



Australian Government



jobactive

Guideline:

Transfers

Participants may transfer between Providers for a range of reasons. Transfers can be automatic or involve a manual process, and can be initiated by the Participant or a Provider.

Participants can also transfer into and out of New Employment Service Trial (NEST) regions under arrangements set out under the NEST Transfers Guideline.

Transfer arrangements support continuity of servicing when Participants change location, and support Participant choice of Provider.

Version: 6.4

Published on: 12 August 2021

Effective from: 13 September 2021

Changes from the previous version (Version 6.3)

Policy changes:

Nil.

Wording changes:

Page 6 – Update to section on Transfers from Online Employment Services (OES).

A full document history is available at [Provider Portal](#).

Related documents and references

- [Eligibility, Referral and Commencement Guideline](#)
- [Transfers \(New Employment Services Trial \(NEST\)\)](#)
- [Employment Fund Wage Subsidies Guideline](#)
- [Learning Centre website](#)
- [Relocation Assistance to Take Up a Job Guideline](#)
- [Servicing Participants with Challenging Behaviours Guideline](#)
- [Vacancies and Outcomes Guideline](#)

Contents

1. Transfers can happen for a range of reasons	3
2. Participants can be transferred automatically if they change address	3
Participants can request transfer back to their previous Provider	3
3. Participants can be transferred if all parties agree (transfer by agreement)	4
Online requests by Participants	4
Provider initiated requests	4
Some Participants cannot be transferred through an online request	5
4. Participants can be transferred if there has been a relationship failure	5
Participant requests	5
Provider requests	5
Departmental action	5
5. Participants can be transferred if they think a change in service provider would be beneficial	6
6. Transfer of Fully Eligible Participants leaving Online Employment Services (OES) or opting out	6
7. Challenging Behaviours and Transfers	6
Notification of Transfers	7
8. Participants or Providers can request the Department review a decision	7
9. Administration Fees are automatically adjusted when Participants are transferred to a new Provider	7
10. Employment Fund credits may be transferred when Participants are transferred to a new Provider	8
Summary of required Documentary Evidence	8
Attachment A: Transfer by Agreement Form	9
Attachment B: Transfer due to Relationship Failure Form	11

1. Transfers can happen for a range of reasons

Participants may transfer between Providers for a range of reasons:

- after [a change of address](#)
- if all parties agree ([transfer by agreement](#))
- if there has been a [relationship failure](#)
- for a change in [servicing](#)

Transfers can be automatic or involve a manual process. Some can be initiated by the Participant or the Provider.

Automatic transfers, or transfers through the [jobactive website](#), will not happen if the Participant is the subject of a Wage Subsidy Agreement, a Relocation Assistance to Take Up a Job Agreement or has a current Serious/Level 3 Incident Report and/or a reactive Managed Service Plan (MSP) - See Section 8 - [Transfers with a Serious or Level 3 incident report and/or an MSP in place](#).

2. Participants can be transferred automatically if they change address

If a Participant tells Services Australia or their Provider that they have changed their address, and the new address is outside the service area of their current Provider Site, the Department's IT Systems will automatically transfer them to a new Provider or a different Site. This can include transfer to a Community Development Programme provider if the address is in a remote region.

If the Participant's current Provider has a Site which services their new address, the Participant will be transferred to a new Site of their current Provider.

(Deed references: Clause 81.1, 82.2)

Participants can request transfer back to their previous Provider

Participants who have transferred due to a change of address can request a transfer back to their previous Provider (or Site) if they still live in the same Employment Region serviced by their previous Provider.

Participants may also request a transfer back to their NEST Provider if they have moved out of a NEST Region into a neighbouring Employment Region provided the previous Site remains accessible.

If a Transition to Work (TtW) Participant has transferred to a Provider and indicates they wish to transfer back to TtW, the Provider should not Commence the Participant as this will make them ineligible for TtW. The Provider should call the National Customer Service Line while the Participant is present and request the Participant be transferred back to their TtW Provider.

(Deed references: Clause 80 - Relocation of Stream Participant between Provider's Sites, Clause 81 - Transfer of Stream Participants from the Provider, Clause 82 – Transfer of Stream Participants to the Provider, Annexure A1- Definitions)

3. Participants can be transferred if all parties agree (transfer by agreement)

Participants may transfer to a new Provider if their current Provider, their proposed Provider, and the Participant all agree to the transfer.

An online request for a transfer can be initiated by any of the parties.

Once a transfer by agreement happens, the Department's IT Systems alert both Providers with a noticeboard message.

