penalty Zone (if the job seeker's Job Plan requirements are appropriate for their circumstances and they are capable of successfully meeting all requirements), or
- be returned to the Green Zone.

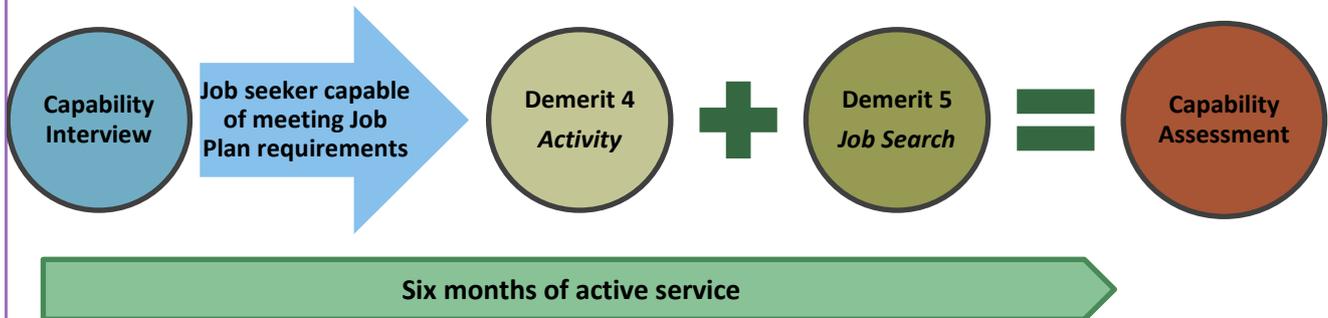
DHS will notify Providers of Capability Assessment outcomes for their job seekers via the Department's IT System. They will provide sufficient information about what may need to be updated in the job seeker's Job Plan and any other personal information about the job seeker relevant to their ongoing servicing.

If a job seeker's Job Plan is found to be inappropriate and DHS advises on action the Provider should take to address this, Providers must action recommendations within 10 Business Days. Where a job seeker is returned to the Green Zone, they will not accrue any further Demerits until their Job Plan has been updated.

Triggering a Capability Assessment

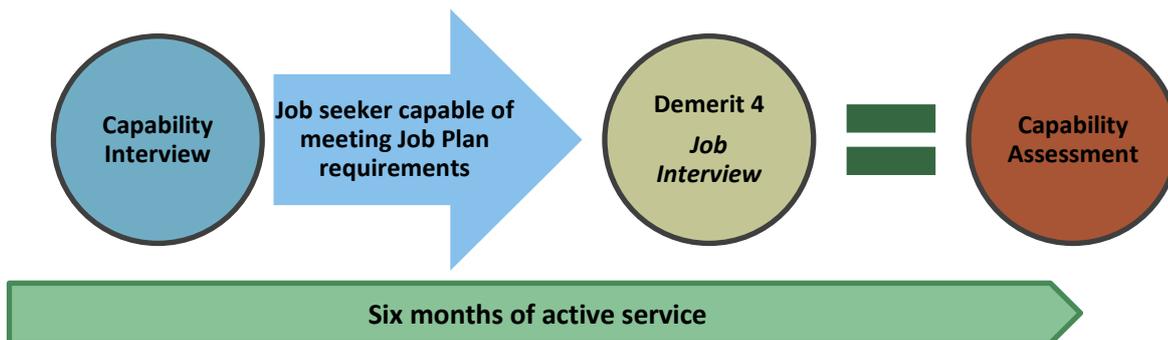
Five Demerits accrued in a six-month period (i.e. two further Demerits accrued after Capability Interview where job seeker found capable of meeting Job Plan requirements).

These can be for any combination of Mutual Obligation Failures (excluding Job Interview and Job Referral). A job seeker will accrue Demerits for non-compliance without a Valid Reason. For example:



Fast tracked to Capability Assessment for not attending or behaving appropriately at a Job Interview, or not acting on a Job Referral.

This could be the first Demerit accrued after the Capability Interview is conducted. For example:

