

Workforce Australia Guidelines

Part B: Yarrabah Employment Services

Disclaimer

This Guideline is not a stand-alone document and does not contain the entirety of Provider obligations. It must be read in conjunction with:

- the Workforce Australia - Yarrabah Employment Services Deed 2022-2025 (the **Deed**), including any relevant Guidelines and reference material issued by the Department of Employment and Workplace Relations under or in connection with the Deed
- the Workforce Australia Guidelines – Part A: Universal Guidelines, and
- select Chapters in the Workforce Australia Guidelines – Part B: Workforce Australia Services, as outlined and subject to the qualifications in the [Scope of Applicability](#) below.

This Guideline is not legal advice and the Commonwealth accepts no liability for any action purportedly taken in reliance upon it and assumes no responsibility for the delivery of the Services. This Guideline does not reduce the obligation of Providers to comply with their relevant legal obligations and, to the extent that this Guideline is inconsistent with obligations under the Privacy Act, Social Security Law, WHS Laws or any other legislation or laws relevant to the respective jurisdictions in which Providers operate, the relevant legislation or laws will prevail.

Version History

Version 1.12

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In this version of the Guideline, references to ceased services have been removed throughout the document together with updates to the following Chapters:

- Provider Payments and Vacancies

A full version history of this Guideline can be found on the [Archived Guidelines page on the Provider Portal](#).

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Guideline Interpretation and Glossary

Scope of Applicability

This Guideline and its Chapters have been drafted in accordance with the requirements contained in the Deed. However, given similarities and to ensure consistency with the Workforce Australia Services program, this Guideline must be read and applied in conjunction with the following Chapters in the Workforce Australia Guidelines – Part B: Workforce Australia Services, which contain requirements not outlined in this Guideline:

- Job Seeker Assessments
- Employment Fund (excluding references in 6.2.1 and 6.2.2 which relate to transferring Employment Fund credits between Sites or to Workforce Australia Employment Services Providers)
- Wage Subsidies
- Disability Support Pension (Compulsory Participation Requirements)
- Pre-release Prisoners
- Retrenched Workers
- Job Plan and Mutual Obligation Requirements
- Targeted Compliance Framework and Mutual Obligation Failures
- Activity Management and the following related Activity Chapters:
 - Employability Skills Training (Note: references to Fee for Service (14.1) and Course Fees (14.8.1) are not applicable)
 - Career Transition Assistance
 - Observational Work Experience
 - Self-Employment Assistance
 - Work for the Dole
 - Voluntary Work
 - Local Jobs Program
 - Workforce Specialists
 - Launch into Work
 - Education and Training
 - Skills for Education and Employment
 - Adult Migrant English Program
- Quality Assurance Framework (excluding references to the National Standards for Disability Services as the Provider is not also a Disability Employment Services Provider).

In reading and applying any of the above Chapters, the Provider should note that:

- references to 'Workforce Australia Services' should be read as 'Yarrabah Employment Services'
- references to 'Providers' should be read as 'the Provider' noting the single provider model in Yarrabah Employment Services
- references to 'Licence' or 'Head Licence' should be read as the 'Deed'

- all Deed Reference(s) are to the Workforce Australia Services Deed of Standing Offer 2022-2028 and do not align with the Workforce Australia - Yarrabah Employment Services Deed 2022-2025
- references to other Chapters with the same name as Chapters in this Guideline should be read as references to Chapters in this Guideline
- capitalised terms should be read in reference to the Workforce Australia - Yarrabah Employment Services Deed 2022-2025 unless otherwise advised in that Guideline's Glossary
- Participants in Yarrabah Employment Services will not be eligible for the Workforce Australia Online for Individuals Full Service

Where there is any inconsistency between:

- the Deed and this Guideline or any other Guideline, the Deed prevails, and
- this Guideline and the Workforce Australia Guidelines – Part B: Workforce Australia Services, this Guideline prevails

Reading Notes

In this Guideline, 'must' means that compliance is mandatory and 'should' means that compliance represents best practice for Providers.

While reading this document, please note the following Icons and their meaning:



This icon represents 'System Steps'— information contained under this dot point will relate to usage of the Department's IT Systems.



This icon represents 'Work, Health and Safety Steps' – information contained under this dot point will relate to matters of work, health and safety.



This icon represents 'Documentary Evidence' – information contained under this dot point will relate to matters of documentary evidence.

Glossary

All capitalised terms in this Guideline have the same meaning as in the Deed unless otherwise defined below.

'4 Week Employment Outcome' means an Employment Outcome achieved over a 4 Week Period.

'8 Week Employment Outcome' means an Employment Outcome achieved over an 8 Week Period.

'12 Week Employment Outcome' means an Employment Outcome achieved over a 12 Week Period

'18 Week Employment Outcome' means an Employment Outcome achieved over an 18 Week Period.