(Deed reference: Clause 81.1(c))

Online requests by Participants

A Participant can request an online transfer by agreement on the [jobactive website](#). The request is then sent to the proposed Provider for agreement.



System step: If the proposed Provider agrees, the transfer request is sent to the Participant's current Provider. If both Providers agree, the Participant is automatically transferred.

The current and proposed Providers must action the request for a transfer by agreement within 3 Business Days of receiving the request or the request will be automatically declined and the Participant notified in accordance with their nominated notification preference.

If either Provider declines the request, the transfer will not be actioned and the Participant will be notified of the reason via a form generated by the Department's IT Systems.

Providers should have processes in place to ensure they approve, or reject, transfer requests within these timeframes.

If a Participant is unhappy with a declined transfer request, they can contact the National Customer Service Line on 1800 805 260. A Customer Service Officer will investigate the matter further and take action where appropriate.

Provider initiated requests

Either the current or the proposed Provider can request an online transfer by agreement in the Department's IT Systems using the [Transfer by Agreement Form](#), which is attached to this Guideline.



System step: If all parties agree and sign the [Transfer by Agreement Form](#), the current Provider must enter the details into the Department's IT Systems to action the transfer. The current Provider must retain a copy of the signed form as Documentary Evidence.

Where either the current or the proposed Provider declines the transfer request, all parties will be advised via the Department's IT Systems.

If a Participant is unhappy with a declined transfer request, they can contact the National Customer Service Line. A Customer Service Officer will investigate the matter further and take action where appropriate.

Some Participants cannot be transferred through an online request

The following Participants cannot be transferred through an online request:

- Participants with a sensitive record (refer to Knowledgebase article KE1227)
- Pre-release Prisoners wanting a transfer by agreement need to use the [Transfer by Agreement Form](#) which the current Provider must lodge using the Department's IT Systems, as outlined above.
- Participants with a current provider-lodged;
 - Level 3 incident report
 - Serious incident report and/or
 - Reactive Managed Service Plan (MSP).

See Section 8 -[Transfers with Serious or Level 3 incident report and/or an MSP in place](#); [Servicing Participants with Challenging Behaviours Guideline](#); and Knowledgebase article KE2703.

(Deed references: Clause 81 - Transfer of Stream Participants from the Provider, Clause 82 - Transfer of Stream Participants to the Provider, Annexure A1- Definitions)

4. Participants can be transferred if there has been a relationship failure

Where the relationship between a Participant and Provider has broken down, the Participant can be transferred to a new Provider due to relationship failure, subject to the Department's agreement. Requests for such transfers can be made by Participants or Providers.

(Deed reference: Clause 81.1 (b))

Participant requests

If a Participant thinks a reasonable and constructive relationship cannot be maintained with their Provider, they can contact the Department's National Customer Service Line. A Customer Service Officer will record the request and help to make the transfer where appropriate.

Provider requests

If a Provider thinks it cannot maintain a reasonable and constructive servicing relationship with a Participant, it can complete the [Transfer Due to Relationship Failure Form](#) and forward this to the Department's National Customer Service Line at nationalcustomerserviceline@dese.gov.au for investigation. The Department will consider the request based on the evidence provided, including whether the Provider has followed the processes outlined in the [Servicing Participants with Challenging Behaviours Guideline](#).

Departmental action

If the Department's National Customer Service Line approves a transfer due to relationship failure, it will transfer the Participant after taking into account a range of factors, including Star Ratings and Provider location. The Participant will be sent a

letter advising them of their new Provider and the date and time of their next appointment.

If the Department's National Customer Service Line does not approve the transfer, it will notify the Provider and/or the Participant in writing.

5. Participants can be transferred if they think a change in service provider would be beneficial

If a Participant thinks a change in Provider would be beneficial to them, they can request a transfer by contacting the Department's National Customer Service Line. This may occur between NEST and jobactive Providers, as long as the new Site is accessible for the Participant and the National Customer Service Line agrees to the transfer.

The Department will action the transfer if it thinks the Participant has demonstrated their case for a transfer or where the Participant had been randomly allocated to the Provider. If the Department does not agree to the request, it will inform the Participant of the decision.

(Deed reference: Clause 81 - Transfer of Stream Participants from the Provider, Clause 82 – Transfer of Stream Participants to the Provider, Annexure A1- Definitions)

6. Transfer of Fully Eligible Participants leaving Online Employment Services (OES) or opting out

Participants who are serviced in OES and who complete their period of assistance in OES, or who leave OES for other reasons (including opting out) but who remain Fully Eligible for jobactive, will be transferred to a jobactive Provider.