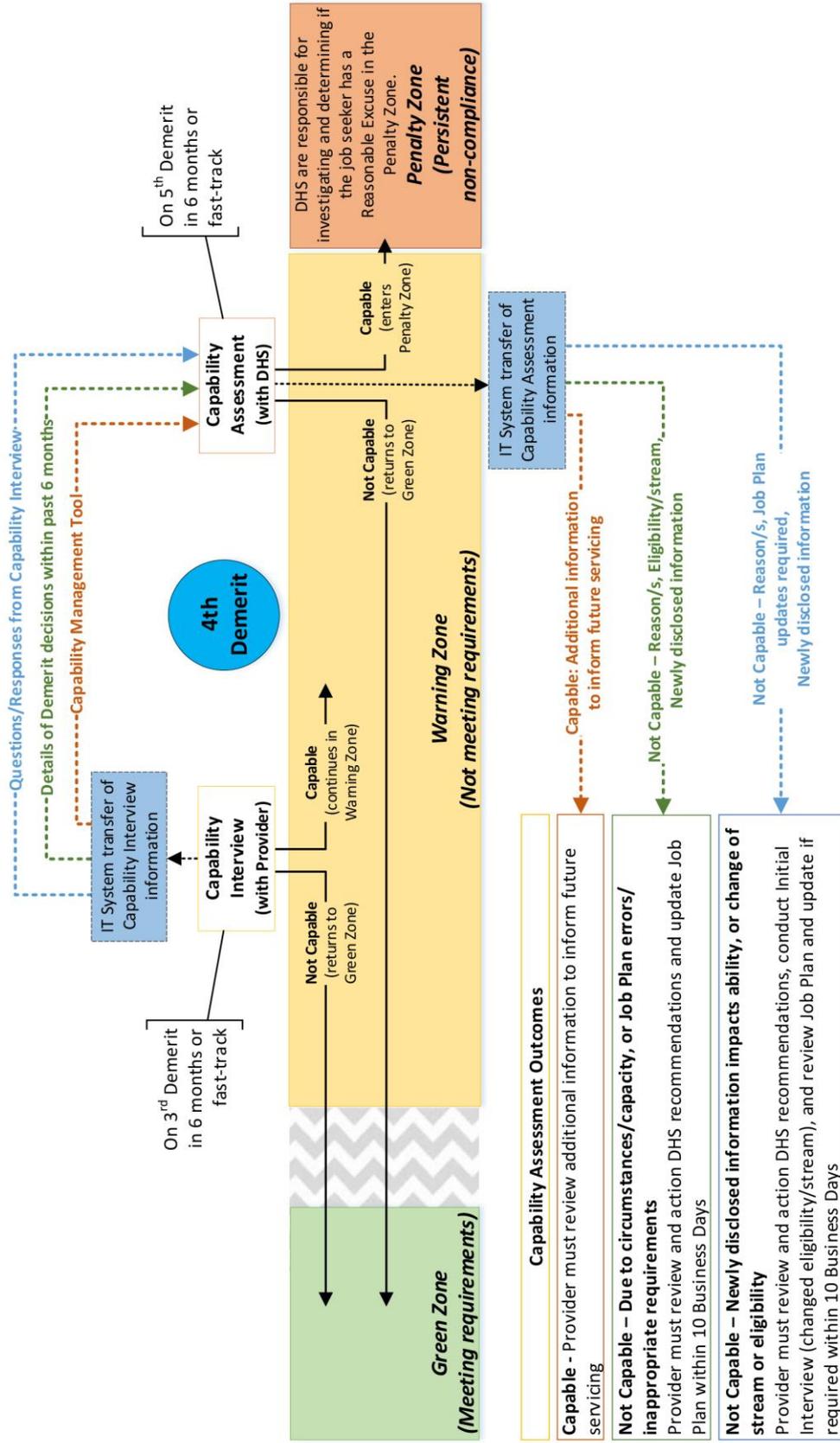


Capability Assessment outcomes

Outcome	DHS will advise...	Provider actions
Capable of meeting Job Plan requirements—move into Penalty Zone		
The job seeker is capable of meeting their requirements	<ul style="list-style-type: none"> • That the Job Plan is correct and appropriate • That no other reason was identified that prevents the job seeker from meeting their requirements 	<ul style="list-style-type: none"> • Review the Capability Management Tool for information DHS may have added as part of the Capability Assessment. • At next contact, ensure the job seeker understands their requirements and that further non-compliance will result in financial penalties.
Not capable of meeting Job Plan requirements—return to Green Zone		
The Job Plan contains requirements that are inappropriate for the job seeker's circumstances/capacity	<ul style="list-style-type: none"> • What requirements are inappropriate for the job seeker • Why these requirements are inappropriate for the job seeker • What actions the Provider should take to make the Job Plan suitable 	<ul style="list-style-type: none"> • Review the Capability Management Tool for information DHS may have added as part of the Capability Assessment. • Update the requirements in the Job Plan that are not appropriate. • Consider if any assistances would be beneficial to the job seeker and should be included in the Job Plan. <p><i>Action all recommendations made by DHS and update the Job Plan within 10 Business Days.</i></p>
The job seeker discloses new information that would have impacted the job seeker when they accrued Demerits, with no evidence their Provider was aware of circumstances	<ul style="list-style-type: none"> • That the Job Plan may still be appropriate • About the details of the newly disclosed information 	<ul style="list-style-type: none"> • Review the Capability Management Tool for information DHS may have added as part of the Capability Assessment. • Consider if any assistances would be beneficial to the job seeker and should be included in the Job Plan. • At next contact, ensure the job seeker understands their requirements and the consequences of non-compliance. • Review and update Job Plan as appropriate.
Reconsideration has been given to the job seeker's requirements and assistance. An update was required to the job seeker's Job Seeker Classification Instrument or referral for Employment Services Assessment (ESAt) and there has been a change in the job seeker's stream/eligibility	<ul style="list-style-type: none"> • That there has been a change of stream or eligibility • Recommendations for changes to the Job Plan or future servicing, as relevant 	<ul style="list-style-type: none"> • Review the Capability Management Tool for information on circumstances that were identified in the ESAt, which DHS may have added as part of the Capability Assessment. • Review and update the Job Plan based on the change in stream/eligibility. • Consider if any Assistances would be beneficial to the job seeker and should be included in the Job Plan. • At next contact, ensure the job seeker understands their requirements and the consequences of non-compliance.

Outcome	DHS will advise...	Provider actions
<p>There are errors or inappropriate requirements in the Job Plan</p>	<ul style="list-style-type: none"> • What errors or inappropriate requirements exist in the Job Plan • What action the Provider should take to correct the Job Plan 	<ul style="list-style-type: none"> • Review the Capability Management Tool for information DHS may have added as part of the Capability Assessment. • Update the Job Plan so it does not contain errors or inappropriate requirements. • At next contact, ensure the job seeker understands their requirements and the consequences of non-compliance. <p><i>Action all recommendations made by DHS and update the Job Plan within 10 Business Days.</i></p>

The flow of information between Providers and DHS when a Capability Assessment is triggered



Non-Compliance Reports and the Penalty Zone

Non-Compliance Reports for Mutual Obligation Failures: overview

What is a Non-Compliance Report?

Non-Compliance Reports will be automatically created by the Department’s IT System when a Mutual Obligation Failure is committed by a job seeker in the Penalty Zone.

Once job seekers have entered the Penalty Zone, they will no longer accrue Demerits.

Job seekers will still have their payments suspended until they re-engage, but they will also incur financial penalties if they don’t have a Reasonable Excuse for their non-compliance as determined by DHS or accepted by the job seeker.

How and when are Non-Compliance Reports submitted?

Like a Demerit, non-compliance can be reported and payment suspension triggered to prompt contact with the job seeker where contact and timely re-engagement. When the job seeker makes contact, Providers will discuss the non-compliance and record the reason:

- Accepted—to update and close the report and end the need for a DHS investigation, or
- Not Accepted—to update the report and send to DHS.

Job seekers can only discuss their non-compliance with DHS when they are due, or overdue, to report to DHS for their fortnightly Income Support Payment.

What are the financial penalties?

Financial penalties will be applied in order:

1st Failure	The current fortnight’s Income Support Payment is reduced by 50%.
2nd Failure	The current fortnight’s Income Support Payment is reduced by 100%.
3rd Failure	The job seeker’s payment is cancelled and they serve a four-week preclusion period.

After serving the four-week preclusion period following a third failure and re-applying for income support to return to employment services, a job seeker will return to the start of the Penalty Zone.

When is DHS required to investigate a failure?

Job seekers can accept non-attendance failures if they don’t believe they have a Reasonable Excuse and this is their first or second failure. DHS is required to investigate third failures which may result in payment cancellation and a four-week preclusion period. They will also investigate any reported misconduct, refusal to agree to a Job Plan, failure to meet a Job Search Requirement or failure to act on a Job Referral.

Non-Compliance Reports and DHS

Financial Penalties and DHS investigations

Job seekers will incur financial penalties when they commit a Mutual Obligation Failure in the Penalty Zone, Work Failure or Unemployment Failure without a Reasonable Excuse as determined by DHS.

In some cases, job seekers have the option to accept financial penalties if they know they do not have a Reasonable Excuse for not meeting the requirement.

Job seeker reporting process

Job seekers can report to DHS for their fortnightly Income Support Payment:

- online through their Centrelink online account through myGov
- via the Express Plus Centrelink App
- over the phone by calling the Report Income Line, or
- by visiting a service centre.

An outstanding compliance investigation stops a job seeker from finalising their reporting. Where the job seeker's payment is not suspended due to already meeting their Re-engagement Requirement, DHS will place a 'contact trigger' on the job seekers record. Job seekers will be presented with information about any 'active penalties' when they attempt to report, and advice on next steps.

Job seeker has not discussed non-compliance with Provider

If contact has not occurred between the Provider and job seeker about a Mutual Obligation Failure, the job seeker will be directed to contact their Provider first to discuss the non-compliance.

When contact occurs and the job seeker has a Valid Reason

- Providers will record this reason in the Department's IT System to update the Non-Compliance Report, Work Refusal Failure Report or Unemployment Failure Report.
- This will close the Report and end the need for a DHS investigation.
- The job seeker will then be able to report to DHS.

When contact occurs and the job seeker does not have a Valid Reason

- Providers will record this reason in the Department's IT System for the Non-Compliance Report, Work Refusal Failure Report or Unemployment Failure Report.
- This will update the Report and send it to DHS.
- The job seeker will need to speak to DHS (if required) about their non-compliance before they can finalise their reporting.

Job seeker has already discussed non-compliance with Provider

Job seekers can accept a financial penalty where they do not have a Reasonable Excuse for:

- non-attendance at Provider Appointments
- non-attendance at Third Party Appointments
- non-attendance at Activities
- non-attendance at Job Interviews.

This is only allowable if it is the job seeker's first or second failure in the Penalty Zone.

Job seekers must speak to DHS about any failure that could result in payment cancellation and a four-week preclusion period. This includes Work Refusal Failures and Unemployment Failures, as well as any third failure where the job seeker is in the Penalty Zone.