'26 Week Employment Outcome' means an Employment Outcome achieved over a 26 Week Period

'Early Access' provides retrenched workers and their partners, who are not in receipt of Income Support or eligible for Structural Adjustment Program assistance, with early access to employment services.

'Full-Time Study' has the same meaning as the definition of full-time study (for tertiary students and secondary students) within the Social Security Guide.

'Fully Meeting' means where an individual is meeting their Mutual Obligation Requirements through sufficient participation in tasks and Activities, and does not have other requirements such as attending Provider appointments or minimum Job Search Requirements.

'New Employment Services Trial' or 'NEST' means the trial of that name administered by the Department.

'Pay Slip Verified Outcome' means an Employment Outcome where the Participant's earnings or hours worked have been verified by the Provider in accordance with the Department's requirements as specified in the Guidelines, and the Documentary Evidence can be provided when requested by the Department.

'Pre-release Prisoner' means a Participant as defined in the Deed, who meets the eligibility criteria for a Pre-release Prisoner as described in the Guidelines.

'Principal Carer Parent' means the definition of principal carer as set out in the Social Security Guide.

'Progress Payment Period' means a period during which a Participant may meet the requirements for a Progress Payment to be payable. A Progress Payment Period is 730 Period of Service days long. Following completion of a Progress Payment Period, a new Progress Payment Period begins, and a further Progress Payment may be claimed if the requirements specified in this Guideline have been met.

'Services Australia Fortnight' means the fortnightly periods that align with the fortnight for which a Participant has reported earnings and income to Services Australia.

'Volunteer Period' means the period of time in which a Participant (Mutual Obligations) is Suspended and chooses to voluntarily engage in Services.

'Vulnerable Youth' means an individual who:

- is aged 15 to 21 years
- is not Employed for more than 15 hours per week
- is not in Full-Time Study
- is not in receipt of Income Support Payments
- has at least one Non-vocational Barrier that requires immediate intervention with a view to stabilising the individual's circumstances, and
- has a legal right to work in Australia.

'Vulnerable Youth (Student)' means an individual who:

- is aged 15 to 21 years
- is in Full-Time Study
- presents in crisis
- has at least one Non-vocational Barrier that requires immediate intervention with a view to stabilising the individual's circumstances, and
- has a legal right to work in Australia.

'Workforce Australia Online for Individuals Base Service' or 'Online Base Service' refers to the Department's Self-managing in Workforce Australia Online for Individuals service that is available to any Australian wishing to participate in employment services who is not otherwise considered a fully eligible Participant. Access is via myGov, with no referral from Services Australia required. The

Online Base Service will enable users to look for jobs, develop their résumé and access complementary programs, based on the eligibility of each program.

'Workforce Australia Online for Individuals Full Service' or **'Online Full Service'** refers to the Department's *Self-managing in Workforce Australia Online for Individuals* service available to fully eligible Participants who are assessed as able to self-manage their search for work. The Online Full Service allows Participants to self-manage their participation in employment services with a range of supports available such as access to the Digital Employment Fund, pre-employment pathways for eligible Participants and support provided by the Digital Service Contact Centre (DSCC).

'Yarrabah Pilot' means the pilot of employment services under the *Yarrabah Employment Services Deed (Yarrabah Pilot) 2018-2022* administered by the Department.

Chapter 1. Eligibility and Referral

1.1. Chapter Overview

This Chapter outlines who is eligible to receive Yarrabah Employment Services from the Provider, how Referrals may be received, and other employment services that Participants may be eligible for and the associated referral process. The Provider must provide Participants with appropriate Services, taking into account their individual circumstances, to assist them to find employment and move off Income Support Payments.

The [Eligibility Table](#) identifies categories of Participants based on their individual circumstances and their eligibility for Services.

1.2. Referrals of Eligible Participants

Participants are generally Referred to the Provider from Services Australia, the Department's IT Systems or an Other Service.

Yarrabah Employment Services provided under the Deed are only available to Participants who live in the Aboriginal Shire of Yarrabah and East Trinity, including Giangarra, Koombul, Bessie Point and Second Beach, or are in the Cairns Employment Region and have a physical address in the Aboriginal Shire of Yarrabah. All eligible Participants in this Location will access Yarrabah Employment Services regardless of their JSCI. They will not be eligible for the Workforce Australia Online for Individuals Full Service. (This is different from eligibility for people outside Yarrabah who would usually be referred to Workforce Australia Services or the Online Full Service depending on their JSCI.)

Some Participants may elect to voluntarily participate in Services and can Directly Register with a Provider. Refer to the [Direct Registration Chapter](#).

(Deed Reference(s): Clauses 89 and 91)

1.2.1. Referrals from Yarrabah Employment Services to Transition to Work

The Provider may refer Participants to Transition to Work (TtW) if they meet eligibility requirements and would benefit from the service.

