

Activation and Mandatory Activity Requirement

Provider fact sheet – Workforce Australia Services

Activation requirement

The activation requirement is where participants need to satisfactorily participate in or complete activities by their activation point to meet their mutual obligation requirements.

As a Workforce Australia Employment Services provider, you are responsible for supporting your participants by sourcing suitable, safe activities and ensuring participants understand their activation requirement and that if they don't meet their activation requirement, they may have to do a mandatory activity. You should encourage early participation in suitable activities, education or training that will equip your participants with the skills and resources they need to obtain secure employment.

To meet the activation requirement by their activation point, your participants must undertake the minimum number of hours required for either:

- one approved activation activity, or
- one or more provider-assessed activation activities.

Participating in activities, education or training will also earn points towards your participant's monthly points target.

Activation point

Your participant's first activation point will be at:

- **3 months** if your participant was referred from Workforce Australia Online after 12 months or more, or
- **6 months** for all other participants.

Your participants' next activation point will be 6 months from their current activation point if they met their activation requirement by their activation point, or 6 months from their last day of participation in their mandatory activity (or alternate activity).

Approved activation activities

To meet the activation requirement through approved activation activities, your participants must have participated in/completed at least 80% of one of the following activities:

- Adult Migrant Employment Program (AMEP)
- Career Transition Assistance (CTA)
- Education and training (accredited training course) – where course duration is at least 4 weeks
- Employability Skills Training (EST)
- Self-Employment Assistance Small Business Training
- Skills for Education and Employment (SEE)
- Work for the Dole (not as a mandatory activity)



How will I know if my participant has met their approved activation activity?

The department's IT system will confirm the activation requirement has been met:

- your participant has participated in at least 80% of a CTA or EST Course or
- your participant has completed the activity (except for accredited training courses) and you included an exit reason such as 'successful completion of activity' or 'found employment'.

Otherwise you will be required to assess whether your participant has met their activation requirement by checking their attendance history and points earned for activities during the period in the department's IT system.

Provider-assessed activation activities

To meet the activation requirement through provider-assessed activation activities, your participant must have engaged in one or more of the following activities for a minimum of 75 hours across at least 2 reporting periods by their activation point:

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| • approved activation activities (if 80% completion is not met) | • Observational Work Experience |
| • Australian Defence Force Reserves | • other Government programs |
| • counselling | • paid work |
| • drug and alcohol treatment/rehabilitation | • Self-Employment Assistance Exploring Self-Employment Workshops |
| • Education and training (non-accredited training courses and accredited training courses shorter than 4 weeks) | • self-help and support groups |
| • Launch into Work | • Voluntary Work (Participant Sourced) |
| • Local Jobs Program | • Voluntary Work (Provider Sourced) |
| • Non-Government Programs | • Workforce Specialist Projects |

How do I know if my participant has met their activation requirement by completing provider-assessed activation activities?

You must review and confirm your participant's attendance at provider-assessed activation activities for the relevant period. This can be done by checking your participant's attendance history and points earned for activities during the period in the department's IT system as well as checking with the relevant host organisation. You may need to seek further evidence from your participant if requirements met are not clear.

Activation requirement – your responsibilities

You must support your participants to undertake suitable, safe activities to meet their activation requirement by:

- ensuring participants understand their activation requirement, and the consequences of not meeting their requirement
- sourcing and arranging sufficient, suitable activities to meet the needs and interests of participants
- encouraging early participation in activities
- considering participants' individual circumstances and capacity
- monitoring participants' attendance at activities
- ensuring the activity benefits participants and assists in helping them progress towards employment
- working with participants who receive notifications through the department's IT system 4 weeks prior to their activation point that they have not yet met their activation requirement and discussing which activities they could undertake to meet their activation requirement
- recording when participants have met their activation requirement, in the department's IT systems.

