



Australian Government



jobactive

Guideline:

# Work for the Dole

Work for the Dole is designed to help Participants gain the skills, experience and confidence needed to move from welfare to work as soon as possible. It provides a valuable opportunity for Participants to demonstrate their capabilities and positive work behaviours which will stand them in good stead with potential employers while at the same time making a positive contribution to the local community.

Job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in Activities that will improve their employment prospects. These include the requirement for job seekers to participate in Work for the Dole or other approved Activities in order to meet their Six Month Activity Requirement (SMAR) and Annual Activity Requirements (AARs).

Work health and safety is a fundamental requirement of the Work for the Dole Program. Participants must be safe at all times when participating in Work for the Dole Activities. Work health and safety needs to be assessed at the outset when contemplating whether an Activity is suitable for Work for the Dole. Where work health and safety concerns are identified that cannot be removed or adequately controlled, the Activity must not proceed as a Work for the Dole Activity.

This Guideline outlines the requirements for jobactive providers (Providers) when setting up and managing Work for the Dole Activities. It includes specific requirements for ensuring that there is a safe system of work in place at all times during the conduct of a Work for the Dole Activity.

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Changes from the previous version (Version 2.7)

**Policy changes:**

Updated to reflect the introduction of the Six Month Activity Requirement (SMAR) which commences on 1 October 2021

**Wording changes:**

Throughout – Editorial changes to improve readability

Throughout – Inclusion of ‘Six Month Activity Requirement (SMAR)’ and updates to Attachment references

Page 5 – New addition regarding ‘Participation in Work for the Dole to meet the SMAR’

Page 7 – Amendments to ‘Participation in Work for the Dole in the Case Management Phase, outside of the Six Month Activity Requirement’

Page 14 – Clarified the minimum number of hours Participants are required to attend a Work for the Dole activity

Page 51 – Removed ‘Attachment B: Undertaking Work for the Dole outside of the Work for the Dole Phase’ as this information is provided in detail throughout the Guideline.

**Document Change History:**

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

**Related documents and references**

- [Privacy Guideline](#)
- [Work for the Dole IT Supporting Document](#)
- [Electronic Calendar and AAR Details IT Supporting Document](#)
- [Managing and Monitoring Mutual Obligation Requirements Guideline](#)
- [Targeted Compliance Framework Guideline](#)
- [Activity Management Guideline](#)
- [Servicing Participants with Challenging Behaviours Guideline](#)
- [Employment Fund General Account Guideline](#)
- [Norfolk Island Guideline](#)
- [Performance Framework Guideline](#)
- [Work for the Dole Activity Host Organisation Agreement Template – Group Based Activity](#)
- [Work for the Dole Activity Host Organisation Agreement Template – Individual Hosted Activity](#)
- [Work for the Dole Assessment Checklist \(Place\)](#)
- [Work for the Dole Assessment Checklist \(Job Seeker\)](#)
- [Expenditure Guide](#)
- [Community Support Projects: Concept Approval Template](#)
- [Work Health and Safety in Work for the Dole – Aggregated On-Site Audit Report](#)

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## 1. Background to Work for the Dole

### Participation in Work for the Dole during the Work for the Dole Phase

Job seekers enter the 'Work for the Dole Phase' after 12 months in jobactive and every subsequent year that they remain unemployed.

Job seekers with a Mutual Obligation Requirement also have an Annual Activity Requirement in the Work for the Dole Phase. An Annual Activity Requirement is the number of hours that a job seeker must participate in approved Activities while in the Work for the Dole Phase.

Undertaking a Work for the Dole Activity is one of a number of approved Activities job seekers aged 18 years to Pension age can participate in to meet their Annual Activity Requirement.

Job seekers under 18 years of age cannot participate in Work for the Dole Activities, even if they want to.

Eligible Participants receive an Approved Program of Work Supplement of \$20.80 per fortnight while they are undertaking Work for the Dole Activities to assist with the cost of participating in the Activity, such as travel.

Further information on the different phases and services that Providers must deliver to job seekers in Streams A, B and C, is in Attachment A of the [Managing and Monitoring Mutual Obligation Requirements Guideline](#).

(jobactive Deed references: jobactive Clauses 103, 104, 107, 108.3, 108.4, and Annexure A1)

### Participation in Work for the Dole to meet the Six Month Activity Requirement

Job seekers in jobactive or Online Employment Services (OES) that have completed 6 months in employment services on or after 1 October 2021 will need to undertake study or training, paid work, or an approved activity. Job seekers may choose to participate in Work for the Dole for 8 weeks to meet this requirement. Eligible jobactive job seekers who have not chosen an alternative approved activity within 4 weeks of reaching this requirement will be referred to Work for the Dole as the default activity.

Job seekers in OES will be referred to a Provider prior to being required to undertake Work for the Dole.

Job seekers under 18 years of age cannot participate in Work for the Dole Activities, even if they want to. Job seekers on a part-rate of income support or aged over 60 cannot be compelled to participate in Work for the Dole, but can choose to undertake Work for the Dole to meet their Six Month Activity Requirement. Participation for these job seekers should be listed as a voluntary requirement in their Job Plan.

It is expected that job seekers undertaking Work for the Dole to meet this requirement are referred to an activity for 8 weeks. The number of hours a Provider will refer a job seeker for will depend on their individual circumstances and will broadly align with their Annual Activity Requirements as outlined below. For more information on Annual Activity Requirements, please refer to the [Managing and Monitoring Mutual Obligation Requirements Guideline](#).

Cohort		Hours per week	Total over 8 weeks
Aged 18 – 29	Full time activity tested	25 hours	200 hours
	Principal Carer Parent (PCP) / Partial Capacity to Work (PCW)	15 hours	120 hours
Aged 30 - 49	Full time activity tested	25 hours	200 hours
	PCP / PCW	7.5 hours	60 hours
Aged 50 - 59	Full time activity tested	15 hours	120 hours
	PCP / PCW	7.5 hours	60 hours
Aged 60 years up to (but not including) Pension Age*	Full time activity tested	5 hours	40 hours
	PCP / PCW	5 hours	40 hours

\*Participation in Work for the Dole for this cohort is voluntary.

The participation is a compulsory Activity when recorded in the job seeker’s Job Plan as a compellable Activity, and any non-compliance is subject to the Targeted Compliance Framework.

Eligible Participants receive an Approved Program of Work Supplement of \$20.80 per fortnight while they are undertaking Work for the Dole Activities to assist with the cost of participating in the Activity, such as travel.

(jobactive Deed references: jobactive Clauses 103, 104, 107, 108.3, 108.4 and Annexure A1)

### Participation in Work for the Dole in the Case Management Phase, outside of the Six Month Activity Requirement

Job seekers can choose to undertake Work for the Dole Activities while they are in the Case Management Phase. When commencing job seekers in Work for the Dole Activities, Providers must prioritise job seekers in the Work for the Dole Phase with an Annual Activity Requirement or Six Month Activity Requirement over other job seekers.

A job seeker’s commitment to participate in a Work for the Dole Activity must be entered into the job seeker’s Job Plan and linked to the Work for the Dole placement, regardless of the phase the job seeker is in. The days and times the job

seeker is required to participate in the Activity must be scheduled in the job seeker's Electronic Calendar. The participation is a compulsory Activity when recorded in the job seeker's Job Plan as a compellable Activity, and any non-compliance is subject to the Targeted Compliance Framework. Further information on the Compliance Framework can be found at the [Targeted Compliance Framework Guideline](#).

Stream A Volunteers in jobactive cannot be placed in Work for the Dole Activities.

(jobactive Deed References: Clauses 107.3)

## Participation in Work for the Dole as a Reconnection Requirement

Where a job seeker who is participating in a Work for the Dole Activity has a re-engagement requirement scheduled following non-compliance, the hours will count towards the job seeker's Annual Activity Requirement. For further information refer to the [Job Plan and Setting Requirements Guideline](#) and [Targeted Compliance Framework Guideline](#).

(jobactive Deed references: jobactive Annexure A1)

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## 2. Role of Providers

The requirements of Providers are set out in the jobactive Deed 2015-2022 (the Deed) and throughout this Guideline.

Providers are required to deliver the servicing strategies outlined in their tender response, and as included in their Service Delivery Plan for the relevant Employment Region unless otherwise agreed with the Department.

### Role of the provider

The role of Providers is to source and fill sufficient, suitable Work for the Dole Places to meet their caseload needs by engaging with existing and potential Host Organisations and collaborating with Other Providers. The range of Work for the Dole Places available must cover a wide variety of Participants with different characteristics, needs and limitations. Providers must also work with other Employment Providers to ensure that the demand for Work for the Dole Places is met and that all responsibilities are met.

### Responsibilities of Providers

Providers must:

- work proactively and collaborate with Other Providers, Host Organisations and other stakeholders to deliver the Work for the Dole Program
- perform due diligence on Host Organisation bona fides and ensure they have a good reputation
- address the needs of Host Organisations, Employment Providers and where appropriate, NEST Providers, in a timely manner
- secure sufficient Work for the Dole Places that are suitable for a wide variety of Participants to meet their caseload needs and the Participant's location, including any specified targets

- work with Disability Employment Services (DES) Providers, where necessary, to source Work for the Dole Places for DES Participants (further information about Work for the Dole and DES can be found at [Attachment A](#))
- ensure that the integrity of the Work for the Dole Program (and consequently the good reputation of the Australian Government) is maintained
- start Participants in an Approved Activity when they enter the Work for the Dole Phase or have a Six Month Activity Requirement
- ensure Participants are meeting their Six Month Activity Requirement and Annual Activity Requirements
- ensure that Supervisors are aware of their role in managing individual daily QR and Passcodes to ensure Participants attending Activities can locate and scan the daily code to self-report their attendance
- monitor and enter participation results into the Participant's Electronic Calendar in the Department's IT system for Participants not required to report their own attendance, or where they are unable to do so on an individual day and request assistance by close of business on the day
- follow up on non-attendance
- service Participants participating in Work for the Dole Activities and provide the necessary assistance and support to help them to transition into employment as quickly as possible



**Work Health & Safety content:** comply with all relevant Commonwealth, state territory or local authority legislation and regulations, including work health and safety.



**Work Health & Safety content:** ensure Host Organisations meet all eligibility and work health and safety requirements



**Work Health & Safety content:** before referring a Participant to an Activity, ensure the Participant has a current risk assessment (job seeker)



**Work Health & Safety content:** advise Participants where they can access the Participant Insurance Guide



**Work Health & Safety content:** ensure that risk assessments (Place) of the Work for the Dole Activity location and risk assessments (job seeker) are undertaken by [Competent Persons](#), updated as necessary and meet relevant laws and Departmental policies and procedures on work health and safety



**Work Health & Safety content:** ensure that Work for the Dole Activities do not proceed where work health and safety issues cannot be addressed



**Documentary Evidence:** Providers must retain documentation relating to each Work for the Dole Place in accordance with the [Documentary Evidence](#) section of this Guideline. Providers must provide these Records to the Department upon request.

## Collaboration

Providers should plan and collaborate to meet the needs of Participants and make a positive contribution to the local community through the delivery of Work for the Dole Activities.



Providers must identify and deliver best practice in the management and delivery of the Work for the Dole Program. This may include:

- sourcing Indigenous specific Activities
- opportunities to minimise red tape
- processes to ensure that Work for the Dole Places are suitable and consistent with work health and safety requirements
- ways to help build the capacity of and quality of the delivery of the Work for the Dole Program in the Employment Region, and
- promoting the use of technology such as mobile device applications for Supervisors.

Where the Department identifies best practice, it may circulate advice about this best practice to Other Providers.

(jobactive Deed references: clauses 108.5, 108.17, 108.18)

## Sourcing Places

As part of securing Work for the Dole Places, Providers are required to:

- plan their Activities in consultation with Host Organisations
- identify the requirements of each Work for the Dole Place
- ensure Host Organisations are eligible and perform due diligence on their bona fides and ensure they have a good reputation and that the proposed Activity will not result in displacement of paid workers
- ensure Host Organisations understand program requirements, including the types of Documentary Evidence that may be required to support any funding received for Group Based Activities
- ensure Host Organisations meet all work health and safety requirements
- work with Disability Employment Services (DES) Providers, where necessary, to source Work for the Dole Places for DES Participants (Further information about Work for the Dole and DES can be found at [Attachment A](#))
- in consultation with other Employment Providers and, where appropriate, NEST Providers, secure sufficient Work for the Dole Places that are suitable for a wide variety of Participants, meet caseload needs, including specified targets, and accommodate Participant locations
- reserve Places in the Department's IT Systems as required for Non-Lead Providers
- retain documentation relating to each Work for the Dole Place secured
- maintain contact with the Host Organisation.