Job seekers must also speak to DHS to have the following investigated to determine whether Reasonable Excuse exists:

- reported misconduct at Provider Appointments
- reported misconduct at Third Party Appointments
- reported misconduct at Activities
- reported misconduct at Job Interviews
- refusals or failure to agree to a Job Plan
- unsatisfactory Job Searches
- failures to act on Job Referrals.

Job seekers will not be able to discuss any non-compliance with DHS until they are due, or overdue, to report. This should be communicated to job seekers when Providers discuss their reasons for non-compliance and assess they do not have a Valid Reason. This is because payment of income support for a fortnight is contingent on the job seeker meeting all of their requirements for that period. Until that full fortnight has passed, it is not known what further failures may be committed.

How does DHS investigate failures?

The DHS IT System will support a hierarchy of failures. All outstanding failure will be presented in the following order:

- 1 Unemployment Failure or Work Refusal Failure
- 2 Mutual Obligation Failures in chronological order—oldest first

Once an applied failure results in a nil payment rate for the fortnight, all outstanding failures with an incident date during that fortnight will not be investigated. They will be automatically finalised using the reason code 'Maximum penalty applied for period.'

What does a DHS investigation involve?

The compliance investigation DHS conducts requires PST-skilled Service Officers. Because a Reasonable Excuse determination can result in a financial penalty, these officers must gather all of the relevant facts and consider them carefully.

DHS investigations and discussions are an opportunity to capture job seeker circumstances that are affecting their compliance. But these investigations are also about enforcing both a clear understanding of the consequences of non-compliant behaviour and of the expectations of the job seeker. Ensuring the job seeker fully understands their requirements and the consequences of

not meeting them gives them the best chance of complying, thereby avoiding a penalty. For job seekers who choose not to comply, it means they are making informed decisions and are fully aware of the consequences upfront.

Discussing non-compliance

When DHS discuss non-compliance with job seekers, they clearly explain to the job seeker:

- the reported event they are investigating, and
- the possibility of a financial penalty if there is no good reason for the non-compliance.

As part of the investigation, Service Officers have a responsibility to administer policy in a firm but fair manner. This means they understand and apply the legislation and policy as intended, and penalties should apply where a job seeker does not establish Reasonable Excuse for not complying with a compulsory requirement or contacting prior when it was reasonable to expect them to do so.

Decision

DHS will advise of their investigation decision. This involves:

- providing reasons for the decision – to help avoid misunderstandings, promote acceptance of adverse outcomes and reduce the likelihood of further non-compliance
- talking with job seekers about the reasons that they have provided, the consideration that has been given to their personal circumstances, what the decision was based on, how the outcome of the decision will impact the job seeker while also reinforcing messaging about expectations are all critical elements that the explanation provided missed.

DHS do not re-engage job seekers back with their Provider following penalty investigations.

The importance of consistent messaging

At all times, DHS messaging emphasises the expectation that job seekers must accept personal responsibility for not meeting requirements. This mirrors the personal responsibility they would be expected to accept were they in the workplace and not able to turn up on a day. In other words, there are consequences for not meeting requirements:

- Ongoing entitlement to Income Support Payments for job seekers is reliant on their engaging with their Provider and participating in suitable activities designed to help them get a job.
- At the centre of this is an emphasis that job seekers are personally responsible for their engagement with Providers and requirements, and for letting their Provider know when there is a good reason they can't attend.

Getting consistent messaging right between Providers and DHS means that job seekers who deliberately don't meet their requirements can be held accountable; their circumstances were within their control, and they could have avoided consequences if they had they done what was expected of them. An effective compliance system is characterised by a firm—but fair—and consistent application of the rules, and a complementary joined-up service between employment services providers and DHS.

Work Refusal and Unemployment Failures

Work Refusal and Unemployment Failures: overview

What is a Work Refusal Failure or an Unemployment Failure?

Job seekers will incur a Work Refusal Failure where they:

- fail to accept a suitable job
- fail to commence a suitable job.

Job seekers will incur an Unemployment Failure where they:

- voluntarily leave a suitable job
- have been dismissed from a suitable job for misconduct.

Who can report these failures?

Providers will create and report these failures to DHS for investigation where, following discussion with the job seeker, they believe the job seeker does not have a Valid Reason for the non-compliance.

If DHS becomes aware of one of these failures, DHS may generate the failure to investigate. This will usually occur during a claim for payment.

What are the timeframes to report non-compliance?

Work Refusal Failure Reports	10 Business Days from day of failure
Unemployment Failure Reports	20 Business Days from day of failure

Reporting non-compliance

Work Refusal Failures

If a Provider becomes aware that a job seeker has failed to accept or commence a suitable job, they will attempt to contact the job seeker to discuss their non-compliance.

Contact successful

Providers will discuss the reason for non-compliance with the job seeker. If the job seeker has a Valid Reason, then they have not committed a failure. No further action is taken.

Where the job seeker does not have a Valid Reason, Providers will create a Work Refusal Failure Report in the Department's IT System. Providers will record the reason they have not accepted from the job seeker and the report will be sent to DHS for investigation. Providers need to inform the job seeker that they'll need to contact DHS to discuss the failure, and that DHS will determine if they have a Reasonable Excuse.

Recording the reason accepted or not accepted will restore the job seeker's payment, but it will not remove the need to contact DHS if they do not have a Valid Reason.

Contact not successful

Providers will create a Work Refusal Failure Report in the Department's IT System. They will record that they were not able to speak to the job seeker about the non-compliance. This will automatically send a message to DHS to conduct a validity check; if this check is valid, the job seeker's payment will be suspended and they will be notified to make contact with their Provider.

Upon job seeker contact:

- If the job seeker has a Valid Reason for the failure, the Provider will record their reason in the Department's IT System. This will update and close the report and end the need for a DHS investigation.
- If the job seeker does not have a Valid Reason, the Provider will record their Invalid Reason in the Department's IT System. This will update the report, and it will be sent to DHS for investigation. Providers need to inform the job seeker that they'll need to contact DHS to discuss the failure, and that DHS will determine if they have a Reasonable Excuse.

Unemployment Failure

If a Provider becomes aware that a job seeker has left a job voluntarily or been dismissed due to misconduct, they will attempt to contact the job seeker to discuss their non-compliance.

Contact successful

Providers will discuss the reason for non-compliance with the job seeker. If the job seeker did not voluntarily leave their job (i.e. there was a good reason they were unable to continue in the work) or the reason they were dismissed is not actually misconduct, then they have not committed a failure. No further action is taken – for administrative purposes this is referred to as the job seeker having a Valid Reason.

Where the job seeker does not have a Valid Reason, Providers will create an Unemployment Failure Report in the Department's IT System. Providers will record the reason they have not accepted from the job seeker and the report will be sent to DHS for investigation. Providers need to inform the job seeker that they'll need to contact DHS to discuss the failure.

Contact not successful

Providers will create an Unemployment Failure Report in the Department's IT System. This will not trigger suspension of a job seeker's Income Support Payment, so Providers can use other strategies to get in contact with the job seeker.

Where a job seeker does not already have an Appointment booked to occur in the next two weeks, Providers should book an Appointment and mail a letter to the job seeker as formal Notification of the Appointment. This sets a requirement for the job seeker to attend, where the Provider can also discuss the Unemployment Failure. Should a job seeker not attend their Appointment without a Valid Reason, this will trigger payment suspension and prompt job seeker contact.