Where there are exceptional circumstances or the participant has significant barriers, and you have exhausted all options for the participant to meet the activation requirement, you may mark the activation requirement as 'met' and record a file note to note the reasons why the participant was unable to meet the activation requirement. For example, where a participant is part time activity tested and has only been able to undertake 60 hours of provider-assessed activities over the six-month period or the participant is attending weekly self-help groups and do not have the capacity to undertake further activities.

How will I identify participants who have not yet completed their activation requirement?

A badge above the participant's name in the department's IT system will indicate whether the participant has an activation requirement or a mandatory activity requirement. The badge will be removed once the activation requirement has been met and will reappear when the participant has a new activation requirement.

There is also an 'Open Task' list and reminders against the participant profile in the department's IT system. This provides an overview of your participants that have activation requirements that are upcoming (within 4 weeks of the activation point), due (have reached their activation point), or overdue (more than 2 weeks after the activation point).

Your participants will also receive a 4-week reminder before the activation point and a follow up notification at the activation point, if they have not yet met their activation requirement. If your participant is currently participating in an approved activity, they will not receive the reminders (this is important as if they do not complete the activity, they will not receive another reminder before they reach the activation point).

An Employment Service Report will also assist in the management of your caseload approaching activation points and the mandatory activity requirement.

Mandatory activity requirement

If a participant has not met their activation requirement by the activation point and is not currently participating in an activity, they will have up to two weeks to be placed in Work for the Dole as the mandatory activity (where they are eligible and can legally be required to participate in Work for the Dole) or commence an alternate activity.

Mandatory activity

Work for the Dole is the only mandatory activity for eligible participants in Workforce Australia Services who can legally be required to participate.

Alternate activities

Your participants can be placed into one of the following alternate activities instead of the mandatory activity if it is more suitable and meets the needs of your participant:

- Adult Migrant Employment Program (AMEP)
- Career Transition Assistance (CTA)
- Education and training (accredited training courses – must be 4 weeks or more in duration)
- Employability Skills Training (EST)
- Self-Employment Assistance Small Business Training
- Skills for Education and Employment (SEE)

An alternate activity is a voluntary activity and cannot be entered into the participant's Job Plan. Participants will need to complete 100% of an alternate activity in order to meet their activation requirement.

Mandatory activity requirement – your responsibilities

You must support your participants to meet their mandatory activity requirement by:

- discussing the mandatory activity requirement and your participant's individual circumstances (including eligibility) with your participants
- confirming that your participants can continue with an activity they are already enrolled in
- enrolling your participants in an alternate activity or adding the mandatory activity requirement and the mandatory Work for the Dole activity in their Job Plan as a compulsory activity (where they are eligible and can legally be required to participate)
- ensuring your participants understand how to report their participation in, and completion of, either the mandatory activity or an alternate activity, and the consequences of failure to participate in the mandatory activity
- recording when your participants have met their mandatory activity or alternate activity in the department's IT systems and removing the mandatory activity requirement from their Job Plan.

What happens if a participant does not attend the mandatory Work for the Dole activity?

The Targeted Compliance Framework (TCF) may apply if the compulsory mandatory activity has been added to the Job Plan and the participant fails to attend or if the participant does not attend a meeting to discuss referral to the mandatory activity or an alternate activity once they have reached their activation point. More information on the TCF is available on the Provider Portal – Workforce Australia Services.

What does my participant do if they are not eligible for the mandatory Work for the Dole activity?

Participants who have not met their activation requirement by their activation point and are not eligible to participate in the mandatory Work for the Dole activity or cannot legally be required to participate in a Work for the Dole activity, will need to be placed into a suitable alternate activity to meet their requirement. If there are no suitable alternate activities available, the Provider may mark the activation requirement as 'met' in the department's IT system and record a file note to detail the reasons why the participant was unable to meet the activation requirement through an alternate activity.

Further resources

Further details on the activation and mandatory activity requirement, including the training module and webinar, are available on the Provider Portal – Workforce Australia Services. You can also contact your Provider Lead if you have any questions.