**Work Health & Safety content:** conduct the [risk assessment \(Place\)](#) and comply with relevant laws and Departmental policies and procedures on work, health and safety.



**Work Health & Safety content:** ensure that risk assessments (Place) of the Work for the Dole Activity location are undertaken by [Competent Persons](#) and meet relevant laws and Departmental policies and procedures on work health and safety.



**Work Health & Safety content:** Ensure that Work for the Dole Activities do not proceed where work health and safety issues cannot be addressed.

The Department will monitor Work for the Dole Places across the Employment Region to determine if supply meets demand, the type of work is appropriate and that Providers are commencing Participants.

Further information can be found in the [Setting up Work for the Dole Activities](#) and at [Attachment B](#) of this Guideline.

(jobactive Deed references: Annexure A1, Clauses – 16, 37, 107.1, 107.10, 108.3, 108.11, 108.12, 108.15, 108.17, 108.18, 110.1, 110.2, 110.3, 111.1, 111.2)

## Lead Providers

A Lead Provider is the Employment Provider or NEST Provider that has the Work for the Dole Activity Host Organisation Agreement with the Host Organisation. It is a requirement that a Lead Provider is identified for each Activity.

Unless the Host Organisation agrees otherwise and to ensure clear communication, they should only deal with the Lead Provider of an Activity. Lead Providers are identified as follows:

1. they are the Provider who sourced the Work for the Dole Activity
2. it is agreed between Employment Providers and, where appropriate, NEST Providers, that a particular Provider is the Lead Provider before the Activity is advertised on the Department's IT Systems, or
3. for Individual Hosted Activities, the Provider is the first Provider to claim a Place in an Activity Advertised on the Department's IT Systems for which there is no Lead Provider identified.

All Other Providers that commence a Participant in a Work for the Dole Place must collaborate with the Lead Provider.

## Responsibilities of the Lead Provider

In addition to the responsibilities outlined above the Lead Provider must:

- comply with all relevant Commonwealth, state and territory and local authority legislation and regulations, including work health and safety
- service Participants while they are in Work for the Dole Individual Hosted Activities and Group Based Activities
- satisfy itself that the Host Organisation is aware of its work health and safety obligations
- ensure the Host Organisation is aware of program requirements including acquittal requirements for Group Based Activities prior to finalising the Work for the Dole Activity Host Organisation Agreement
- address the needs of Host Organisations and Other Providers in a timely manner
- ensure that the Host implements all actions agreed in the Work for the Dole Activity Host Organisation Agreement and those identified through risk assessments
- negotiate and execute the Work for the Dole Activity Host Organisation Agreement in accordance with the Deed and update as necessary during the Activity

- appropriately manage the overall Activity including liaising with the Host Organisation and Other Providers (as necessary) to ensure the Activity is delivered as agreed in the Work for the Dole Activity Host Organisation Agreement
- work proactively and collaboratively with Host Organisations and Other Providers (as necessary), including any DES Providers, that have Participants participating in the Activity
- monitor the Work for the Dole Activity to ensure it continues to be suitable and safe for Participants
- reserve Places for Non-Lead Providers. Lead Providers are able to reserve places in the Department's IT Systems for Other Providers for a maximum period of 2 full business days. If the Places are not claimed within that timeframe, they will be automatically returned to the advertising pool
- report significant issues to the relevant Other Provider and, if appropriate, the Department
- suspend or terminate the Activity where required
- complete the acquittal/reimbursement report for Group Based Activities
- where multiple Activities are operating at the same site, liaise with other Lead Providers to ensure a consistent approach is undertaken to meet program requirements
- collect relevant DES Work for the Dole payments from DES Providers for each Place claimed for a DES Participant and pass this on to the Host Organisation (unless the Host Organisation has agreed for DES Providers to pass the fees directly to them)
- pay the agreed Work for the Dole Fee for Individual Hosted Activities to the Host Organisation (unless the Work for the Dole Activity Host Organisation Agreement requires Other Providers to pass the Fees directly to the Lead Provider)
- pay any agreed Work for the Dole Fee for Group Based Activities to Other Providers that have Participants in the Activity
- undertake all Non-Lead Provider requirements (as outlined below) for their own Participants.



**Work Health & Safety content:** ensure all actions identified in the risk assessment (Place) have been implemented by the Host Organisation prior to commencement of the Activity and take all reasonable steps to ensure that the safety of Participants and the general public are protected.



**Work Health & Safety content:** immediately advise Other Providers of any relevant or significant issues, including work health and safety matters, such as changes in circumstances/Activity tasks.






**Work Health & Safety content:** monitor, review and amend the risk assessment (Place) and immediately advise Non-Lead Providers so that they can review the risk assessment (job seeker) for their Participant where necessary. Upload the amended risk assessment (Place) to the Department's IT Systems.

## Non-Lead Providers

A Non-Lead Provider is an Employment Provider, NEST Provider or DES Provider who commences a Participant in a Work for the Dole Activity where they are not the Lead Provider.

### Responsibilities of the Non-Lead Provider

Prior to commencing a Participant into an Activity, Non-Lead Providers must:

-  **Work Health & Safety content:** ensure a [Competent Person](#) conducts a risk assessment (job seeker) taking into account the risk assessment (Place) and the Participant's personal circumstances and work restrictions to ensure the Activity is suitable and safe.
-  **Work Health & Safety content:** ensure that any required actions identified in the risk assessment (job seeker) have been actioned prior to the Participant commencing in the Activity.
-  **Work Health & Safety content:** ensure a [Competent Person](#) reviews and revises the risk assessment (job seeker) as appropriate and when advised by the Lead Provider that there have been significant changes to the Activity.

When Non-Lead Providers commence a Participant into an Activity, in addition to Provider responsibilities outlined above they must:

- comply with all relevant Commonwealth, state and territory and local authority legislation and regulations, including work health and safety
- pass on and maintain the Participant's details (including any relevant personal circumstances / work restrictions) to the Lead Provider
- monitor and manage the Participant's attendance and report non-attendance. Activity diaries or time sheets supplied by the Lead Provider can be used to assist in this
- work proactively and collaboratively with the Lead Provider and the Host Organisation for the Activity
- comply with processes outlined in the Insurance Readers Guide.

Refer to [Attachments B, C1, C2](#) and [D](#) to this Guideline for further information.

(jobactive Deed references: Clauses 110.2, 110.3, 110.5, 124.7, 124.8, 124.14, 124.16, 124.17)

### Media and promotion

Providers must advise the Department before any promotional event. If the responsible Minister, the Minister's representative or any Department employee plans to attend, Providers must liaise with their Account Manager on the details of the event.

In all publications and promotional, publicity and advertising materials or Activities of any type undertaken by, or on behalf of, the Provider relating to the Services outlined in the Deed, the Provider must:

- comply with any promotion and style Guidelines issued by the Department from time to time
- use badging and signage issued by the Department

- acknowledge the financial and other support received from the Commonwealth
- provide to the Department, as requested, copies of all promotional, publicity and advertising materials that have been developed.

Providers must market and promote the Work for the Dole Program as required by the Department and manage any enquiries relating to the Work for the Dole Program. Providers should discuss any issues or concerns with their Account Manager in the first instance.

(jobactive Deed references: Clause 60)

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### 3. Considerations for setting up Work for the Dole Activities

#### Suitable Host Organisations

Work for the Dole Places must only be hosted by:

- not-for-profit organisations/charities
- local, state, territory or Australian Government organisations or agencies, or
- a not-for-profit arm of for-profit organisations

except in specific circumstances, including Community Support Projects (CSPs) (see [Community Support Projects](#) in this Guideline for more information).

Providers need to satisfy themselves that the potential Host Organisation is:

- eligible to host a Work for the Dole Activity
- of good reputation, can demonstrate they are who they claim to be and have the capacity to undertake a Work for the Dole Activity satisfactorily
- able to meet all program requirements
- able to deliver the proposed Activity as agreed.

Work for the Dole Host Organisations must not:

- have engaged in illegal operations or promote or condone any form of unlawful conduct
- be associated with the sex industry
- promote or condone gambling
- promote or condone any form of violence, self-harm or suicide
- promote or condone any form of discrimination, including on the grounds of race, ethnic group, language, sex, religion or disability
- provide any other service or action that is likely to bring the Participant, the Provider or the Department into disrepute.

Providers should also take into consideration the types of Activities undertaken by a Host Organisation to ensure that Work for the Dole Activities meet program requirements and do not bring the Commonwealth into disrepute.

#### Suitable Work for the Dole Activities

Work for the Dole Activities must focus on providing Participants with work-like experiences that include skills that are in demand within the local labour market and provide training that is relevant to, or a pre-requisite for, the Activity that is being undertaken. Work-like experiences involve Participants in Activities that provide

them with experience that is similar to those of other workers in a workplace. Placement in Work for the Dole Activities is intended to assist in preparing Participants to take up employment.

Providers should give consideration to whether the Activity is capable of hosting Participants with Six Month Activity Requirements or Annual Activity Requirements of 15 or 25 hours per week, and whether the Activity is suitable for Participants with disabilities. In some cases, Participants will have a requirement of less than 15 hours per week, however, activity Places are expected to be available for a minimum of 15 hours per week.

Priority needs to be given to securing Individual Hosted Activities that are of 6 continuous months (182 calendar days) duration over any other type or length. Individual Hosted Activities, in most cases, should be given priority over Group Based Activities (see [Different Activity Types](#) for further information on Individual Hosted Activities and Group Based Activities).

Group Based Activities should be sourced to meet case load needs and be reserved for Stream C Participants unless there are exceptional circumstances. These Activities should be appropriately suited to the needs of Participants (see Group Based Activities for further information).

Unless agreed to in writing by the Department, Work for the Dole Activities cannot:

- involve working on private property (except if they are a Community Support Project [CSP] or otherwise specified in this Guideline)
- compete with established businesses
- be in child care or pre-schools
- involve personal care of an intimate nature, including dressing, showering, feeding, toileting or professional services
- fulfil a function that is part of a commercial contract or enterprise
- fulfil a function that would normally be undertaken by the Provider under the Deed or other contract with the Department
- be undertaken for a for-profit organisation or on a for-profit basis (except as specified in Guidelines)
- result in a benefit or gain for the Provider
- involve work that would otherwise be undertaken by a paid worker if the Activity had not taken place.

### Indigenous specific Work for the Dole Activities

Providers should look for opportunities to establish Indigenous specific, community based Work for the Dole projects, such as initiatives under the National Landcare Program and other environmentally focused projects that reflect their Indigenous caseload.

Indigenous specific Activities are Activities which:

- have an Indigenous Host Organisation and/or are for the benefit of an Indigenous community
- are linked to community goals

- help support achievable and meaningful career pathways for Indigenous Participants
- can be Individually Hosted Activities or Group Based Activities.

Providers can access the Employment Fund to provide non-accredited pre-placement training and pre and post-placement mentoring to Indigenous Participants and Host Organisations of Indigenous Participants participating in a Work for the Dole Activity.

More information on access to the Employment Fund can be obtained through [Using the Employment Fund General Account Guideline](#), stating that the Employment Fund General Account may be used to pay for police checks for Participants.

### Undertaking Work for the Dole Activities outside normal business hours

Participants may participate in Work for the Dole Activities outside of core business hours. However, the Participant needs to agree to this before being referred to the Place and inform the Provider of any barriers to their participation, such as transport or caring responsibilities.

If the Participant does not agree to the Activity with participation outside normal business hours, the Provider needs to source a different Activity so that the Participant can meet their Six Month Activity Requirement or Annual Activity Requirement.

### Prohibited Work for the Dole Activities

Work for the Dole Activities, whether they are Group Based Activities or Individual Hosted Activities, must not include:

- undertaking tasks for a family member or spouse, unless it is an Indigenous specific Activity and the Department's prior written approval has been obtained
- undertaking tasks for the Participant's own organisation
- tasks that primarily promote a particular religious or political view
- tasks associated with the sex industry or involving nudity (including retail or hospitality positions)
- tasks involving gambling
- tasks the Participant is not allowed to do under the law (e.g. a task can only be undertaken by a licenced person and the Participant does not hold that licence)
- a residential or overnight accommodation component (unless Department's prior written approval has been obtained)
- unlawful activities
- anything that might bring the Participant, the Work for the Dole Program, the Provider or the Department into disrepute.

### Providing suitable skills for Participants

To improve the work-readiness of Participants, Work for the Dole Activities should provide a combination of the following:

- opportunity to improve or enhance their communication skills, motivation and dependability
- opportunity to build confidence
- opportunity to be part of a team
- opportunity to work independently
- benefit to the Participant, by addressing Non-vocational Barriers
- opportunity to develop the relevant Participant's skills to help them secure employment.