Upon job seeker contact:

- If the job seeker has a Valid Reason for the failure, the Provider will record their reason in the Department's IT System. This will update and close the report and end the need for a DHS investigation.
- If the job seeker does not have a Valid Reason, the Provider will record their Invalid Reason in the Department's IT System. This will update the report, and it will be sent to DHS for investigation. The Provider will inform the job seeker that they'll need to contact DHS to discuss the failure.

What information needs to be captured in Work Refusal and Unemployment Failure Reports?

Among other details in these failure reports, Providers must include information on:

- the type and hours of employment that had been offered
- what made the job suitable for the job seeker
- whether the job seeker had a reasonable commute and the estimated time one-way
- the job seeker's usual mode of transport
- whether the pay and conditions met the standards required by law
- whether the pay met the financial suitability test
- whether the proposed industry is suitable under law.

What is the penalty for committing a Work Refusal or Unemployment Failure?

The penalty for committing a Work Refusal or Unemployment Failure is cancellation of payment and a four-week preclusion period. This preclusion period cannot be waived.

If the job seeker received relocation assistance to take up a job and then commits an Unemployment Failure, they will serve a six-week, non-waivable preclusion period instead.

Because these failures result in payment cancellation, preclusion periods served do not count towards a job seeker's period of active participation. After serving the preclusion period and being granted payment again, job seekers will resume in the compliance zone where they left off.

Appendices

Targeted Compliance Framework Timeframes—Provider actions

Type	Description	Timeframe		
Attendance results	An attendance result must be recorded by the: <ul style="list-style-type: none"> • job seeker, or • Provider where: <ul style="list-style-type: none"> ○ requirement is a Provider Appointment; or ○ job seeker not capable of self-recording and/or requested attendance to be recorded on their behalf, by close of business on the		same day	as the requirement.
	Results for an Initial Interview can only be recorded for up to	5	Business Days	after the requirement date.
	Misconduct must be recorded on the		same day	as the requirement.
	Providers must attempt to contact a job seeker on the		same day	they become aware that the job seeker has failed to meet a requirement.
Capability Assessment	Job Plan updates must be made within	10	Business Days	of completion of the Capability Assessment when the outcome is: <p><i>Job Seeker assessed as not capable—</i></p> <ul style="list-style-type: none"> • Errors in the Job Plan—requires update • Not capable of meeting their Job Plan requirements due to circumstances/capacity.
Capability Interview	Must occur within	2	Business Days	of the contact with the job seeker when the third (or equivalent Demerit) is confirmed.
	Schedule the Capability Interview to occur within	14	Business Days	if job seeker has an Acceptable Reason for being unable to re-engage within two Business Days, or if Provider Outreach/part-time site servicing arrangements affects delivery of the Capability Interview.
Formal Notification	Reasonable notice timeframes are:			
	Email	2	Business Days	ahead of the date of the requirement.
	Letter—handed	3	calendar days	
	Verbal script read face to face/over the phone	3	calendar days	<i>If the requirement has been arranged directly with the job seeker and they have agreed their intent to attend, reasonable notice is considered to have been given.</i>
Letter—mailed	6	Business Days		
Job Plan	Job seeker is allowed	2	Business Days	‘think time’ to agree to Job Plan.* * 10 Business Days for ParentsNext
	Provider must report Job Plan refusal on the		same day	as the job seeker refused to agree to their Job Plan and declined ‘think time’.
Job Referral	When setting a requirement to: <ul style="list-style-type: none"> • accept a Job Interview • contact an employer to arrange and accept a Job Interview, or • provide personal details to support a job opportunity, you must allow the job seeker	1	Business Day	to complete.

Type	Description	Timeframe		
	When setting a requirement to: <ul style="list-style-type: none"> • apply for a specific job, or • update a résumé appropriately, you must allow the job seeker 	3	Business Days	to complete.
	An Assessment of whether the job seeker has met the requirement must occur within	5	Business Days	of the due date
Job Search	Job Search manually submitted must be reviewed and confirmed for quality and quantity, and recorded on the		same day	the job seeker reports the Job Search efforts directly to you.
	Automatic IT System recording of Job Search efforts as 'Satisfactory', can be changed for up to	5	Business Days	after the end of the Job Search Period if you have reviewed efforts and consider that they are 'Unsatisfactory' due to quality.
Payment suspension notification	Print and mail the 'payment suspension notification letter' on the		same day	as non-compliance has been reported with no job seeker contact and payment is suspended.
Re-engagement Requirements	Must be scheduled to occur within	2	Business Days	of contact with the job seeker following non-compliance.
	Reschedule re-engagement to occur within	7	calendar days	if job seeker has a Valid Reason for being unable to attend their requirement.
Requirement not in Calendar	Mutual Obligation Failure must be reported within	5	Business Days	if requirement was not scheduled in the Calendar. <i>Only applicable to select Third Party Appointment types and Activity non-compliance where Free Text code used.</i>
Work Refusal Failure	Create Work Refusal Failure Report within	10	Business Days	of the failure.
	Provider to attempt to contact a job seeker on the		same day	they become aware of the Work Refusal Failure.
	Record reason job seeker gave (that was accepted or not accepted) to update the Work Refusal Failure Report by close of business on the		same day	contact is made with the job seeker.
Unemployment Failure	Create Unemployment Failure Report within	20	Business Days	of the failure.
	Provider to attempt to contact a job seeker on the		same day	they become aware of the Unemployment Failure.
	Record reason job seeker gave (that was accepted or not accepted) to update the Unemployment Failure Report by close of business on the		same day	contact is made with the job seeker.

Targeted Compliance Framework Guidelines

SUBJECT	DESCRIPTION
Targeted Compliance Framework Guideline	<p><i>Overview of the Targeted Compliance Framework</i></p> <ul style="list-style-type: none"> • Introduction to the concept of personal responsibility and descriptions of the compliance zones (Green Zone, Warning Zone and Penalty Zone) • Mutual Obligation Failures, Work Refusal Failures and Unemployment Failures • How job seekers can move throughout the zones • Description of the Penalty Zone, including decisions made by DHS under Social Security Law (loss of 50% of fortnightly payment, loss of 100% of fortnightly payment and four week payment preclusion)
Job Plan and Setting Mutual Obligation Requirements Guideline	<p><i>Ensuring requirements are tailored to the individual, are appropriate to level of requirements and capability, and the job seeker understands the requirement to participate and potential consequences of non-compliance</i></p> <ul style="list-style-type: none"> • Negotiating and setting requirements for job seekers: <ul style="list-style-type: none"> ○ Job Plan – appropriate requirements are set, hours of participation are in line with policy, job seeker requirement to take personal responsibility to record/report attendance ○ Daily requirements in the Department’s IT System – Mutual Obligation Requirements are scheduled in the system including days, start and end time, and location ○ Notification requirements – ensuring job seekers are notified of all Mutual Obligation Requirements, including details of the requirement, compliance warning and who to contact if unable to attend
Work Refusal and Unemployment Failures Guideline	<p><i>Reporting non-compliance when a job seeker fails to accept or commence suitable employment, voluntarily leaves or is dismissed from suitable employment due to misconduct</i></p> <ul style="list-style-type: none"> • Policy and purpose • Outlines the process to report these Failures • Potential payment preclusion period where the job seeker does not have Reasonable Excuse