Most Participants will be provided the opportunity to choose their jobactive Provider before leaving OES, but will be automatically transferred to a departmentally nominated Provider should they not do so.

(Deed reference: Clause 82 – Transfer of Stream Participants to the Provider)

7. Challenging Behaviours and Transfers

Normal transfer processes apply for Participants with a current provider-lodged;

- Low/Level 1 incident reports
- Moderate/Level 2 incident reports and/or
- Proactive MSPs.

A Participant with a current Serious or Level 3 incident report and/or a reactive MSP in place can request a transfer to a new Provider if they believe this would be beneficial to them. They can do this by contacting the Department's National Customer Service Line.

The Department will consider the request based on the incident and/or the MSP, including whether the Provider has followed the process outlined in the [Servicing Participants with Challenging Behaviours Guideline](#).

Participants who have a current Provider-lodged Level 3 incident report or serious incident report and/or Reactive MSP, can only be transferred to another Provider with the involvement of the Department.

Any request for a transfer must go through a Contract and/or Account Manager who can authorise the request. The only exception to this is a Transfer by Agreement where the relevant paper based form is agreed to and signed by all parties, which can be submitted to the Employment Systems Service Desk for action. (For more information, refer to the Knowledgebase articles KE2703 and KE2709).

Note: only Level 3 incidents and reactive MSPs recorded by Providers will prevent a participant from transferring automatically. Incident reports and MSPs recorded by Services Australia staff do not have any impact on whether a transfer can occur.

Notification of Transfers

For all transfers where a Serious or Level 3 incident report was in place at the time of the transfer the receiving Provider will be notified via email through their Account Manager.

Providers will receive a noticeboard message in ESSWeb to notify them that the participant who has transferred to them, had a Reactive MSP in place at the time of the transfer.

8. Participants or Providers can request the Department review a decision

If either party is not satisfied with the outcome of any transfer decision, they can request a review of the decision by notifying the Department's National Customer Service Line in writing within 14 Business Days of the original decision. If a review has been requested, it will be undertaken by a departmental officer who was not involved in the original approval process, and will consider whether the Provider has applied the strategies outlined in the [Servicing Participants with Challenging Behaviours Guideline](#).

If the outcome of the review is that the request for transfer is approved, the Department's National Customer Service Line will action the transfer.

If the outcome of the review is that the request for transfer is not approved, the Provider and/or Participant will be notified in writing and the Provider must continue to provide Services to the Participant.

(Deed references: Clause 81 - Transfer of Stream Participants from the Provider, Clause 82 - Transfer of Stream Participants to the Provider, Annexure A1- Definitions)

9. Administration Fees are automatically adjusted when Participants are transferred to a new Provider

If a Participant transfers to a new Provider, the Department's IT Systems will automatically calculate and adjust Administration Fees for both the relinquishing and the gaining Providers on pro rata basis.

If a pro-rata adjustment to the Administration Fees is required:

- the full amount initially paid will be reversed
- a new payment of the appropriate amount (pro-rata) of Administration Fees will be paid to both Providers.

(Deed references: Clause 123 -Administration Fees, Annexure A1- Definitions)

10. Employment Fund credits may be transferred when Participants are transferred to a new Provider

Please refer to the [Employment Fund Guideline](#).

Summary of required Documentary Evidence



Documentary Evidence: If a Transfer by Agreement is facilitated using the online process on the jobactive website, the Participant, the current Provider and the proposed Provider must complete the online form on the website and Providers must record a reason if they decline the transfer request. The request to transfer form is retained in the Department's IT Systems.



Documentary Evidence: If a Transfer by Agreement is facilitated using a manual form, the completed form must be retained by the current Provider, who must enter the details of the transfer in the Department's IT Systems (the Department will then complete the process). The form must be signed and completed by the Participant, the current and the proposed Provider. The form must be retained by the current Provider.



Documentary Evidence: If a Transfer due to Relationship Failure is requested by a Provider, the Provider must submit the completed form to the Department by email to the nationalcustomerserviceline@dese.gov.au.

Attachment A: Transfer by Agreement Form



Australian Government



jobactive

Please complete the following form to request a Transfer by Agreement. This form **must** be completed by the Participant, the current jobactive Provider and the proposed jobactive Provider. This form/process can be initiated by either the Participant or one of the jobactive Providers.

Each of these parties agrees to the transfer of the Participant from the current jobactive Provider to a **Site** of the proposed jobactive Provider when this form is signed by:

- the Participant
- an approving officer from the proposed jobactive Provider
- an approving officer from the current jobactive Provider.