(jobactive Deed references: Schedule 1 B.3.1, B.3.4)

## Protecting vulnerable people

In order to minimise the risk from vulnerable people or to the Participant by involvement in a Work for the Dole Activity involving vulnerable people, Providers:

- must ensure Activities are fit for purpose (that is, appropriate to achieving the program objectives)
- must exercise care and judgement when placing Participants in Activities that involve identified vulnerable people to ensure a suitable match. Consideration should be given to the type of interaction that is likely to take place in the Activity. For example, some Activities may involve working directly with vulnerable people (e.g. in an aged care facility) while others may involve indirect contact (e.g. a maintenance Activity at a youth community centre)
- should consult with Host Organisations regarding the characteristics they are seeking in Participants for their Activities when assessing the suitability of a Participant for a Place
- must always ensure there is Continuous Supervision\* and adequate and appropriate Supervision of the Participant in an Activity which involves vulnerable people
- must ensure that all relevant checks have been undertaken based on the type of checks required for employees of the Host Organisation and any other checks the Provider deems appropriate.

Vulnerable people include:

- children (under 18 years of age)
- vulnerable youth
- the elderly
- the homeless
- people with disability
- people with mental illness
- people who do not speak English
- refuge residents
- any other people that the Provider or the Department identifies as vulnerable.

**\*Note:** 'Continuous Supervision' means that a Participant must be with or alongside the Supervisor or within the Supervisor's line of sight at all times while undertaking the Activity.

(jobactive Deed references: Clauses 108.1, 111.1)



## Displacement

Work for the Dole Activities, whether they are Individual Hosted Activities or Group Based Activities, must not displace paid workers. Work for the Dole Places must not:

- involve the same tasks that would normally be done by a paid worker, including a worker in casual or part-time work, and/or
- reduce the hours usually worked by a paid worker or reduce the customary overtime of an existing employee.

In addition, a Work for the Dole Place must not proceed if:

- an organisation has downsized its workforce in the previous 12 months—for example, through redundancies or termination—and the places that are being proposed are doing the same tasks as those roles made redundant, and/or
- it is being used as a stop-gap measure while an organisation is undertaking recruitment exercises or as a way of meeting ad-hoc needs in lieu of creating paid employment opportunities.

If a Provider becomes aware of displacement, the Provider is required to advise the Department through its Account Manager and act in accordance with the Deed.

Where the Provider, including an Other Provider, identifies displacement after a Participant has commenced in a Work for the Dole Place, they are required to notify the Lead Provider who in turn is required to inform the Host Organisation and Departmental Account Manager. If the Work for the Dole Place has been created but not filled, the Activity must be closed immediately.

(jobactive Deed references: Clauses 107.9, 108.1 (j))

## Private Property

Unless it is a Community Support Project (CSP), Providers are not allowed to secure, without the Department's [prior agreement](#) in writing, a Work for the Dole Activity that:

- requires Participants to enter private property (for example, where an Activity involving Participants collecting items from private homes or grounds), or
- involves working exclusively on private property.

(jobactive Deed references: Clauses 108.1 (a) (b))

### Requesting permission for Activities on Private Property

The term 'private property' means privately owned land or privately owned or occupied estate or house acreage. It may also encompass private homes or grounds.

The term 'private homes' means places of residence where individuals currently reside and the 'grounds' to which a private home is attached. This may include entry into an apartment, unit, house or boarding facility, or grounds such as courtyards, gardens or balconies that are attached to the main dwelling and privately occupied.

Where a proposed Work for the Dole Activity involves entering private homes or grounds or working exclusively on private property, the Provider is required to seek the Department's agreement to undertaking the Activity by sending a written request to the Account Manager.

A request to the Department for Activities requiring entry to, or work on, private property must include:

- a clear description of the Work for the Dole Place, including:
  - the reason for Participants needing to enter private homes or grounds
  - the part(s) of the Activity that will involve entering private homes or grounds, or working on private property
  - the approximate amount of time that Participants will spend on the property
  - where known, the location of the property (note that this can be at a regional level)
  - whether the Activity is for private benefit.
- details of the Supervision provided to Participants, including details of how the Host Organisation manages its employees and who will supervise Participants
- a copy of the risk assessment (Place) that addresses specific risks regarding private property, including mitigation strategies and work health and safety procedures
- confirmation whether, for the duration of the Activities, there is public liability insurance, written on an occurrence basis, with a limit of indemnity of at least \$10 million in respect of any one occurrence, which covers the liability of the lessor or owner of the land on which the Activities take place, including to the Participant.

When seeking permission, the Provider is required to ensure there is sufficient and detailed information to inform the Department's decision. The Department may ask for additional documentation or information to support the request at any time.

The Department will acknowledge receipt of the request within 2 Business Days and endeavour to respond within 5 Business Days. It will provide its agreement or refusal in writing.

In addition to any other relevant conditions imposed, Providers must:

- undertake regular reviews of the Work for the Dole Activity (the frequency of these reviews will be at the discretion of the Provider and should take into account the nature of the Activity and the requirements of the Participant)
- advise the Department of any changes to the nature or circumstances of the Activity. In these circumstances, the Department may review its permission for the Activity, including possible cessation.

(jobactive Deed references: Clauses 108.1, 108.21, 108.22, 110.2, 111.1, 111.2) [Supervision](#)

Providers must ensure that Participants will be adequately and appropriately supervised at all times. In addition, for Activities involving identified vulnerable people, Supervision must be continuous. 'Continuous Supervision' means that a Participant must be alongside the Supervisor or within the Supervisor's line of sight at all times while undertaking the Activity.

Providers need to carefully consider these requirements when securing Work for the Dole Places and negotiating the indicative costs with the Host Organisation.

Supervisors need to be aware of non-Work for the Dole Participants (e.g. members of the public) on site at Activities and their level of interaction with and proximity to

Work for the Dole Participants while undertaking the Activity. Further information is available in the host handbook.



**Work Health & Safety content:** Providers should also carefully consider the appropriate ratio of Supervisor(s) to Participants, depending on how many Participants there are and the nature of the Activities taking place at the site, to ensure the health, welfare and safety of Participants and members of the public.

Where a Host Organisation has multiple Activities, the Provider must take this into account.

For example, whether the nominated Supervisor is also supervising other Work for the Dole Activities as this could significantly affect the Supervision ratio for the Activities involved. The Lead Provider should also liaise with other Lead Providers with Activities at the site to ensure a consistent approach is undertaken to risk assessments, acquittal/reimbursements and other program requirements.

As part of sourcing Work for the Dole Activities, Providers are required to ensure Host Organisations are aware that all Supervisors must:

- be fit and proper persons to be involved in the Activities
- have a high level of skill/knowledge, training and/or experience in:
  - the part of the Activity in which they are engaged, and
  - working with, training and supervising persons in such Activities
- have relevant work health and safety training
- have checks as specified in the Deed and have met any additional statutory requirements before being given responsibility for supervising Participants.

Lead Providers must ensure that the Host Organisation has Supervisors on all Work for the Dole Activities for the duration of the Activity who meet the above requirements.

If there are to be changes in the Supervisor arrangements (for example a new Supervisor is introduced or a Supervisor is away) during an Activity, Lead Providers need to ensure that Host Organisations are aware that they need to notify the Lead Provider of the change in Supervisor arrangements and confirm they meet the above requirements. Providers should also ensure that Host Organisations have a procedure in place for non-attendance by Supervisors, especially at short notice. The Supervision details should be updated in the risk assessments.

If a Participant does not have personal responsibility requirements, then the Lead Providers must ensure that Supervisors notify them of any Participant non-attendance or non-compliance as soon as practicable, but by no later than the end of the relevant day. Where the 'Supervisor' mobile device application is being used by a Work for the Dole Supervisor, they will have access (through the application) to details of those Participants who are expected to participate in the Activity on any given day. These details are only accessible where the Department's IT Systems (specifically the Electronic Calendar) is being used by the Provider to record required participation. In addition, the Provider must record in the Electronic Calendar the hours spent participating in the Work for the Dole Activity for each Fully Eligible Participant with a Six Month Activity Requirement or an Annual Activity

Requirement. Through the application, Supervisors can record attendance and preliminary non-attendance results, which will be automatically sent to the Department's IT Systems.

All reported non-compliance must be followed up by the Provider.

For further information on compliance refer to the [Targeted Compliance Framework Guideline](#).

(jobactive Deed references: Clauses 8, 111)

## Checks

Where a Provider sources a Work for the Dole Place, they must identify, in consultation with the Host Organisation, whether any checks will be required and any associated costs. Depending on the nature of the Activity, the checks required may include a national criminal records and/or Working with Vulnerable People Check.

If a Work for the Dole Place requires the Participant to have identified checks, the Provider must record this in the Department's IT Systems as part of advertising the Work for the Dole Place.

Where checks are required, Providers must arrange and pay for the checks to be completed before allowing the Participant to participate in that Activity (as per the Deed). The Employment Fund General Account may be used to pay for police checks for Participants as outlined in the [Using the Employment Fund General Account Guideline](#). The Work for the Dole Fee may be used by the Provider to pay for any other checks, such as vulnerable people checks.

Providers should keep in mind the timeframes required for checks to be processed by external parties and how this may impact on the timeliness of placing and commencing a Participant in a Work for the Dole Place.

Where a check has not been finalised and a Participant has a Six Month Activity Requirement or an Annual Activity Requirement, the Provider must commence the Participant in an alternative Place or approved Activity until appropriate check(s) have been finalised.

If the check uncovers an issue that might reasonably impact on the Participant's suitability for an Activity, the Provider must assess whether the Participant should be referred to the Activity in line with the Deed.

If the Participant is considered unsuitable for the Activity, the Provider must commence the Participant in a suitable alternative Place or other approved activity.

(jobactive Deed references: Clauses 8, 111.2, 111.3)

## Provision of training

Training within a Work for the Dole Activity will be offered to a Participant if it forms part of, or is required by, the Work for the Dole Activity. Training cannot be the primary element of a Work for the Dole Activity. Under no circumstances can training represent the majority of the Activity and there should only be minimal classroom type training.

Examples of acceptable training that can be funded under the Work for the Dole Fee include:

- work health and safety training
- 'on the job' training related to the placement
- use of tools and equipment to be used in the placement.

(jobactive Deed references: Clauses 108.16, 110.5 (b))

## Community Support Projects

If a natural disaster has occurred the Department can direct a Work for the Dole Activity be undertaken to assist as part of Community Support Projects (CSPs).

CSPs are projects that will contribute to recovery efforts following a disaster event, or to assist with nationally significant projects at a local level that have been identified as providing a social, economic, environmental, cultural and/or heritage benefit to the Australian community. Where a CSP is assisting with a natural disaster, the project is not designed to compete with the work of, or replace the roles of, specialised emergency services (such as the State Emergency Service). CSPs require the prior written approval of the Department to proceed.

CSPs:

- respond to, and assist with, the recovery from declared national, state, territory and local community natural disasters
- assist not-for-profit and volunteer organisations that are supporting affected communities
- support local residents and assist rebuilding of the local economy
- provide logistical support to emergency services personnel in areas such as food preparation, delivery of clothing and maintenance of emergency services accommodation and infrastructure
- respond to other events and/or identified tasks that positively impact on local communities or at a national level
- assist the community where there is an identified need for a coordinated national Activity and human resources and finances are limited.

CSPs can include, but are not limited to, the following Activities:

- clearing debris—for example, leaves and garden material
- repairing fencing and building
- clearing properties of leaves and low-hanging branches that could be a fire hazard in locations potentially threatened
- assisting community organisations with tasks such as packaging and delivering meals
- sorting, packaging or displaying goods in local opportunity shops
- minor gardening and home maintenance Activities through community care organisations
- park and riverbank restoration following the subsidence of floodwaters
- restoration of local council areas

- large-scale park/garden restoration projects or revegetation management projects
- restoring historical public buildings or culturally significant sites
- assisting with replanting of food plantations destroyed by a disaster
- working in state/territory or Australian Government Botanic Gardens or National Parks.

### Flexibilities available in Natural Disaster Zones/Areas for CSPs

The Department will ease restrictions on Work for the Dole Activities in relation to the Deed when CSPs are established following a natural disaster in areas where the Australian or state/territory governments have declared a State of Emergency or a Natural Disaster Zone/Area or as determined by the Department. Providers must continue to meet all other Deed and Guideline requirements.

This means that Providers can develop Activities that:

- operate on private residential properties, in private commercial businesses and with farming enterprises. This could include primary producers, a group of local small businesses or disadvantaged community members such as the elderly or disabled
- carry out tasks that are normally prohibited—for example, Activities that may compete with or support an established business or a commercial contract or enterprise, and/or
- would normally be prohibited because the Activity or Host Organisation has received government funding.