SUBJECT	DESCRIPTION
Capability Interview Guideline	<p>Detailed information on the Capability Interview, its purpose and outcomes</p> <ul style="list-style-type: none"> • Policy and purpose • Setting the Re-engagement Requirement for the job seeker’s Capability Interview • Process for conducting the Capability interview, Job Plan review, JSCI consideration, barriers on Capability Management Tool and any other circumstances • Process for explaining the outcome to the job seeker and recording the Capability Interview responses • Process for updating the Job Plan as necessary following the Capability Interview
Capability Assessment Guideline	<p><i>Detailed information on the Capability Assessment, its purpose, outcomes and Provider requirements once the outcome is finalised by DHS</i></p> <ul style="list-style-type: none"> • Policy and purpose • Setting the Re-engagement Requirement for the job seeker’s Capability Assessment with DHS • Updating the Job Plan when the job seeker is found not capable of meeting their requirements at the Capability Assessment • Providers actioning recommendations made by DHS following the Capability Assessment

Learning Centre Materials

Online Training Modules

SUBJECT	DESCRIPTION
Introduction to the Targeted Compliance Framework	<ul style="list-style-type: none"> • High-level overview of the Targeted Compliance Framework and the rationale for the changes
Job seeker personal responsibility	<ul style="list-style-type: none"> • Explains what job seeker personal responsibility means, what will be expected and required of job seekers to record or report their attendance, and how they will do so • How Providers assess if a job seeker is capable/not capable of recording or reporting attendance • Job seekers assessed as capable must have the Personal Responsibility to Report and Record Attendance Job Plan code in their Job Plan • What happens if job seekers don't record or report their attendance
Job Plan and setting job seeker requirements	<ul style="list-style-type: none"> • Overview of the changes, role of the Job Plan and how to re-negotiate a Job Plan post-1 July 2018 • Importance of the Job Plan • What a Job Plan should include • What makes a quality Job Plan • Scheduling a job seeker's daily requirements
Formal Notification	<ul style="list-style-type: none"> • What is Notification • Who issues Notification • What makes formal Notification • How and when Notification must be issued to a job seeker • Reasonable notice timeframe/s • How Providers and job seekers can see Notifications
Using the Provider Calendar	<ul style="list-style-type: none"> • Features of the Calendar • Conflict management • Creating and viewing job seeker Personal Events
Creating and managing Activities	<ul style="list-style-type: none"> • Creating and managing Activities, including creating Activity schedules and linking job seekers to Activities. • Scheduling one off Activities for job seekers • Conflict management • Linked Notifications
Job seeker Personal Events	<ul style="list-style-type: none"> • What are Personal Events • Benefits of Personal Events • How job seeker's and Providers create job seeker Personal Events
Supporting quality job seeker servicing— Job Seeker Personal Summary page	<ul style="list-style-type: none"> • Job Seeker Personal Summary page and 'What you need to know' • Benefits of 'What you need to know' and how it works • How this information will assist Providers • How to get the most out of the 'What you need to know' tool
Capability Management Tool	<ul style="list-style-type: none"> • What is the Capability Management Tool • Information in the Capability Management Tool includes: <ul style="list-style-type: none"> • Barrier/Intervention Summary • Service Recommendations: populated by DHS following a Capability Assessment or penalty investigation

SUBJECT	DESCRIPTION
Job Search Requirement	<ul style="list-style-type: none"> • Job Search Requirements • Job seeker reporting of Job Search efforts • Meeting Job Search Requirements • Assessing Job Search efforts • Job Search non-compliance and re-engagement
Job Referrals and opportunities	<ul style="list-style-type: none"> • Job Referrals and opportunities • Considerations when setting a Job Referral requirement • Formal Notification for Job Referrals • Monitoring and recording Job Referral assessments • Job Referral non-compliance and re-engagement
Acceptable or Valid Reason	<ul style="list-style-type: none"> • Acceptable or Valid Reason • The two elements of Valid Reason—having an Acceptable Reason, and having a good reason for being unable to give prior notice • DHS and determining Reasonable Excuse
Job seeker Income Support Payment suspension	<ul style="list-style-type: none"> • Explains the ways a job seeker’s payment may be suspended following non-compliance • Notifying the job seeker of suspension of payment • How payment can be restored
Re-engaging job seekers following non-compliance	<ul style="list-style-type: none"> • Re-engaging job seekers appropriately following non-compliance • Setting Re-engagement Requirements • Re-engagement following multiple non-compliance events • Re-engagement Requirement timeframes • Rescheduling Re-engagement Requirements • Job seeker is unable to re-engage within two Business Days or is not required to re-engage, or compliance is no longer appropriate
Managing Demerits	<ul style="list-style-type: none"> • Demerits • How a job seeker accrues a Demerit • Fast-tracking to the next capability review • Lifespan of Demerits • Circumstances where Demerits may be removed
Capability Interview	<ul style="list-style-type: none"> • When a Capability Interview is triggered • Who conducts a Capability Interview • Booking a Capability Interview • Preparing for and delivering a Capability Interview • Capability Interview outcomes
Capability Assessment	<ul style="list-style-type: none"> • When a Capability Assessment is triggered • Who conducts a Capability Assessment • How a Capability Assessment is conducted • Capability Assessment outcomes • Provider actioning DHS servicing recommendations
Persistent non-compliance and the Penalty Zone	<ul style="list-style-type: none"> • How job seekers move into the Penalty Zone • The financial penalties for non-compliance in the Penalty Zone • How a job seeker moves out of the Penalty Zone • Reporting and investigating non-compliance in the Penalty Zone

SUBJECT	DESCRIPTION
Work Refusal and Unemployment Failures	<ul style="list-style-type: none"> • Expectations of job seekers to accept suitable paid work and remain in the workforce • How and when these failures must be reported • The payment preclusion periods for these failures that are applied by DHS when the job seeker does not have a Reasonable Excuse
Job seeker returning to services following preclusion period	<ul style="list-style-type: none"> • What happens when a job seeker reclaims Income Support Payments and returns to servicing following the payment preclusion period, including their first requirement and which zone they return to
Provider Tasks	<ul style="list-style-type: none"> • How to create task reminders to assist with Calendar management and job seeker servicing, including blocking out time in the Calendar to limit scheduling conflicts
Roles and Responsibilities	<ul style="list-style-type: none"> • The roles and responsibilities that are divided between Providers, DHS, and job seekers to support consistent messaging and greater understanding

Compulsory Quiz

SUBJECT	DESCRIPTION
Compulsory quiz	Providers must complete a compulsory quiz in order to use the Targeted Compliance Framework, record attendance results and conduct Capability Interviews.

Glossary of terms

Term	Definition
Acceptable Reason	<p>A reason given by a job seeker when notifying their Provider prior to any inability to meet a requirement, which the Provider accepts. In order for a reason to be an Acceptable Reason, it must be provided prior to the time the requirement is due or due to start. Providers must assess whether a reason is an Acceptable Reason, giving consideration as to whether it:</p> <ul style="list-style-type: none"> • would generally be accepted by an employer if given by an employee • where relevant, aligns with what the Provider already knows about the job seeker and their individual circumstances.
active month (of participation)	<p>A month during which the job seeker has Mutual Obligation Requirements and the job seeker is not exempt, suspended or serving a preclusion period. Any time a job seeker is not receiving payment (other than because of a penalty) can also count towards active months.</p>
Activity	<p>ParentsNext, Disability Employment Services and jobactive Providers source and select activities that are appropriate to individual job seekers' circumstances. Activities focus on:</p> <ul style="list-style-type: none"> • building the job seeker's skills • improving the job seeker's employability • giving back to the community • overcoming the job seeker's Vocational or Non-vocational Barriers to finding work, if applicable.
Activity, formal	<p>Activities that the Provider must create by using the Activity Management area of the Department's IT System. Providers must place job seekers into these Activities where required.</p>
Activity, informal	<p>Activities that do not need to be created in Activity Management section of the Department's IT System. Informal Activities may include education and training, non-accredited training, Job Search clubs and employer-supported sessions run internally by the Provider.</p>
Activity, one-off	<p>Activities that are set for an individual job seeker to participate in. These activities may or may not be recurring.</p>
Allowable Circumstances	<p>Defined circumstances that would prevent a Provider from delivering a Capability Interview face to face.</p> <p>Allowable Circumstances will apply when:</p> <ul style="list-style-type: none"> • a job seeker resides in an area affected by: <ul style="list-style-type: none"> ○ extreme weather conditions ○ natural disaster ○ public transport strikes • a job seeker is participating in full-time training or education—with restricted availability to participate in the Capability Interview • a job seeker is in paid employment—with restricted ability to participate • a job seeker is not medically fit to attend a face to face interview • Provider Outreach/Part-time site—not delivering services in next two business days. <p><i>Allowable Circumstances only apply to Capability Interviews.</i></p>