The Transfer by Agreement **should** not be actioned in the Department's IT Systems unless all parties have agreed to the transfer and signed this form. The current jobactive Provider must keep the completed form as evidence that a Transfer by Agreement was agreed to. Please refer to the [Transfers Guideline](#) before completing this form.

Note: Participants also have the option to initiate a Transfer by Agreement request online via by visiting the jobactive website at www.jobactive.gov.au.

Participant details

Title

Family name

First name(s)

Preferred name

Job seeker ID

Reason for transfer

Signature of Participant

Date

Current jobactive Provider details

Site code and organisation code

Contact name

Site name

Telephone

Email

Discussed transfer of Employment Fund credits with proposed jobactive Provider?

Outcome of discussion regarding Employment Fund credit transfer

Transfer approval details—Current jobactive Provider

Approved

Yes

No

If no, why?

Approved by

Position/title

Signature of Approving Officer

Date

Proposed jobactive Provider details

Site code and organisation code

Contact name

Telephone

Email

Transfer approval details—Proposed jobactive Provider

Approved

Yes

No

If no, why?

Approved by

Position/title

Signature of Approving Officer

Date

Current jobactive Provider – Please tick this box to acknowledge that if all parties have agreed to the transfer it has been entered into the Department’s IT Systems.

Attachment B: Transfer due to Relationship Failure Form



Australian Government



jobactive

This form **should** only be used by the jobactive Provider to request the transfer of a Participant when there has been a relationship failure between the jobactive Provider and a Participant. The relationship is deemed to have failed when the jobactive Provider and Participant can no longer work together to serve the Participant's needs, as determined by the Department of Education, Skills and Employment (the Department). The Department **must** be completely satisfied that the jobactive Provider and the Participant have taken every possible action to resolve the problem.

jobactive Provider requirements

jobactive Providers **should** follow the processes outlined in the [Servicing Participants with Challenging Behaviours Guideline](#) available on the Provider Portal, taking note that this type of transfer will generally only be approved following the implementation of a Managed Service Plan.

- Please tick this box to acknowledge that you have read the [Servicing Participants with Challenging Behaviours Guideline](#) before submitting this request for transfer.

Please scan and email the completed form and any attachments to the Department's National Customer Service Line (nationalcustomerservice@dese.gov.au).

Participant details

It is recommended that the following Participant be transferred from the jobactive Provider identified on this form due to a relationship failure.

Title

Family name

First name(s)

Preferred name

Job seeker ID

Action taken

Please tick the appropriate box(es) below to indicate the actions that have been taken in an attempt to resolve differences between the jobactive Provider and the Participant—including in accordance with the [Servicing Participants with Challenging Behaviours Guideline](#), where applicable. Please also attach to this form evidence of actions undertaken.

- | | |
|---|--------------------------|
| Complaints process used | <input type="checkbox"/> |
| Change of consultant | <input type="checkbox"/> |
| Alternative servicing arrangements | <input type="checkbox"/> |
| Change of Site (if possible) | <input type="checkbox"/> |
| Purchased professional services (if eligible) | <input type="checkbox"/> |
| Implemented a Managed Service Plan | <input type="checkbox"/> |
| Implemented temporary service restrictions | <input type="checkbox"/> |
| Participant incident report | <input type="checkbox"/> |
| Police report | <input type="checkbox"/> |
| Other (please specify) | <input type="checkbox"/> |

Reason for transfer

Information to consider

- Evidence relating to action taken to resolve the differences between the jobactive Provider and the Participant **should** be attached. If this evidence is not provided, your request may be declined.
- A customer service officer may contact you to confirm or clarify some of the information submitted with the request.
- A request to transfer will generally be processed within 10 business days from the date of receipt of all information relevant to the request. The Department will notify you of the outcome in writing.

jobactive Provider details

Site code and organisation code

Site name

Telephone

Email

Print name of requesting officer

Signature of requesting officer

Date

Department Only

Departmental Decision

- Where the transfer has been approved, please tick this box to indicate that the transfer was actioned.

Date

If the Department declines this request to transfer

If the Department declines this request to transfer and you are not satisfied with the decision because for example, you believe that the administrative process was not correctly followed or information not originally considered has become available to you, you may request a review. Your review request must be received by the Department's National Customer Service Line (1800 805 260) within 14 days of the Department declining the original request.

All capitalised terms in this Guideline have the same meaning as in the jobactive Deed 2015–2022 (the Deed).

In this Guideline, references to Provider mean an Employment Provider, and references to Participants mean Stream Participants as defined in the Deed.

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