### Implementation

CSPs can be initiated by one or more Providers (as a joint Activity). Providers should consult with authorities and community organisations in the local area to offer assistance with the recovery and/or restoration Activities. In this way, Providers can target Activities most appropriately. There is no limit on the number of CSPs that a Provider can set up.



**System step:** Providers must complete the [proposal form](#) for any CSPs and submit to the Department for its approval. Providers must demonstrate the following in their proposal:

- broad benefit to the wider community from working on private residential property, private commercial businesses and with farming enterprises (that is, the economic benefit of having families, communities and local businesses return to normal life as soon as possible)
- that they are not working with just one person or entity, except in the case of farmers, where large infrastructure restoration is required to protect the community (for example, repairing common boundary fences along public roads and highways). Activities can assist homeowners or business operators, provided they offer support to multiple establishments in the surrounding area
- a focus on repair and restoration work (Activities should not be seen to add value over and above what was previously in place)
- that Participants will not be undertaking tasks that could be perceived as ‘business as normal’ tasks

- that Participants are not kept working on Activities for indefinite periods of time and are provided with appropriate skills, Work-like Experiences and pathways to Employment.

If a Provider develops a proposal for CSPs that meets all of the conditions in this Guideline and complies with any additional conditions set out by the Department, written permission will be given to allow Providers to secure Work for the Dole CSPs not otherwise permitted under the Deed.

Account/Contract Managers will assess proposals for CSPs as quickly as possible. It may be useful for Providers to include their Account/Contract Manager in early conversations about the proposed Activity to assist this process.

### Who can be the Host Organisation for CSPs?

CSPs must only be hosted by Providers; not-for-profit organisations/charities; local, state, territory or Australian Government organisations or agencies; or a not-for-profit arm of a for-profit organisation.

### Use of Work for the Dole Fees in CSPs

Work for the Dole Fees cannot be used to purchase materials that may be funded through other sources, such as insurance or flood recovery funding, grants or payments that improve the capital value of a property to the sole benefit of a property owner or entity.

In addition, Providers cannot purchase or reimburse certain items using Work for the Dole Fees for CSPs—for example:

- additional Supervision costs where the Supervisor is the farmer on the site where CSPs are taking place
- material costs such as water, fuel, stock feed and fencing materials
- upgrades to equipment owned by a landowner, or
- costs involved in the transport of such things as fencing material or stock feed.
- Providers should adhere to all other standard Deed and Guideline requirements when determining the types of purchases for which Work for the Dole Fees can be used.

### Entering CSPs into the Department's IT Systems



**System step:** When entering Work for the Dole CSPs into the Department's IT Systems, Providers need to select 'Work for the Dole' in the Activity Type field of the Add Activity screen and then select 'Community Support Projects' (CSPs) as the subtype.

Providers are asked to make Work for the Dole Places in CSPs viewable to Other Providers and to consider requests to collaborate.

A form is available on the Provider Portal for Providers to complete when proposing CSPs.

(jobactive Deed references: Clause 108.1)

## Different Activity types

### Individual Hosted Activities

Individual Hosted Activities are to be undertaken by individual Participants and must involve the Participant being provided with a Work-like Experience with a Host Organisation. A sequence of Participants may undertake the Place if the original Participant leaves.

A Host Organisation may offer a single Place for one Participant or multiple Places in Individual Hosted Activities for a number of individual Participants. Generally, an Individual Hosted Place sits within the existing structure of the Host Organisation.

Individual Hosted Activities with multiple Places can be entered into the system using either the standard or '[overarching Activity](#)' model. The 'overarching model' allows an Activity with multiple individual Places involving different sets of 'like tasks' to operate under one Work for the Dole Activity Host Organisation Agreement.

For example, one Host Organisation may have:

- multiple individual retail-type Places in their opportunity shops in either the same or different locations. This would be entered into the system using the standard model
- multiple individual Places, involving different tasks (for example, 5 Places for planting trees, 2 Places for weeding and another 2 Places for collecting rubbish). As each of these different tasks can be grouped into 'sub-Activities' of individual 'like Places', this Activity would be entered into the system using the 'overarching Activity' model.

In both of these situations, Participants may be referred to Individual Hosted Activities by more than one Provider, including Other Providers.

Other examples of Individual Hosted Activities include:

- retail tasks in a charity shopfront
- warehousing
- sorting of goods such as clothing or electrical items
- mowing lawns
- weeding
- rubbish collection and recycling
- maintaining and tending a community garden
- administration tasks such as filing
- ongoing work in a social enterprise such as filing, building furniture or making jewellery
- assisting at an animal shelter in tasks such as dog walking and grooming.

An Individual Hosted Activity with multiple Places is different from a Group Based Activity.

Individual Hosted Activities should be targeted at Participants in Streams A and B. Stream C Participants can be placed in Individual Hosted Activities if appropriate.

### Group Based Activities

Group Based Activities require Participants to carry out tasks as part of a specific group project. These are generally one-off projects but may last longer than 6



months and up to 12 months. At 12 months a new Work for the Dole Activity Host Organisation Agreement and risk assessment (Place) must be completed. Projects lasting longer than 6 months can have rotating groups of Participants working and being supervised as a team.

A Group Based Activity must:

- have a specific goal and/or deliverable with an identified end date
- involve a group of Participants working as a team to meet the common goal, deliverable or end date.

Participants can be referred to Group Based Activities from multiple Other Providers.

Group Based Activities often involve the engagement of an external Supervisor for the project, however a Host Organisation or Provider may also choose to use their own staff to supervise an Activity, where agreed.

Examples of Group Based Activities include:

- building garden beds for a community garden
- helping to establish a social enterprise
- archiving hard copy files to an electronic system
- establishing a community news letter
- designing and preparing a Cultural Festival
- construction of a bus shelter
- renovating a Community Hall
- setting up a database
- painting a structure
- landscaping new developments.

Breaking up ongoing tasks into 6 month instalments does not convert an Individual Hosted Activity into a Group Based Activity.

Group Based Activities should be sourced to meet case load needs and be reserved for Stream C Participants unless there are exceptional circumstances.

Exceptional circumstances are:

- there are insufficient Stream C Participants available for the Group Based Activity to operate, but the mix of Participants would benefit the Host Organisation (this could include an Activity focused on a specific cohort such as Cultural and Linguistically Diverse Participants)
- the Activity is in a location where there are limited Participants available (for example a regional or remote location)
- the Participant is in a location where the only active and suitable Work for the Dole Activity is a Group Based Activity (for example a regional or remote location)
- Indigenous Participants from Stream A or B being placed in an Indigenous specific Group Based Activity, where no suitable Individual Hosted Activity (or Indigenous specific Individual Hosted Activity) is available, and doing so would be beneficial to the Indigenous Participant.

Where a Stream A or Stream B Participant's circumstances are unique and not covered by any of the above exceptional circumstances, including where a Participant specifically requests to be involved in the Group Based Activity, a Provider can request in writing the Department's approval to place the Participant in a Group Based Activity.

A request to the Department to place a Stream A or Stream B Participant in a Group Based Activity must include the reason for them needing to be placed in the Group Based Activity.

The Department will acknowledge receipt of the request within 2 Business Days and endeavour to respond within 5 Business Days. It will provide its agreement or refusal in writing.

Note: NEST Providers are not required to seek approval from the Department to place an Enhanced Services Participant in a Group Based Activity, including where a Provider is the Lead Provider.



**Work Health & Safety content:** All Activities, whether Group Based Activities or Individual Hosted Activities must have adequate and appropriate Supervision.



**System step:** For further information on entering Activity types into the Department's IT Systems, see the [Work for the Dole IT Supporting Document](#).

(jobactive Deed references: Clauses 107.10, 108.4A)

## Negotiating the cost of Work for the Dole Places

When negotiating the cost of the Work for the Dole Place with the Host Organisation, Providers must ensure the Host Organisation is aware that:

- the Work for the Dole Fee is paid per Place and is used to help offset the costs of running the Work for the Dole Activity to the Host Organisation. Costs must not be inflated and must be representative of actual costs incurred
- Work for the Dole Fees are not a grant, there is no guarantee of repeat funding, and therefore, Host Organisations should not rely on Work for the Dole funding to support their operations
- Work for the Dole Fees for Participants are available to help with host costs as well as the costs of Participant participation
- the Lead Provider of the Activity will be paid up to \$100 from the Work for the Dole fee for each 6 month Work for the Dole Place where a Participant from a Non-Lead Provider is the first to commence in that Place
- the Work for the Dole Fee will need to cover the duration of the Place, regardless of the number of Participants who participate in the Place (for example, the Work for the Dole Fee may need to cover the cost of checks, special clothing, equipment or training, noting that a sequence of Participants may participate in the Place).

### Individual Hosted Activities

For Individual Hosted Activities, Work for the Dole Fees are paid to Providers on commencement of the first Participant in that Place. Where the first Participant in a Place commences from the second month onwards after the Activity start date, the

fee paid to Providers will be pro-rated, however, Providers may choose to pass on the full amount to the Host Organisation.

For example, a Work for the Dole Fee would be pro-rated if an Individual Hosted Activity—with a start date set at 1 April—did not actually begin until 1 May, the maximum fee available for the Place would be \$833.33 (or  $5/6 \times \$1000.00$ ).

Alternatively, if agreed by the Host Organisation, the start and end date of the Activity could be deferred, so that the duration of the Place/Activity remains unchanged.

### Group Based Activities

For Group Based Activities, a Work for the Dole Fee of up to \$3500 is available for each 6month Work for the Dole Place (or a pro-rata amount if the Activity duration is more or less than 6 months). In accordance with the Deed, the Work for the Dole Fee for a Work for the Dole Place in a Group Based Activity can be claimed either in advance or through reimbursement.



**Documentary Evidence:** Work for the Dole Fees for Group Based Activities are acquitted and must have adequate Documentary Evidence to support expenditure as outlined in the Group Based Activity itemised budget documentation, the Group Based Activity acquittal report, and the Asset register and Disposal plan.

### Third Party Intermediaries

Host Organisations may appoint third party intermediaries to undertake Work for the Dole Activity functions on their behalf. However, third party intermediaries cannot take on the obligations of Host Organisations. A third party intermediary cannot sign the Activity Host Organisation Agreement on behalf of the Host Organisation.

Providers are required to take reasonable steps when sourcing places with Host Organisations that engage third party intermediaries to ensure compliance with the Deed and Guidelines. Third party intermediaries must also meet guideline requirements for a suitable Host Organisation.

## 4. Setting up Work for the Dole Activities

### Sourcing Activities

A Provider that sources the Place must:

- plan their Activities according to caseload needs informed through reports made available by the Department, advice from Providers and advice from Host Organisations
- ensure Host Organisations meet all eligibility requirements
- ensure Host Organisations are aware of program requirements
- ensure the Activity is fit for purpose (that it meets program objectives and does not bring the program or the Australian Government into disrepute)
- develop the Work for the Dole Activity with the Host Organisation, including the requirements of each Work for the Dole Place; the number of Work for the Dole Places; Supervision arrangements; the indicative cost, start and end dates of the Activities/Places; and the locations of Work for the Dole Places
- this includes ensuring:
  - the location and available amenities are suitable
  - any equipment required for the delivery of the Activity will be available and suitable for the number of Participants
- record the Activity and Place details in the Department's IT Systems for advertising
- identify a Lead Provider for the Activity (see Lead Providers and [Attachment C1 and C2](#) to this Guideline for more information)
- record the Activity and place, including Activity schedule/s in the Department's IT Systems for advertising.



**Work Health & Safety content:** ensure the risk assessment (Place) is undertaken by a [Competent Person](#), all work health and safety requirements, including [COVID-19 requirements](#), are completed and the Activity can commence safely.

Providers can advertise Activities well in advance of an Activity/Place start date.

The Department will monitor Work for the Dole Places across each Employment Region to ensure these are based on caseload needs and Participant location.

For further information on sourcing and setting up Work for the Dole Activities, refer to [Attachment B](#) to this Guideline.

(jobactive Deed references: Clauses 108.17, 108.18, 110.2)

### Recording the Activity on the Department's IT Systems



**System step:** Where the Provider has determined that the Work for the Dole Place is appropriate, details of the Place must be recorded in the Department's IT Systems. The record must include:

- details of the Host Organisation, including contact details
- an accurate description of the Individual Hosted Activity or Group Based Activity, including information on the specific materials or equipment, such as special clothing or any required checks (National Criminal Records and/or Working with Vulnerable People Checks), or special requirements as relevant

- the cost, duration and location of the Work for the Dole Place(s)
- the number of available Work for the Dole Places
- the Activity schedule/s that job seekers will be participating in
- any other system fields as required.