Term	Definition
Annual Activity Requirement (AAR)	The set number of hours a jobactive job seeker must participate in an Approved Activity or combination of Approved Activities when in the Work for the Dole Phase. Job seekers' commencement into an Activity and fulfilment of their hours of participation during the Work for the Dole Phase will have an impact on Provider performance under the Star Ratings.
Attended	An attendance result signifying that a job seeker was present at a requirement and participated appropriately.
Business Day	A day of the week that is not Saturday, Sunday or a public holiday.
Calendar	The Calendar function in the Department's IT System that is shared between job seekers and their Providers, and where the job seeker's Mutual Obligation Requirements are scheduled.
Capability Assessment	<p>An evidence-based assessment made by DHS to ensure that the Mutual Obligation Requirements in a job seeker's Job Plan are appropriate to the job seeker's circumstances and capability. Job seekers will need to contact DHS to have the Capability Assessment conducted.</p> <p>Job seekers will only be required to participate in a Capability Assessment if:</p> <ul style="list-style-type: none"> • they accrue five Demerits in a six active month period and have been found capable of meeting their requirements at their Capability Interview, or • they have already been found capable of meeting their requirements at a Capability Interview, and then they have been fast-tracked to the equivalent of five Demerits following a failure to act on a Job Referral, or non-attendance or misconduct at a Job Interview. <p>As a result of the Capability Assessment, if DHS finds that the job seeker is capable of meeting their requirements then the job seeker will progress to the Penalty Zone. If DHS finds that the job seeker is not reasonably capable of meeting their requirements, the job seeker will have their Demerits reset to zero and they will be returned to the Green Zone.</p> <p>The JSCI may be rerun, or the job seeker may be referred for an ESAt at the Capability Assessment.</p>
Capability Interview	<p>A face to face meeting between a job seeker and their Provider to ensure that the Mutual Obligation Requirements in a job seeker's Job Plan are appropriate to the job seeker's circumstances and capability.</p> <p>A job seeker will only be required to participate in a Capability Interview if:</p> <ul style="list-style-type: none"> • they accrue three Demerits in a six active month period, or • they have been fast-tracked to the equivalent of three Demerits following a failure to act on a Job Referral, or non-attendance or misconduct at a Job Interview. <p>If the outcome of the Capability Interview is that the job seeker is capable of meeting their requirements, the job seeker will remain in the Warning Zone. If DHS finds that the job seeker is not reasonably capable of meeting their requirements, the job seeker will have their Demerits reset to zero and they will be returned to the Green Zone.</p> <p>The JSCI may be rerun, or the job seeker may be referred for an ESAt at the Capability Interview.</p>

Term	Definition
Capability Management Tool (CMT)	<p>The Capability Management Tool is a component of the Department’s IT System which contains information about a job seeker’s personal circumstances and barriers to participation or employment.</p> <p>It will be reviewed during the Capability Interview. DHS Capability Assessment outcomes, barriers and interventions from ESAts or other barriers identified will be stored here.</p>
capability review	<p>The collective term for a Capability Interview and/or a Capability Assessment.</p>
Demerit	<p>A Demerit is automatically created in the Department’s IT System when a job seeker who is not in the Penalty Zone commits a Mutual Obligation Failure without a Valid Reason.</p> <p>The number of Demerits a job seeker has accrued in a certain period will determine which zone (Green, Warning, or Penalty Zone) they are in, and whether they are required to undertake a Capability Interview or Capability Assessment.</p> <p>One Demerit is accrued per Mutual Obligation Failure. However, any failure to act on a Job Referral, and non-attendance or misconduct at a Job Interview will fast-track a job seeker to their next capability review.</p> <p>Demerits have a lifespan of six active months, after which they individually expire.</p>
Department’s IT System	<p>The information technology system developed and administered by the Department of Jobs and Small Business and used by Providers to record information to support job seeker and employer servicing.</p>
Did Not Attend—Invalid (DNAI)	<p>An attendance result signifying that a job seeker did not attend a requirement and that the Provider either:</p> <ul style="list-style-type: none"> • was unable to contact the job seeker to discuss the non-compliance, or • upon contacting the job seeker to discuss the non-compliance, the Provider did not think the job seeker had a Valid Reason for the failure. <p>This result will trigger suspension of the job seeker’s Income Support Payment and confirm a Demerit.</p> <p>When contact is made with the job seeker, Providers will record the reason they did not accept from the job seeker in the Department’s IT System.</p>
Did Not Attend—Valid (DNAV)	<p>An attendance result signifying that a job seeker did not attend a requirement and that, upon contact with the job seeker, the Provider believes the job seeker has a Valid Reason for the failure and for being unable to give prior notice.</p> <p>Providers will record the reason they accepted from the job seeker in the Department’s IT System.</p>
Disability Support Pension Recipient under 35 years of age with compulsory requirements	<p>Cohort of job seekers with compulsory requirements they must meet in return for their Income Support Payment. While these job seekers do have compulsory requirements, they are not subject to the Targeted Compliance Framework.</p>
Employment Services Assessment (ESAt)	<p>An assessment conducted by DHS to assess a job seeker’s barriers to employment and their work capacity. ESAts are used to determine whether the job seeker requires a more intensive level of servicing or whether they should be referred to an employment program better suited to their needs such as Disability Employment Services (DES).</p>

Term	Definition
Exemption	<p>A defined period of time where a job seeker does not have to meet their Mutual Obligation Requirements in order to continue receiving an Income Support Payment.</p> <p>DHS is responsible for granting exemptions to job seekers. These are generally granted based on evidence provided by the job seeker that demonstrates their inability to meet requirements due to their current personal circumstances. For example: a temporary medical condition, homelessness or a major personal crisis.</p>
Formal Notification	<p>How job seekers are informed of their Mutual Obligation Requirements. For Notification to be considered formal, it must be supported by the Job Plan (i.e. the requirement must be included in an approved Job Plan) and include:</p> <ul style="list-style-type: none"> • what the requirement is • where it is taking place (if relevant) • the times during which the job seeker must be present (if relevant) • how the job seeker will meet the requirement • the consequences of not meeting the requirement • that a job seeker must provide prior notice if they cannot attend or participate in a requirement • that the Notification is being issued under Social Security Law.
Green Zone	<p>Job seekers commence in the Green Zone and remain in this zone unless they commit a Mutual Obligation Failure without a Valid Reason and begin to accrue Demerits.</p> <p>Job seekers will not face financial penalties in this zone, unless they commit Work Refusal or Unemployment Failures.</p>
Initial Interview	<p>The first meeting between a job seeker and their Provider. This is generally scheduled by DHS; however, job seekers may also direct register for services with a Provider.</p>
Initial RapidConnect Appointment	<p>The process whereby a job-ready job seeker is quickly connected with a Provider. It is the Initial Interview conducted between a Provider and a job seeker who has been referred to the Provider through RapidConnect policy.</p> <p>Referrals through RapidConnect are intended to place 'job ready' job seekers (who are claiming Newstart Allowance or Youth Allowance (Other)) with a Provider as quickly as possible. Job seekers referred through RapidConnect must attend their Initial RapidConnect Appointment before their Income Support Payment becomes payable. It will only be payable from the date the job seeker attends their Initial Interview unless the job seeker has a Valid Reason for not being able to attend.</p>
jobactive website	<p>A website operated by the Department of Jobs and Small Business that provides a free service to assist all job seekers—regardless of their employment services program—to manage their Mutual Obligation Requirements and support their return to employment.</p> <p>In addition to supporting job seekers in their efforts to look for work, job seekers can also use the jobactive website to:</p> <ul style="list-style-type: none"> • view their recent compliance history • keep an eye on their upcoming requirements in their Calendar • check their progress in completing their monthly Job Search • submit Job Search efforts • create Personal Events in the Calendar.

Term	Definition
jobactive Job Seeker App	<p>A mobile device App that operated by the Department of Jobs and Small Business as a free service to assist all job seekers—regardless of employment services program—to manage their return to work journey and return to employment.</p> <p>In addition to supporting job seekers in their efforts to look for work, job seekers can also use their App to:</p> <ul style="list-style-type: none"> • view their recent compliance history • keep an eye on their upcoming requirements in their Calendar • check their progress in completing their monthly Job Search • submit Job Search efforts • create Personal Events in the Calendar.
Job Interview	<p>A meeting between a job seeker and a prospective employer for the purposes of interviewing for a suitable paid job.</p>
Job Plan	<p>The Job Plan underpins the provision of employment services to a job seeker. It is formal agreement between a Provider and a job seeker that outlines what a job seeker must do in order to satisfy their Mutual Obligation Requirements in return for an Income Support Payment.</p> <p>Under legislation, this is called an Employment Pathway Plan.</p> <p>For ParentsNext Participants, this is called a Participation Plan.</p>
Job Referral	<p>A job-related requirement set for a job seeker by their Provider that may lead directly to paid employment. These requirements may be one or a combination of the following:</p> <ul style="list-style-type: none"> • apply for a specific job • accept a Job Interview • contact an employer to arrange and accept a Job Interview • provide personal details to support a job opportunity • update résumé appropriately.
Job Search Requirement	<p>The requirement that job seekers must actively look, and submit applications for jobs in order to meet their Mutual Obligation Requirements.</p>
Job Search Period	<p>The period of time during which a job seeker must complete their monthly Job Search efforts. A job seeker’s Job Search efforts are due by the last date of their Job Search Period.</p> <p>Each job seeker’s Job Search Period is set by the Department’s IT System, and is based on the job seeker’s Unemployment Registration date. This means that each job seeker has a unique monthly due date to submit their efforts.</p>
Job Search effort	<p>One instance of a job seeker actively contacting a potential employer to apply for a job. This includes applying for jobs in person, by phone, or by submitting a written application by hand or online. This also includes attending Job Interviews.</p> <p>Job Search efforts may be reported by job seekers by:</p> <ul style="list-style-type: none"> • using the jobactive website or the Job Seeker App to apply for jobs directly or upload evidence of job applications • emailing efforts to their Provider, if both parties have agreed to this method • manually filling out a Job Search form with the details of applications and submitting this to their Provider.

Term	Definition
Job Seeker Classification Instrument (JSCI)	<p>A questionnaire which seeks to identify a job seeker’s risk of becoming or remaining long term unemployed by providing an objective measure of a job seeker’s relative labour market disadvantage based on their individual circumstances.</p> <p>The JSCI captures important information pertaining to job seekers’ personal circumstances that can be used by Providers to tailor their assistance and support to help job seekers find work.</p>
Misconduct (MISC)	<p>When a job seeker behaves inappropriately at a requirement in such a way that prevents the purpose of the requirement from being delivered and/or met.</p>
Mutual Obligation Failure	<p>When a job seeker fails to meet a Mutual Obligation Requirement.</p> <p>A Mutual Obligation Failure without a Valid Reason will result in payment suspension and accrual of a Demerit, or a financial penalty—depending on what zone the job seeker is in.</p>
Mutual Obligation Requirement (MOR)	<p>A requirement that a job seeker is expected to fulfil in return for an Income Support Payment. This includes:</p> <ul style="list-style-type: none"> • agreeing to a Job Plan • satisfactorily meeting Job Search Requirements • attending and behaving appropriately at Provider Appointments • attending and behaving appropriately at Third Party Appointments • attending and behaving appropriately at Activities • attending and behaving appropriately at Job Interviews • acting on Job Referrals.
National Customer Service Line (NCSL)	<p>The hotline managed by the Department of Jobs and Small Business that job seekers can call to seek information or raise complaints about the service they are receiving from their Provider.</p>
No Result Entered (NRE)	<p>An attendance result signifying that a job seeker has not recorded or reported their attendance at a requirement, or where the Provider has not recorded an attendance result. This result is automatically recorded after close of business on the day of the requirement.</p>
Non-Compliance Report (NCR)	<p>The report a Provider submits to DHS when a job seeker commits a Mutual Obligation Failure in the Penalty Zone.</p>
payment cancellation	<p>Payment cancellation means that a person’s participation payment is stopped, and the person would need to reapply again to receive payments. If the person does reclaim, they would not be back-paid any payments during the period between cancellation and reclaim.</p> <p>A job seeker will be subject to payment cancellation in the following circumstances:</p> <ul style="list-style-type: none"> • they persistently commit Mutual Obligation Failures and commit a third failure in the Penalty Zone • they commit a Work Refusal Failure • they commit an Unemployment Failure • they fail to comply with a Reconnection/Re-engagement Requirement within four weeks of notification of the requirement.

Term	Definition
payment suspension	<p>Payment suspension means that a person’s participation payment is paused until they meet a Reconnection/Re-engagement Requirement, at which point their suspension ends. Their payment for the suspension period would usually be back-paid to them.</p> <p>For every payment suspension, job seekers must be notified of the reconnection requirement to restore their payment. If the person does not meet their Reconnection/Re-engagement Requirement within 28 days of payment suspension notification, their payment may be cancelled.</p>
Penalty	<p>A partial or full reduction in a job seeker’s Income Support Payment as a result of non-compliance without a Reasonable Excuse.</p>
penalties for persistent non-compliance	<p>Persistent non-compliance will result in escalating penalties. Once a job seeker enters the Penalty Zone, any subsequent failures committed in this Zone will result in:</p> <ul style="list-style-type: none"> • loss of 50 per cent of their fortnightly payment for their first failure • loss of 100 per cent of their fortnightly payment for their second failure, and • job seekers will have their payment cancelled for their third failure and must serve a four-week non-payment period.
penalties for Work Refusal and Unemployment Failures	<p>When applied, Work Refusal and Unemployment Failures will usually result in payment cancellation and a four-week payment preclusion period, regardless of the Zone a job seeker is in or how many Demerits they have accrued up to this point.</p> <p>When a person commits an Unemployment Failure and has been paid relocation assistance to take up the employment they voluntarily left, the person would instead be subject to a six-week preclusion period.</p>
Penalty Zone	<p>Job seekers will enter the Penalty Zone if they accrue five Demerits over six active months, and the Capability Interview and Capability Assessment both determine that their Job Plan requirements are appropriate for their circumstances and capacity.</p> <p>Subsequent failures committed in this zone will result in increasing penalties:</p> <ul style="list-style-type: none"> • loss of 50 per cent of their fortnightly payment for their first failure • loss of 100 per cent of their fortnightly payment for their second failure, and • job seekers will have their payment cancelled for their third failure and must serve a four-week non-payment period. <p>Job seekers will exit the Penalty Zone and return to the Green Zone with zero Demerits once they have successfully met all of their requirements for three active months.</p>
Personal Event	<p>An event in the Calendar that indicate the times during which the job seeker has a pre-existing, personal engagement scheduled and is therefore unavailable to attend requirements. These can be created by both job seekers and Providers.</p>