A Work for the Dole Place should ideally be of 6 months duration; however, Work for the Dole Activities can be set up for up to 12 months and can be made up of consecutive Places of up to 6 months in duration. If a Host Organisation wishes to establish an Activity of more than 12 months, the Activity will need to be entered into the Department's IT Systems as separate Activities of no more than 12-months' duration each. Work for the Dole Places must be a minimum of 15 hours per week for the duration of the Activity in order to attract a [Work for the Dole Fee](#).



**Work Health & Safety content:** The risk assessment (Place), including [Assessment Checklist \(Place\)](#), must be uploaded to the Department's IT Systems prior to the Activity being approved in the Department's IT Systems. (see [Keeping People Safe](#) below).

### Activity Schedules

Providers must enter in the schedule/s that will apply to the Activity prior to advertising the Activity. The schedule/s relate to the days/hours that job seekers may participate in the Activity. Schedules are set for a period of time – for example, Monday to Thursday, 9am to 4pm or Monday, Wednesday, Thursday from 11am – 5pm. The schedules will depend on when the Activity is being run and how job seekers will participate.



**System step:** All schedule/s are developed during the Activity creation to approval stage. It is located on the Location Details screen within the Department's IT System. For further information on recording Activities in the Department's IT Systems, see the [Work for the Dole IT Supporting Document](#).

### Advertising the Place/Activity

Providers may choose to advertise at a National, State, Employment Region, Organisational or Site level.

The advertising level can be changed by the Lead Provider at any time. For example, if the Activity was advertised to an Employment Region, it could later be advertised to the State level.

Once a sourcing Provider decides who to advertise an Activity to, they can then reserve places for Other Providers. Reserved Places will be held for up to 2 business days from the date of the reserve. If a Provider does not claim their Reserved Place within the necessary timeframe, it will be returned to the pool for advertising. Refer to the [IT Supporting Document](#) for more information on how to Reserve Places.

Where a Place is claimed by a Provider, NEST Provider or DES Provider, and a job seeker is referred, but doesn't commence within 10 business days, the Place will be readvertised to the original pool to which the Activity was first advertised.



**System step:** For further information on recording Activities in the Department's IT Systems, see the [Work for the Dole IT Supporting Document](#).

(jobactive Deed references: Clause 107.11, 108.6, 108.7, 108.8, 108.9)

### Collaborating with NEST Providers

Providers may choose to allow NEST Participants to be placed in Activities where an Employment Provider is the Lead Provider. In these circumstances, the Lead Provider model should be followed as outlined in [Attachment C1](#) and [C2](#). All Enhanced Services Participants are able to participate in both Group Based Activities and Individual Hosted Activities, even where an Employment Provider is the Lead Provider.

### Work for the Dole Activities involving multiple 'like Places' in an Individual Hosted Activity



**System step:** Where a Host Organisation is offering an Individual Hosted Activity with more than one set of 'like Places', this Activity can be entered into the Department's IT Systems as:

- separate Activities of multiple 'like Places' of only one type (the standard model)

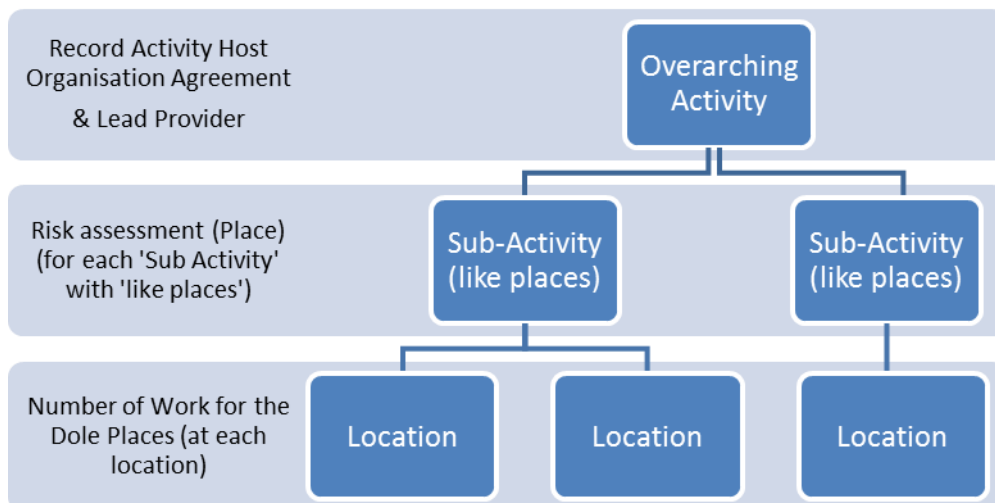


**Work Health & Safety content:** An 'overarching Activity'. An 'overarching Activity' will be made up of 'sub-Activities' of 'like Places' and risk assessments (Place) are to be completed for each 'sub-Activity'.

Under an 'overarching Activity' model, Work for the Dole Places will be grouped into 'sub-Activities' for each set of 'like Places'. A 'sub-Activity' can have a different start and end date within the time period of the 'overarching Activity'. This will allow for Work for the Dole Places that are only available for a certain time period within the duration of the 'overarching Activity' (see the diagram below for an overview of this model).

For example, the local council has offered a total of 15 Work for the Dole Places, with 5 individual Work for the Dole Places in gardening and 10 individual Work for the Dole Places in cleaning. The Provider must:

- create one 'overarching Activity' for the local council and complete all the necessary system fields
- create 2 'sub-Activities' for each set of 'like Places', which in this case will be one 'sub-Activity' for gardening and one 'sub-Activity' for cleaning
- complete all the necessary system fields, recording the start and end dates and number of Work for the Dole Places available at each location for each 'sub-Activity'.



Further information on risk assessments can be found in the [Keeping People Safe](#) section.

### Work for the Dole Activity Host Organisation Agreement

Providers can provide Work for the Dole Activities themselves or Broker, Purchase or arrange Work for the Dole Activities from an Activity Host Organisation.

If a Provider provides a Work for the Dole Activity itself (i.e. the Provider and the Activity Host Organisation have the same ABN), the Provider is not required to enter into an Activity Host Organisation Agreement for the Work for the Dole Activity. However, the Provider must upload to the Department’s IT Systems a document setting out Work for the Dole Activity details, corresponding to the information required to be included in Part 1 of the Work for the Dole Activity Host Organisation Agreement Template – Group Based Activity and Work for the Dole Activity Host Organisation Agreement Template – Individual Hosted Activity (as relevant), prior to the relevant Work for the Dole Activity start date.

For all other Work for the Dole Activities, a Work for the Dole Activity Host Organisation Agreement must be completed, signed and dated for each Work for the Dole Activity. Two template agreements are available on the Provider Portal for either an Individual Hosted Activity or a Group Based Activity for Providers to use.

Where Providers use their own agreement for these purposes, they must ensure that all topics in the Department’s template agreement (available on the Provider Portal) are covered in their agreement and must include, word for word any clauses specified as mandatory in the in the Department’s template agreement.

The Lead Provider must negotiate and execute the Work for the Dole Activity Host Organisation Agreement before any Participants can be commenced in the Activity. The Provider must retain written evidence of any agreed changes to the Work for the Dole Activity Host Organisation Agreement.

For Individual Hosted Activities using the ‘overarching Activity’ model, the Work for the Dole Activity Host Organisation Agreement must be executed before the Activity can be approved in the Department’s IT Systems. Where applicable the Lead

Provider will work with Other Providers to ensure they have all requirements fulfilled.



**Work Health & Safety content:** If the Lead Provider for the Activity is different to the Provider who sourced the Place, the Lead Provider—as part of negotiating the Work for the Dole Activity Host Organisation Agreement—must ensure a [Competent Person](#) checks the risk assessment (Place), confirm with the Host Organisation that all controls listed in the risk assessment (Place) have been implemented and if there have been any changes and update the risk assessment (Place) as necessary (see [Work health and safety](#) above).



**Documentary Evidence:** The completed risk assessment (Place), including the [Assessment Checklist \(Place\)](#), must be attached to the final Work for the Dole Activity Host Organisation Agreement to ensure that all parties are aware of any identified issues so they can be appropriately managed.



**System step:** The final Work for the Dole Activity Host Organisation Agreement (including the completed risk assessment (Place) and Assessment Checklist (Place)) must be uploaded to the Department's IT Systems prior to the Activity start date.



**Documentary Evidence:** Work for the Dole Activity Host Organisation Agreements must be reviewed and updated or re-negotiated every 12 months. As part of this process a new risk assessment (Place), including the [Assessment Checklist \(Place\)](#) must be completed. A copy of the revised Work for the Dole Activity Host Organisation Agreement and any subsequent versions must be retained.



**System step:** The revised Work for the Dole Activity Host Organisation Agreement (including any subsequent versions) must be uploaded to the Department's IT Systems.



**Documentary Evidence:** The Lead Provider is required to retain written evidence of any agreed changes.

(jobactive Deed references: Clauses 107.5, 108.2, 108.13, Annexure A)

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## 5. Keeping people safe

### Work health and safety



**Work Health & Safety content:** Providers must ensure that at the commencement and throughout the Activities there is a safe system of work in place. Providers must consult, coordinate and cooperate with Other Providers, the Host Organisation and the Department, as appropriate, in order to ensure that any work health and safety issues that arise in relation to a Work for the Dole Place are appropriately managed.

### COVID-19 Requirements



**Work Health & Safety content:** Prior to placing any Participants on a Work for the Dole Activity, Providers must ensure a number of requirements are met, including that the delivery of the Activity is permitted by the relevant state and territory and is in line with the advice provided by local health authorities. Host Organisations must have COVID-Safe plans (or similar) in place in accordance with the requirements specified by the relevant state and territory, before a Work for the Dole Activity can



proceed. It is important for Providers to also consider individual circumstances in relation to COVID-19 when conducting risk assessments for both Participants and each Activity to determine whether the Activity is suitable before making any referrals.

### Competent Person

- △ **Work Health & Safety content:** All risk assessments of an Activity and Participant must be conducted by a Competent Person. If the Provider does not itself have a Competent Person, it must engage a Competent Person for this purpose.
- △ **Work Health & Safety content:** A 'Competent Person' is a person who has acquired through training, qualification or experience the knowledge and skills to carry out risk assessments and other specific work health and safety tasks (refer to the [Model Work Health and Safety \(WHS\) Act 2011](https://www.safeworkaustralia.gov.au/law-and-regulation/model-whs-laws) at <https://www.safeworkaustralia.gov.au/law-and-regulation/model-whs-laws>).
- △ **Work Health & Safety content:** The Provider should keep documentation, for example a register, of their Competent Person(s) including their name and a description of the training, qualification or experience of the Competent Person. The Provider **must** provide these details to the Department upon request.

### Risk Assessment (Place)

- △ **Work Health & Safety content:** The Provider must ensure an onsite risk assessment (Place) is undertaken by a [Competent Person](#) for each potential Work for the Dole Activity and must satisfy itself there is a safe system of work in place prior to the Activity being approved. The Lead Provider must ensure that all controls in the risk assessment (Place) are implemented by the Host Organisation, in full, including implementation of identified work health and safety controls.  
  
The risk assessment (Place) must include the name and ID of the Activity when it is uploaded to the Department's IT Systems prior to the Activity being advertised.  
  
The risk assessment (Place) must identify, assess and record all work health and safety issues and any other concerns at the site or premises where a Participant will undertake the Activity (in accordance with the Deed), such as:
  - physical (noise, heat, cold, dust, step/stairs, slippery surfaces, lifting, manual handling)
  - chemical (acids, poisons, asbestos, flammable and hazardous substances)
  - biological (radiation, lead)
  - psychological, such as arising from fatigue, shift-work (mental tiredness), bullying or harassment
  - work that is inherently dangerous (working with electricity, heavy machinery, at heights or requiring formal competency/operator tickets)
  - electrical equipment (electrical equipment not tested and tagged e.g. machinery, power tools, kitchen appliances)
  - warehousing, traffic management and driving (traffic and pedestrian interactions not marked appropriately with safe clearances and walkways, vehicles and mobile plant registered and well maintained)

- emergency preparedness (emergency drills/procedures, floor maps, exit signs, fire extinguishers and first aid kits must be in place).