Term	Definition
preclusion period	<p>A period of time—after a job seeker’s Income Support Payment is cancelled—that a job seeker will not have access to payments.</p> <p>Job seekers will generally be required to serve a four-week non-payment period once they have their payment cancelled, due to repeated Mutual Obligation Failures, or an Unemployment or Work Refusal Failure.</p> <p>They can reapply for payment during this time, but will have to serve the four-week period before they begin receiving payment again.</p> <p>For some purposes, such as the means testing of family payments, a person is taken to be still receiving their participation payment during a non-payment period.</p> <p>Preclusion periods generally last for four weeks—unless the job seeker has committed an Unemployment Failure and has received relocation assistance to take up a job, in which case the job seeker will serve a six-week preclusion period instead.</p>
prior notice	<p>The contact a job seeker makes with their Provider to advise they are unable to meet a requirement before the requirement is due or is due to begin.</p> <p>Job seekers may also be considered to have given prior notice if they have created a Personal Event in the Calendar.</p>
Provider	<p>An organisation that has been contracted by the Government under a Deed/Grant to deliver employment services to job seekers.</p>
Provider Appointment	<p>A scheduled meeting—for a specific time and date, and at a specific place—between a job seeker and their Provider only. This contact serves as a time to discuss the job seeker’s servicing arrangements. These discussions may cover, among other things:</p> <ul style="list-style-type: none"> • upcoming requirements • updated personal circumstances • referrals to assistances, activities or jobs • review of Job Search efforts • review of résumé and assistance to update it • recent non-compliance.
Reasonable Excuse	<p>A decision under Social Security Law that is made to determine whether a job seeker had a good reason for failing to meet their requirement.</p> <p>The Delegate determines Reasonable Excuse by assessing whether the job seeker:</p> <ul style="list-style-type: none"> • has given a reason that would generally be accepted by an employer if given by an employee • could not have reasonably made contact prior to the non-compliance. <p>If DHS determines that a job seeker did not have a good reason for the failure, DHS will apply a financial penalty.</p>
reasonable notice	<p>The timeframes in which formal Notifications must be issued to the job seeker before a requirement is scheduled to occur.</p>
Re-engagement Activity	<p>An Activity for the purpose of re-engaging the job seeker following non-compliance. The job seeker must attend this Activity in order for their payment to be restored. It is the Re-engagement Requirement for failing to attend or behave appropriately at an Activity.</p>

Term	Definition
Re-engagement Appointment	<p>A Provider Appointment for the purposes of re-engaging the job seeker following non-compliance. The job seeker must attend this Appointment in order for their payment to be restored.</p> <p>Re-engagement Appointments are the Re-engagement Requirement for several different types of non-compliance.</p>
Re-engagement Requirement/ Reconnection Requirement	<p>The requirement following non-compliance that a job seeker must meet to have their Income Support Payment restored.</p> <p>A Re-engagement Requirement is referred to as a Reconnection Requirement under legislation.</p> <p>The job seeker would face payment cancellation if they fail to comply with their Reconnection Requirement within four weeks of notification of the requirement.</p>
reschedule	<p>When Providers reschedule a requirement to occur on another day or at another time. Requirements may only be rescheduled before they are due to begin, and they may be rescheduled when a job seeker has given an Acceptable Reason for not being able to attend, or when other circumstances force the requirement to be run on another day or at another time.</p> <p>When Re-engagement Requirements are rescheduled, job seekers will have their payment restored.</p>
review of penalties	<p>Job seekers can seek a review of any penalty decision to DHS. If job seekers disagree with any findings of the review, they can also appeal to the Administrative Appeals Tribunal.</p>
Supervisor App	<p>A mobile device App operated by the Department of Jobs and Small Business to assist Activity Supervisors to report job seekers' attendance at Activities. Results recorded will be sent back to the Calendar in the Department's IT System.</p>
Targeted Compliance Framework (TCF)	<p>The legislated framework that applies to Participation Payments, encouraging job seekers to meet their compulsory Mutual Obligation Requirements. This framework applies to individuals who are participating in jobactive, ParentsNext and Disability Employment Services. Participants in these programs must meet their compulsory requirements in return for payment.</p>
Third Party Appointment	<p>Third Party Appointments are appointments for job seekers with organisations other than the Provider or DHS for the purposes of discussing upcoming services or assessments for a service. For example: an appointment with an Activity host supervisor before commencing in an Activity, or an appointment with a Skills for Education and Employment Provider.</p>
Unemployment Failure	<p>When a job seeker voluntarily leaves suitable employment or is dismissed from employment due to misconduct without a Reasonable Excuse as determined by DHS.</p> <p>An applied Unemployment Failure results in payment cancellation and a four or six-week non-payment period, depending on whether relocation assistance had been paid to help the person take up the employment.</p>
Unemployment Failure Report	<p>The report sent by Providers to DHS to notify them a job seeker has committed an Unemployment Failure without a Valid Reason.</p>

Term	Definition
Valid Reason	The reason a job seeker gives after a Mutual Obligation Failure for their non-compliance and their inability to give prior notice, which is accepted by their Provider.
Vulnerability Indicator (VI)	An indicator on a job seeker's record, recorded by DHS, which identifies a documented personal circumstance or diagnosed condition that directly affects a job seeker's capability and capacity. A VI is intended to ensure that Providers and DHS are aware of a job seeker's circumstances.
Warning Zone	<p>Job seekers will enter the Warning Zone upon accrual of their first Demerit. Each failure without a Valid Reason in the Warning Zone will result in payment suspensions and accrual of a Demerit. Job seekers will not incur financial penalties in this zone, unless they commit Work Refusal or Unemployment Failures.</p> <p>At three Demerits, a job seeker will attend a Capability Interview; at five, they will attend a Capability Assessment. Job seekers may also be fast-tracked to the equivalent point for failure to attend or behave appropriately at a Job Interview or for failure to act on a Job Referral.</p> <p>Job seekers will exit the Warning Zone and return to the Green Zone with zero Demerits when:</p> <ul style="list-style-type: none"> • all of their Demerits expire (i.e. the job seeker meets all of their requirements for six active months) • the job seeker is found, at a Capability Interview or Capability Assessment, to not be capable of meeting the requirements in their Job Plan.
Work Refusal Failure	<p>When a job seeker fails to accept or fails to commence a suitable job without a Reasonable Excuse as determined by DHS.</p> <p>Under the Targeted Compliance Framework, an applied Work Refusal Failure results in payment cancellation with a four-week non-payment period.</p>
Work Refusal Failure Report	The report sent by Providers to DHS to inform them a job seeker has committed a Work Refusal Failure without a Valid Reason.
zone	An identifier describing a job seeker's place within the Targeted Compliance Framework.