**Work Health & Safety content:** The risk assessment (Place) must also identify/include:

- that the Host Organisation and [Competent Person](#) are satisfied that the Host Organisation has adequate work health and safety processes in place to deliver the Activity safely and, if the [Competent Person](#) is not satisfied that such processes are in place, the Activity must not proceed
- all steps and measures that will be put in place to mitigate any identified issues and concerns
- the nature, scope and duration of any training, including work health and safety training, to be undertaken by the Participant at commencement and for the duration of the Activity
- any specific personal protection equipment and clothing that is required for the Participant to participate safely in the Activity and whether this material will be provided by the Host Organisation or will be arranged by the Lead Provider or Participant's provider
- if the Activity will involve direct or indirect interaction with [Vulnerable people](#) and whether relevant checks should be undertaken
- the Supervision arrangements, including the level (that is, ratio and frequency) of Supervision that will be provided to the Participant and the experience, skills and knowledge of the Supervisor(s), and the Organisation has undertaken relevant checks on Supervisors and that Supervisors meet any additional statutory requirements, prior to being given responsibility for the Supervision of Participants
- confirmation that where the Activity involves vulnerable people, the Host Organisation will provide continuous Supervision for the duration of the Activity
- that the Host Organisation and [Competent Person](#) are satisfied that the Host Organisation is compliant with the relevant legislative and regulatory work health and safety obligations
- confirmation that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Place
- whether there are other activities (including other Work for the Dole Activities) taking place at the site and any associated risks are identified and addressed
- availability of appropriate facilities (access to drinking water and toilets) to the Participant for the duration of the Activity
- any other reason(s) it would be inappropriate for the potential Work for the Dole Place to proceed, including:
  - if the Activity falls within the scope of clause 108.1 and/or any exclusions listed in this Guideline
  - any work health and safety issues that could not be reasonably and appropriately managed.



**Work Health & Safety content:** Where a risk assessment (Place) identifies significant work health and safety concerns that cannot be mitigated to create a safe working

environment and/or cannot be adequately managed by the Provider and/or the Host Organisation, the Place must not be considered suitable, and the Activity must not proceed.

### Multiple Work for the Dole Places in Individual Hosted Activities and/or in multiple locations



**Work Health & Safety content:** One comprehensive risk assessment (Place) may be conducted in cases where there are multiple Work for the Dole Places in Individual Hosted Activities if those Activities are:

- with one Host Organisation
- are of the same or similar nature ('like Places').



**Work Health & Safety content:** Where any Work for the Dole Activity involves Participants undertaking tasks across multiple locations, one comprehensive risk assessment (Place) may be conducted. However, the risk assessment (Place) must clearly identify the multiple locations and corresponding hazards and risks at each of the different locations.

### Updating the risk assessment (Place)



**System step:** It is the responsibility of the Lead Provider to monitor, review and update the risk assessment (Place) for the duration of the Activity. For example, where the Host Organisation advises the Lead Provider of any proposed or actual changes to the circumstances or tasks being undertaken as part of the Work for the Dole Activity or this comes to the attention of the Lead Provider, the Lead Provider must update the risk assessment (Place), including the [Assessment Checklist \(Place\)](#), and upload the updated risk assessment (Place) to the Department's IT Systems.

Any time the risk assessment (Place) is updated the Lead Provider must immediately notify Other Providers with Participants in the Work for the Dole Activity of the changes to the risk assessment (Place) so they can review their risk assessment (job seeker) and determine if the Activity is still suitable for the job seeker. If the Work for the Dole Place is not assessed as suitable, the job seeker must be removed from the Place and referred to a suitable Work for the Dole Place or another Approved Activity.

If the proposed or actual changes to the Work for the Dole Activity include risks that cannot be mitigated or adequately managed by the Provider and/or the Host Organisation, the Lead Provider must cease the Activity and notify the Host Organisation, Other Providers and their Departmental Account Manager.

(jobactive Deed references: Clauses 110.1, 110.2, 110.3, 110.5)

### Assessment Checklist (Place)



**Work Health & Safety content:** The Provider that has sourced the Place must complete the [Assessment Checklist \(Place\)](#). The Assessment Checklist (Place) must be completed accurately, in full and in the format provided and the content must not be altered. Should a change to the Activity require an update to the risk

assessment (Place), the Assessment Checklist (Place) will also need to be updated to align with the risk assessment (Place).

A copy of the [Assessment Checklist \(Place\)](#) is available on the Provider Portal.



**System step:** Each risk assessment (Place) must include the completed [Assessment Checklist \(Place\)](#) and be uploaded on to the Department's IT Systems. The [Assessment Checklist \(Place\)](#) should be used as a cover page to the risk assessment (Place).



**Documentary Evidence:** The Lead Provider must:

- maintain Records of all risk assessments (Place) they have undertaken
- provide these Records to the Department upon request.

(jobactive Deed reference: 110.2)

### Risk assessment (job seeker)



**Work Health & Safety content:** Providers must, in accordance with the Deed, ensure a risk assessment (job seeker) is undertaken by a [Competent Person](#) for each individual Participant before the Participant is referred to, or participates in, a Work for the Dole Place. The risk assessment (job seeker) must ensure that the Work for the Dole Place is suitable for the Participant, taking into account any relevant circumstances and work restrictions of the Participant. Where the Work for the Dole Place is not assessed as suitable, the Participant must not be referred to that Place.



**Work Health & Safety content:** In conducting the risk assessment (job seeker), the Provider must review the Activity details and risk assessment (Place) to ensure that the Work for the Dole Place is appropriate for the Participant. Where a Place is not suitable for a Participant the Participant must not be referred to the Place. The risk assessment (job seeker) must specify:

- that the risk assessment (Place) has been reviewed
- the Participant's personal circumstances and work restrictions. This could include, but is not limited to:
  - working capabilities and capacity
  - transport restrictions
  - carer responsibilities
  - specific injuries
  - pregnancy
  - allergies or other health issues (e.g. diabetes)
  - history of aggressive behaviour
- any training, additional to that contained in the risk assessment (Place), including work health and safety training, required for the Participant to participate safely, and ensure that training is of sufficient length and quality
- any specific personal protection equipment, clothing or materials, additional to that contained in the risk assessment (Place) required for the Participant to participate safely, and ensure that such materials will be provided to the Participant

- that the level of Supervision being provided is adequate and appropriate for the Participant
- any appropriate facilities additional to that contained in the risk assessment (Place) (such as toilets and access to drinking water) that are required to be available to the Participant for the duration of the Activity
- the Participant has been advised of the work health and safety and incident reporting and escalation processes
- the Participant has been provided with the location or access to the Job Seeker Insurance Guide
- that the Activity is covered by the Department's insurance policy or if not, that additional insurance has been purchased
- whether any checks (for example, National Criminal Records and/or Working with Vulnerable People/Children Checks) are required and ensure that such checks will be completed prior to the Participant commencing in the Activity.

In addition, the Provider must, if applicable and only if the Participant provides consent, discuss the personal circumstances of the Participant with the Lead Provider/Host Organisation to determine whether they can be accommodated and whether the Work for the Dole Place will be suitable. If any of these elements are not met, the Participant must not be commenced into the Place.



**Work Health & Safety content:** The risk assessment (job seeker) must also be signed and dated by the Participant before the Participant is referred to and participates in a Work for the Dole Place.

The risk assessment (job seeker) must to be reviewed and revised, as appropriate, if the risk assessment (Place) for the Activity they are commenced in changes, or if there are changes to the Activity tasks or circumstances. Providers will also need to review the risk assessment (job seeker) if the Participant's personal circumstances change, to assess whether the Place is still suitable. If the Work for the Dole Place is not assessed as suitable, the Participant must be removed from the Place and referred to a suitable Work for the Dole Place or another Approved Activity.



**Work Health & Safety content:** The format of the risk assessment (job seeker) is not prescribed. The Department has provided a [Work for the Dole – Assessment Checklist \(Job Seeker\)](#) to assist Providers in checking that they cover Deed and Guideline requirements for the risk assessment (job seeker). Use of the Department's checklist is not mandatory and does not replace the risk assessment (job seeker).



**Work Health & Safety content:** Providers must keep a record of each risk assessment (job seeker) conducted and provide these to the Department upon request. A verbal risk assessment (job seeker) does not meet the Department's requirements.

(jobactive Deed references: Clauses 110.1, 110.2, 110.5, 111)

## 6. Insurance and incident reporting

### Insurance

As part of conducting the risk assessment (Place), the Provider must confirm that the Host Organisation is satisfied it has current and appropriate insurance to cover any risks associated with the Work for the Dole Activity.

For example, public and product liability insurance and motor vehicle insurance— noting that the type of insurance that is required may differ depending on the type of task(s) being undertaken.

The Department purchases personal accident insurance and public and product liability insurance to cover Participants who undertake Work for the Dole Activities. Like all insurance policies, these policies have exclusions and Providers should make themselves aware of them. Please note: the Department's insurance policy covers injury only. It does not provide cover for Participants who contract illnesses, including COVID-19.

For further information on the insurance policies, please refer to the [Insurance Readers Guide](#) and insurance policies which are available on the Provider Portal.

The risk assessment (Place) must identify whether the Work for the Dole Place meets the requirements of the Department's insurance policies purchased for Participants or if the Activity task(s) fall within any of the insurance policies exclusions, noting that the Provider may need to seek approval and purchase or fund additional insurance, as outlined in the [Activity Management Guideline](#).

(jobactive Deed references: Clauses 42, 108.21, 108.22, 110.5 (f), 110.8)

### Reporting and managing incidents

Providers must report and manage any incidents involving Participants.

#### Incidents



**Work Health & Safety content:** If a Participant or member of the public sustains an injury during an Activity, the Provider should ensure, first and foremost, that they and/or their personnel encourage the injured person to seek appropriate medical attention or call emergency services depending on the nature of the incident. Where an incident results in the death or serious injury of a Participant the Supervisor must call emergency services and immediately notify the work health and safety regulator of the incident in accordance with laws of the relevant state or territory. The Supervisor must try and protect other Participants from unnecessary trauma where possible.

#### When must an Incident be reported?

The Provider must notify, as outlined in the [Insurance Readers Guide](#), within 24 hours, and as soon as possible, of any incident and/or near miss during the Activity, including those that result in accident, injury or death of:

- any Participant (including where the incident occurred while the Participant was travelling to or from an Activity)

- any personnel involved in the delivery or Supervision of the Activity
- members of the general public.

#### All Incidents – both Personal Accident and Public and Products Liability



**Documentary Evidence:** Providers must ensure Hosts complete the incident report form provided on the Provider Portal, giving full details of the incident (irrespective of whether a claim is being made at the time).

- A WHS Employment Assistance Program Incident Report must be completed by the Host when an incident involves a Participant's accident, injury or death and submitted as outlined in the [Insurance Readers Guide](#).
- A public and products liability claim form/incident report is used when a third party alleges a Participant has been negligent and caused accident, injury or death, or property damage.

The incident report must identify if the incident was caused by an instance of misconduct by a Participant. Misconduct is defined as being something that would, if the Participant was a paid employee, normally result in the paid employee being terminated from paid employment. Any misconduct by Participants may require the Provider to submit a Job Seeker Incident Report.

It is important that Participants have access to reporting mechanisms in the event they wish to report an incident, lodge a complaint or provide positive/constructive feedback confidentially. The Provider needs to ensure that there is an internal, impartial and easily accessible complaints mechanism that can be used by Participants regardless of the nature of the complaint.

For further information in relation to the process for reporting incidents and completing incident forms refer to the [Insurance Readers Guide](#).

#### Incident Recording Requirements in ESS



**System step:** The Provider must complete the 'WHS Incident' screen in the Department's IT Systems, giving full details of the incident (irrespective of whether a claim is being made at the time).

Following submission, the Provider will receive confirmation of successful submission of the incident and a copy of the information will be sent to the Department, including the relevant State Office contact.

The Provider is able to report any instances of misconduct or threatening behaviour on the 'Job Seeker Incident Report' screen of the Department's IT Systems, whether or not the incident is associated with a police report.

For further information on the incident reporting process, see the [Insurance Readers Guide](#), [Activity Management Guideline](#) and [Servicing Participants with Challenging Behaviour Guideline](#).

(jobactive Deed references: Clauses 69.6, 110.6, 110.7, 110.8)



## 7. Commencing a job seeker in a Work for the Dole Place

### Claiming a Work for the Dole Place



**System step:** Providers can claim a Work for the Dole Place up to 5 business days before a job seeker enters the Work for the Dole Phase. This gives Providers flexibility in managing their job seekers.

Providers are able to claim a future Work for the Dole Place up to 10 Business Days before the start date of the relevant Work for the Dole Activity. When claiming the Place, Providers must:

1. identify and assign a Job Seeker ID to each Work for the Dole Place they claim
2. commence the job seeker in the Place within 10 Business Days of the Activity start date. If this does not occur, the Work for the Dole Place will automatically be readvertised to those Providers to which the Activity was first advertised.

Where a Provider claims a Work for the Dole Place that is currently available to start, the Provider must:

1. identify and assign a Job Seeker ID to the Place
2. commence the job seeker in that Place within 10 Business Days of claiming the Place. If this does not occur, the Work for the Dole Place will automatically be readvertised to those Providers to which the Activity was first advertised.

To ensure the Host Organisation's needs are met, where a Provider claims a Work for the Dole Place they must utilise as much of the Work for the Dole Place as possible. This will be monitored by the Department. A sequence of job seekers may undertake the Place if the original job seeker leaves. Providers should refer new job seekers to incomplete Work for the Dole Places before new Work for the Dole Places.

(jobactive Deed references: Clauses 108.7, 108.8)

### Commencing a job seeker in a Work for the Dole Place

Before commencing a job seeker in a Work for the Dole Place the Provider must:

- as part of conducting the risk assessment (job seeker), examine the risk assessment (Place) to ensure that the Work for the Dole Place is appropriate and safe for the job seeker, taking into consideration any relevant circumstances and work restrictions
- ensure that relevant checks (for example, criminal records/police checks and Working with Vulnerable People Checks) have been finalised (see [Checks](#) in this Guideline).

Providers must consider a job seeker's individual circumstances, capabilities, skills and work experience and only commence job seekers in Work for the Dole Activities that are safe and suitable to the participation requirements and capabilities of the job seeker and the Activity.

Work for the Dole Places should allow job seekers to participate sufficiently to meet their Six Month Activity Requirement or Annual Activity Requirement (for example, 25 hours per week over an 8 week or 6 month period respectively)—please refer to the [Managing and Monitoring Mutual Obligation Requirements Guideline](#). Ideally



Providers should place one job seeker into each Work for the Dole Place, so that the weekly hours requirements of the Place and job seeker align. However, there may be situations where 2 job seekers fill one place—for example, 2 job seekers with partial capacity may be able to each complete their relevant Annual Activity Requirement in the one Place to meet the needs of the Host Organisation. This would be subject to the agreement of the Host Organisation.

Where a Provider has a job seeker commenced in an Individual Hosted Activity and the job seeker subsequently leaves, the Provider must identify and place another suitable job seeker in that Place and do so in a timely manner.

Where a job seeker commences in and subsequently leaves a Group Based Activity before its conclusion, their Provider should identify and place another suitable job seeker in that Place within 5 Business Days. If no job seeker is able to be placed in the Place within this timeframe, the Place will be made available in the original pool in which it was advertised. This is to minimise the delay in progressing group based projects.

The Department will monitor timeliness in placing subsequent job seekers and utilisation of Places.

For further information on commencing a job seeker in a Work for the Dole Place, see [Attachment D](#) to this Guideline and the [Electronic Calendar and AAR Details IT Supporting Document](#).

(jobactive Deed references: Clauses 108.13, 108.14, 108.15, 110.2, 110.3)

## Managing job seekers undertaking Work for the Dole Activities



**System step:** The Provider must schedule the daily participation requirements into the job seeker's Electronic Calendar, a tool in the Department's IT Systems that assists Providers to manage and monitor job seekers with requirements on their caseload. For job seekers who are not capable of self-reporting their attendance at Activities, the Provider must enter the attendance result on behalf of the job seeker by close of the business of the day of the requirement.



**Documentary Evidence:** For job seekers in Work for the Dole Activities, Providers must ensure that they maintain records of attendance (for example, time records or attendance results submitted through the 'Supervisor' mobile device application or the job seeker's evidenced based self-reporting of attendance) so that it can be confirmed whether a job seeker has met their Six Month Activity Requirement or Annual Activity Requirement. This must be done by close of business on the day of the job seeker's participation, unless the job seeker does not record their own attendance when required to do so, in which case their payment will be suspended and Providers will have up to 28 days to record the appropriate result once contact is made with the job seeker. For more information refer to the [Activity Management Guideline](#) and the [Work for the Dole IT Supporting Document](#).

Lead Providers must:

- ensure that arrangements are in place for Host Organisations or Supervisors to advise the Employment Provider, NEST Provider or DES Provider (through the

Lead Provider as appropriate) as soon as practicable, when a job seeker does not attend their Activity

- follow up on preliminary non-attendance results from the Supervisor App and follow up on any non-compliant behaviour reported
- For Individual Hosted Places, replace any Participant who leaves a Work for the Dole Place early
- refer to the Targeted Compliance Framework Guideline for required action when non-compliance is identified, recording decisions and re-engaging job seekers

While job seekers are undertaking Work for the Dole Activities, Providers must:

**△ Work Health & Safety content:** review the risk assessment (job seeker) if the risk assessment (Place) is updated, if there are changes to the Activity tasks or circumstances, or if the job seeker's circumstances change:

- maintain contact with the job seekers to ensure that they continue to focus on looking for work as well as participating in Work for the Dole Activities
- work with job seekers who are not yet capable of self-reporting their own attendance at Work for the Dole Activities
- continue to identify jobs that job seekers can apply for and refer them to those jobs
- record non-compliance when job seekers do not follow up a referral or attend a job interview that is offered by a prospective Employer.

## Monitoring of Work for the Dole Places

Providers must track Work for the Dole Places and ensure that Places that are time sensitive are filled as a matter of priority. Providers should ensure that Host Organisations are kept informed in a timely manner regarding the availability of suitable Participants so the delivery of Activities can be managed.

(jobactive Deed references: Clause 108)

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## 8. Work for the Dole Fees

### Work for the Dole Place Fees

A Work for the Dole Place Fee will be paid by the Department to the Provider who sources the Place on commencement of the first Participant in that Place.

### Work for the Dole Fees

Work for the Dole Fees are paid to the Provider for Work for the Dole Places and not for the Participants in those Places. Work for the Dole Fees are not a grant.

Work for the Dole Places will be funded on the basis that they are of 6 months continuous duration. However, there will be some flexibility for shorter or longer Work for the Dole Places in circumstances where a 6 month Place is not suited to the Work for the Dole Activity or the Host Organisation. Where this is the case, pro-rata payments will be made accordingly.

A Work for the Dole Place must be a minimum of 15 hours per week in order to attract a Work for the Dole Fee.

A Provider can use the Employment Fund for expenses related to police checks for Participants who will be undertaking Work for the Dole. Vulnerable People Checks are to be paid for by the Work for the Dole Fee.

### Lead Provider Payment

The Lead Provider is entitled to a Lead Provider Payment from the Work for the Dole Fee of up to \$100 per 6 month Place in multiple Place Activities where a job seeker from a Non-Lead Provider is the first to commence in that Place. This should be factored into the Activity’s agreed costs.

For Places that are less than 6 months in length, the Lead Provider Payment will be pro-rated based on the intended length of the Activity.

Table 1 provides examples of the Lead Provider Payment for Individual Hosted and Group Based Activities, including where the fee is pro-rated based on Activity length.

Table 1: Pro-Rata Work for the Dole Fee

Activity Length	Lead Provider Payment	Individual Host Activity Work for the Dole Fee	Group Based Activity Work for the Dole Fee
6 month Activity	Eligible for up to \$100 per Place	Up to \$900 per Place	Up to \$3400 per Place
3 month Activity	Eligible for up to \$50 per Place	Up to \$450 per Place	Up to \$1700 per Place

(jobactive Deed references: Clauses 108.5, 124, 124A, Annexures A1, B2)

### Individual Hosted Activities

A Work for the Dole Fee of \$1000 per 6 month Work for the Dole Place in an Individual Hosted Activity will be paid to on commencement of the first job seeker in that Work for the Dole Place, or a pro-rata amount based on:

- the duration of the Activity
- the date the job seeker commences into the Place

Where an Activity is longer than 6 months in duration, a second fee is payable based on:

- the number of months the Activity runs beyond 6 months
- if a job seeker is commenced into the Place after the 182nd day



**System step:** The Lead Provider payment is automatically generated and paid.



**System step:** Where the Provider sources Places, they must negotiate with the Host Organisation the amount of the Work for the Dole Fee that will be paid to the Host Organisation, and record this in the Department’s IT Systems. Where a non-Lead Provider commences the first job seeker in a Place, the Lead Provider will only receive the Host Fee and Lead Provider Payment component of the Work for the Dole Fee.

The Work for the Dole Fee can only be used to help offset costs of the Host Organisation or the costs of job seekers undertaking Work for the Dole Activities (for example, specific work health and safety training, Working with Vulnerable Persons Checks, a contribution to the cost of a Supervisor) or as otherwise specified by the Department.

The Lead Provider must negotiate the Work for the Dole Activity Host Organisation Agreement and be the primary point of contact for the Host Organisation unless otherwise agreed by the Host Organisation. This should take into consideration any pro-rata where relevant (see below). The Lead Provider must pass these Fees on to the Host Organisation.

Providers should keep in mind any costs that may be needed to cover for their job seekers in an Activity (for example, personal protective equipment) when they are negotiating the amount of the Work for the Dole Fee that is to be passed on to the Host Organisation.

If any amount of the Fee has not been expended, the Provider must use the balance solely for Services undertaken by the Provider that are directly related to Work for the Dole. These funds do not need to be acquitted.

#### Pro-rata of the Individual Hosted Work for the Dole Fees

##### For Activities of up to 6 months duration

Pro-rata payments will be calculated on the basis of the duration of each Individual Hosted Work for the Dole Place, measured from the date that the first job seeker commences to the end of the Work for the Dole Place as it is recorded in the Department's IT Systems.

Where the first job seeker in a Work for the Dole Place commences from the second month onwards after the Activity start date, a pro-rated amount of the fee will be paid to the Provider.

##### For Activities longer than 6 months

Where the Activity is longer than 6 months in duration, pro-rata payments are calculated from the date that the first job seeker commences to the end of the first 6 months. A second fee is payable based on:

- the number of months the Activity runs beyond 6 months
- if a job seeker is commenced into the Place after the 182nd day.

##### Pro-rating the Host Organisation Fee

Where the Work for the Dole fee is pro-rated this may result in a pro-rated amount of the agreed Host Organisation Fee being passed onto the Host Organisation. This should be negotiated and agreed to in the Work for the Dole Activity Host Organisation Agreement.

Where the Work for the Dole Activity Host Organisation Agreement indicates that the Host Organisation fee is not pro-rated, the Provider may decide to use unspent Work for the Dole Fees to make up any shortfall between the pro-rated Individual Hosted Fee, and the amount payable to the Host Organisation.

The table below provides a breakdown of the pro-rata for Individual Hosted Activity Work for the Dole Place Fees at each interval. The Provider should make the Host Organisation aware of any reduction to the negotiated fee due to pro-rata arrangements, where this applies.

For example if an Individual Hosted Activity start date was set to start on 1 April and finish on 30 September (182 days), however a job seeker did not commence until 1 May the maximum fee available for the Place would be \$833.33 or (5/6 x \$1000).

Table 2: Pro-Rata Work for the Dole Fee – Individual Hosted Activity for 6 months

Month of first job seeker commencement	Eligible Work for the Dole Fee	Lead Provider Payment (Place)	Available Host Organisation Fee	
First Month	\$1000	\$100	\$900	(full fee)
Second Month	\$833.33	\$100	\$733.33	(5/6 of full fee)
Third Month	\$666.67	\$100	\$566.67	(4/6 of full fee)
Fourth Month	\$500.00	\$100	\$400.00	(3/6 of full fee)
Fifth Month	\$333.33	\$100	\$233.33	(2/6 of full fee)
Sixth Month	\$166.67	\$100	\$66.67	(1/6 of full fee)

(jobactive Deed references: Clause 124, Table 2B)

### Group Based Activities

A Work for the Dole Fee of up to \$3500 is available for each 6 month Work for the Dole Place in a Group Based Activity (or a pro-rata amount if the Activity duration is more or less than 6 months). In accordance with the Deed, the Work for the Dole Fee for a Work for the Dole Place in a Group Based Activity can be claimed either in advance or through reimbursement.

Where the Other Providers have Participant related expenses, the Lead Provider must negotiate with them to agree on the portion of the Work for the Dole Fee to be passed on to set their Participants up to participate in the Group Based Activity (for example, criminal record/police checks, safety equipment, required training).

Providers must not use the Work for the Dole Fee to cover:

- management fees
- administration fees
- handling costs (for example, buying items for the Participant and charging them a storage fee).

This includes where DES Participants are undertaking Work for the Dole.

Unavoidable (or ‘sunk’) costs incurred can be paid, for example where a Supervisor is engaged yet an insufficient number of Participants are available to complete the project. The Work for the Dole Activity Host Organisation Agreement should include a provision to close the Activity early if this will avoid unnecessary ongoing costs.

Providers should note, that the Lead Provider Fee of \$100.00 must be calculated from the available \$3500.00 Work for the Dole Fee, and acknowledged in the acquittal process under the expenditure item of Other Participant Costs.

### Advance payment

For Group Based Activities, the Work for the Dole Fee can be claimed up to 28 calendar days in advance of the Activity start date to the Activity end date. Where Payments are claimed in advance, Lead Providers may claim up to 80 per cent or a maximum of \$80,000 (whichever is the lower) of the Work for the Dole Fee for all Work for the Dole Places in a Group Based Activity to cover the cost of items such as Group Based Activity Overhead Costs. 'Group Based Activity Overhead Costs' means the costs directly associated with the establishment and running of a Group Based Activity, as detailed in the Deed.

A top-up payment can be claimed through the relevant Account Manager if insufficient funds were claimed in the initial advance payment. However, the combined amounts of the top-up payment and the advance payment cannot exceed 80 per cent of the total fee or a maximum of \$80,000. Further information is provided in the [Work for the Dole IT Supporting Document](#).

Where an advance Payment has been claimed, the Lead Provider must complete and submit their acquittal Report within 56 calendar days of the completion or cessation of the relevant Group Based Activity. Where multiple Work for the Dole Activities are operating at the same site, or in other nearby sites, the Lead Provider should liaise with other Lead Providers to ensure a consistent approach is undertaken to meet program requirements.

Host Organisations and the community may support Group Based Activities. This includes in-kind and financial contributions.

Upon submission of a satisfactory acquittal Report in accordance with the Deed, the Lead Provider may claim the balance of the Work for the Dole Fee for the Group Based Activity, up to the total of the Group Based Activity Budget provided that the acquittal Report does not identify any unexpended Work for the Dole Fees. Providers should refer to the [Work for the Dole IT Supporting Document](#) on the Provider Portal for information on the process to follow when submitting an acquittal report.

If there is any unexpended money from the Group Based Activity Work for the Dole Fee it must be repaid to the Department as part of the acquittals process.

### Reimbursement

For Group Based Activities, if the Lead Provider is claiming a reimbursement they must complete and submit their reimbursement Report in the Department's IT Systems within 56 calendar days of the completion or cessation of the relevant Group Based Activity. Where multiple Work for the Dole Activities are operating at the same or nearby sites, the Lead Provider should liaise with other Lead Providers to ensure a consistent approach is undertaken to meet program requirements. The Work for the Dole IT Supporting Document on the Provider Portal provides further detail on the process for submitting a reimbursement Report.

(jobactive Deed references: Clause 124, Table 2B)

## Documentary Evidence for Group Based Activities



**System step:** The Lead Provider must record the amount of funding that was paid to the Activity Host Organisation in the Department's IT Systems.

Additionally, to obtain funding for Group Based Activities, the Lead Provider must either:

- claim funds in advance, or
- seek Reimbursement at the end of the Activity



**Documentary Evidence:** Receipts and tax invoices or some other acceptable form of evidence of payment must be kept of all eligible expenditure relating to Group Based Activities, and the Provider must be able to explain how the costs relate to the agreed Activities.

- in exceptional circumstances where a Host Organisation is not able to provide receipts or invoices to support expenditure a Statutory Declaration may be accepted
- the Lead Provider must retain written evidence of any changes agreed with the Activity Host Organisation to the cost of a Work for the Dole Place.



**System step:** The Lead Provider may choose to upload receipts and budgets for Group Based Activities to assist record keeping for acquittals.



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## 9. Attachments

### Attachment A: Disability Employment Services

#### DES Providers claiming a Work for the Dole Place

Before claiming a Place within any Work for the Dole Activity, DES Providers must contact a relevant jobactive Provider in the Employment Region who will either source an Activity for them or refer them to a Lead Provider for an existing Activity that has Places available for them to claim.

Where a Lead Provider exists for an Activity in which a DES Participant is about to commence, the Lead Provider must collaborate with the DES Provider.

DES Providers must not be the Lead Provider for any Work for the Dole Activity.

#### Risk assessment (job seeker)

The DES Provider must liaise with the Lead Provider to ensure that the personal circumstances such as working capabilities, restrictions and capacity can be accommodated by the Host Organisation for that Work for the Dole Activity. The Lead Provider must, if required, discuss the personal circumstance of the DES Participant with the Host Organisation to determine whether they can be accommodated and whether the Work for the Dole Place will be suitable.

Insurance arrangements for Work for the Dole Participants are covered under [Insurance](#) in this Guideline.

#### Work for the Dole fees

DES Providers are not entitled to receive any Work for the Dole Fees when placing DES Participants in any Work for the Dole Activity. The Department's IT Systems will automatically block Work for the Dole Fee payments to DES Providers who claim a Work for the Dole Place.

DES Providers will be required to cover the cost of a DES Participant in a Work for the Dole Place from their own service fees. The DES Provider will either pay the relevant costs directly to the Host Organisation, or to the Lead Provider to be passed on to the Host Organisation. This will be as determined by the Host Organisation and advised to the DES Provider by the Lead Provider. The transfer of funds from DES Providers to a Host Organisation, or to a Lead Provider, will happen outside of the Department's IT Systems.

In consultation with the Lead Provider, DES Providers may provide additional assistance to the Host Organisation, or to the Lead Provider, if the particular needs/circumstances of the DES require it. However, Providers must not charge DES providers an administration or management fee for any reason relating to DES Participants undertaking Work for the Dole.

Where a DES Participant is the first job seeker to commence in a Place sourced by a Provider, the Provider will receive a Work for the Dole Place Fee in the same way as they do when Fully Eligible Participants commence in Places they have sourced.

### Recording DES Participant attendance at Work for the Dole

For DES Participants, attendance at Work for the Dole Activities can be reported using either the Supervisor App by a Supervisor, the Job Seeker App or Dashboard by job seekers or by Providers following confirmation of attendance.

### Community Support Projects

Where a natural disaster has occurred, Work for the Dole Activities must, if determined by the Department, assist with recovery as part of Community Support Projects (CSPs).

In the event where a DES Participant has already been placed in an Activity where the Department has directed it to assist with recovery efforts, the Lead Provider must not allow DES Participants to assist with recovery efforts without first obtaining the written permission of the Department of Social Services through the Participants DES Provider.

Attachment B: Sourcing and setting up Work for the Dole Activities

Step	Description
<p>Source</p> <p>Approach Potential Host Organisation (or vice versa)</p>	<p>Confirm Host Organisation is operating as a not-for-profit organisation or local/state/territory or Australian Government organisation or agency.</p>
<p>Discuss suitability and negotiate</p> <ul style="list-style-type: none"> <li>• Discuss Activity and its suitability with Host Organisation</li> <li>• Consider work health and safety, displacement and any exclusions and exceptions as outlined in Deed and Guidelines</li> <li>• Negotiate Lead Provider (if required)</li> </ul>	<p>Negotiate Lead Provider (as required) and Activity requirements, such as costs, duration, number of Work for the Dole Places, types of tasks.</p> <p><b>(Note:</b> Unless otherwise agreed in writing with the Host Organisation, Providers cannot renegotiate the costs of the Place).</p> <p>Conduct a risk assessment (Place) including Assessment Checklist (Place). If the Work for the Dole Place is not suitable, do not proceed.</p>
<p>Record</p> <p>Create an Activity Schedule for Work for the Dole Place details on the Department’s IT Systems. Schedule daily attendance into the job seeker’s Electronic Calendar either individually or through a bulk entry.</p>	<p>Complete mandatory fields and ensure that Documentary Evidence is uploaded to the Department’s IT Systems (i.e risk assessment (Place) and checklist).</p> <p><b>Provider only: Work for the Dole Activity Host Organisation Agreement must:</b></p> <ul style="list-style-type: none"> <li>• contain all information and mandatory clauses in the template</li> <li>• have a complete risk assessment (Place), including Assessment Checklist (Place) attached</li> <li>• be signed by all parties.</li> </ul> <p><b>(Note:</b> For individual Hosted Activities using the standard model, the Work for the Dole Activity Host Organisation Agreement may be completed, and Lead Provider identified after the Activity has been advertised).</p>
<p>Advertise</p> <p>Advertise Activity on Department’s IT System.</p>	<p>N/A</p>
<p>Monitor</p> <p>Monitor Host Organisation needs and utilisation of Work for the Dole Places.</p>	<ul style="list-style-type: none"> <li>• Maintain contact with Host Organisation to ensure its needs are being met and Activity is being delivered.</li> <li>• The Lead Provider should contact Other Providers to facilitate filling of unfilled Work for the Dole Places.</li> </ul>

## Attachment C1: Lead Provider Model – Individual Hosted Activities with multiple Places sourced by a Provider

1. Employment Providers collaborate/meet regularly to identify types of Activities required to meet their caseload needs.
  - Discussions include:
  - Activities to meet specific Participants needs
  - how many Work for the Dole Places are required
  - types of Activities being offered by Host Organisations
  - any costs associated with the Activity (including costs that Other Providers may need to incur for Participants to participate)
  - invoicing
  - discuss how attendance reporting will be managed including daily QR or Pass codes for Participants who self-report.
2. Employment Provider identifies/sources Activity and becomes a Lead Provider.
3. The Lead Provider advertises the Activity in the Department's IT Systems.

Note: For Activities using the 'overarching Activity' model, the Lead Provider details must be recorded in the Department's IT Systems and a Work for the Dole Activity Host Organisation Agreement must be executed prior to advertising.
4. The Lead Providers uploads the Risk Assessment (Place) and advertises Activity on the Department's IT Systems.

Note: If there are any changes to the Activity details in the Department's IT Systems (e.g. details of the Lead Provider are updated), the Lead Provider will need to submit an override request to the Department.
5. The Lead Provider must immediately claim the first Place.

## Attachment C2: Lead Provider Model – Group Based Activity sourced by a Provider

1. Employment Provider(s) collaborate/meet regularly to identify types of Activities required to meet Provider(s) caseload needs.

Discussions include:

- Activities to meet specific Participants needs
  - how many Work for the Dole Places are required
  - types of Activities being offered by Host Organisations
  - where a Group Based Activity is available/required
  - invoicing and acquittals
  - any costs associated with the Activity (including costs that Providers may need to incur for Participants to participate)
  - discuss how attendance reporting will be managed including daily QR or Pass codes for Participants who self-report.
2. Lead Provider identifies potential Host Organisation/Group Based Activity and becomes the Lead Provider.
  3. Lead Provider works with Host Organisation to develop budget and negotiate Work for the Dole Activity Host Organisation Agreement.
  4. Lead Provider enters the Group Based Activity into the Department's IT Systems and uploads the risk assessment (Place).
  5. Lead Provider advertises the Activity in the Department's IT Systems.
    - Lead Provider can claim the lower of 80 per cent or a maximum of \$80,000 of the Work for the Dole Fee for the Group Based Activity (based on the number of places in the Activity) up to 28 calendar days in advance of the Activity start date.
    - Lead Provider claims Work for the Dole Places they need to utilise for their job seekers.
    - Note: Work for the Dole Places can be claimed up to 10 business days in advance of a future Activity start date.
    - Where a job seeker has not commenced an Activity within 10 business days of the Activity start date, the Work for the Dole Place will be readvertised to those that the Activity was first advertised to.
    - Other Providers can claim available Work for the Dole Places at this time.
    - Note: Work for the Dole Places can be claimed up to 10 business days in advance of a future Activity start date.
    - Where a job seeker has not commenced an Activity within 10 business days of the Activity start date, the Work for the Dole Place will be readvertised to those that the Activity was first advertised to.

## Attachment D: Commencing a job seeker in a Work for the Dole Place

1. Did you source the Work for the Dole Place?  
If yes, go to step 2.  
If no, go to step 5.
2. You are a Lead Provider and must complete the steps outlined in Attachment B.  
Go to step 3.
3. Examine the risk assessment (Place) in the Department's IT Systems as part of conducting the risk assessment (job seeker) to ensure the Place is suitable, including:
  - if the job seeker's personal circumstances and work restrictions can be accommodated (if applicable)
  - the level of Supervision and training is appropriate and adequate for the job seeker
  - the required checks have been conductedGo to step 4.
4. If the Activity is suitable, please do the following in this order:
  - a. Ensure that the job seeker is equipped with all things necessary to undertake the Work for the Dole Place safely. e.g. personal protection equipment and clothing.
  - b. Commence the job seeker in the Work for the Dole Place.
  - c. Schedule the daily attendance in the job seeker's Electronic Calendar.
  - d. Monitor job seeker attendance and completion of the Work for the Dole Place.Please stop here if you answered yes in step 1.
5. Are you the Lead Provider?  
If yes, go to step 6.  
If no, go to step 7.
6. Confirm with the Host Organisation that no significant changes have occurred since the risk assessment (Place) was conducted.  
Now, go to step 7.
7. Claim the Work for the Dole Place in the Department's IT Systems and complete the following steps to commence the job seeker within 10 Business Days.  
Go to step 3 and continue up until step 4d.

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.