The core eligibility requirements that apply to young people in TtW are:

- aged 15-24 years on Commencement in the service, and
- an Australian citizen, or
- the holder of a permanent visa, or a nominated Visa Holder (including a New Zealand Special Category Visa, Temporary Protection Visa Holder and a Safe Haven Visa Holder).

Eligibility for TtW services is broken into 2 groups. Along with the core eligibility, eligible Participants fall into one of the following groups:

- Group One includes a young person who is:
 - receiving an Activity Tested Income Support Payment [other than Youth Allowance (student)], and

- assessed as being at higher risk of not successfully transitioning to employment, and
 - not a ParentsNext Participant.
- Group Two includes a young person who is:
 - not receiving an Activity Tested Income Support Payment, and
 - not already in provider-delivered employment services, and
 - not connected to education and/or employment for the specific period based on their level of education as specified in the Transition to Work Deed 2022-2027, or
 - an Indigenous Australian, or
 - a ParentsNext Participant who is participating in TtW.

1.3. Eligibility Table

Table 1-A identifies which Participants are eligible for Yarrabah Employment Services. It does not consider eligibility for Other Services.

The sections below are not mutually exclusive, and sections of this table should be considered in combination according to Participants' individual circumstances. For example, a Participant may be in receipt of JobSeeker Payment, be Mature-age (aged 55+) and be a Principal Carer Parent.

Job seekers not eligible for Yarrabah Employment Services may be able to access the Online Base Service if they have access to suitable technology.

Table 1-A Eligibility Table

Type	Eligibility
Australian Government Disaster Recovery payment	Not eligible for Yarrabah Employment Services.
Disability Support Pension (DSP)	DSP recipients with compulsory participation requirements Eligible for Yarrabah Employment Services People intending to claim DSP who are undertaking a Program of Support (not eligible for Disability Employment Services or Community Development Program) Eligible for Yarrabah Employment Services while they undertake their Program of Support requirement, provided they remain connected or do not Exit for more than 13 weeks.
Early School Leaver	Eligible for Yarrabah Employment Services. Note: Early School Leavers unable to access Transition to Work will be Referred by Services Australia to the Yarrabah Employment Services Provider.
JobSeeker Payment	Eligible for Yarrabah Employment Services.

Mature-aged (aged 55 years and over)	<p>Eligible for Yarrabah Employment Services.</p> <p>Note: Mature-aged Participants who are Fully Meeting their part-time Mutual Obligation Requirements, or are currently subject to a Services Australia granted Exemption, may voluntarily elect to participate in Yarrabah Employment Services.</p>
Newly arrived refugee	<p>Eligible for Yarrabah Services.</p> <p>Note: Newly arrived refugees may voluntarily participate in Yarrabah Employment Services for 12 months after they have started on Income Support. Standard eligibility and Mutual Obligation rules apply after the end of this period.</p>
Not in receipt of Income Support	Not eligible for Yarrabah Employment Services unless eligible for Direct Registration (including Transition to Work).
Other Income Support payment without participation requirements	Not eligible for Yarrabah Employment Services.
Parent	<p>Principal Carer Parents</p> <p>Principal Carer Parents who are not Fully Meeting their requirements through part-time paid employment or study may be Referred to Yarrabah Employment Services.</p> <p>Parenting Payment recipients with participation requirements</p> <p>Eligible for Yarrabah Employment Services.</p> <p>Note: Participants who are Fully Meeting their part-time Mutual Obligation Requirements or are currently subject to a Services Australia granted Exemption may voluntarily elect to participate in Services.</p>
Pre-release Prisoner	<p>Directly Eligible for Yarrabah Employment Services.</p> <p>See the Part B Workforce Australia Services Guidelines: Pre-release Prisoners Chapter for full eligibility criteria.</p>

	See the Direct Registration Chapter for further information on direct registration of Pre-release Prisoners.
Retrenched worker or partner of a retrenched worker	<p>Early Access Participants (Retrenched workers and their partner) Eligible for Yarrabah Employment Services.</p> <p>See the Direct Registration Chapter and Part B Workforce Australia Services Guidelines: SAP Chapter for further information.</p> <p>Structural Adjustment Package (SAP) Participants Eligible for Yarrabah Employment Services.</p> <p>See the Direct Registration Chapter and the Part B Workforce Australia Services Guidelines: SAP Chapter for more information</p> <p>Note: Where an SAP provides Services for a retrenched worker but not their partner, the partner will be eligible as an Early Access Participant.</p>
Special Benefit	<p>Eligible for Yarrabah Employment Services.</p> <p>Note: Special Benefit recipients who are Nominated Visa Holders have the same Mutual Obligation Requirements, and consequences for non-compliance as JobSeeker Payment and Youth Allowance (other) recipients.</p> <p>Note: Special Benefit recipients, who are not Nominated Visa Holders, but are capable of looking for and undertaking work must be connected to employment services and have voluntary requirements. To remain qualified for their Income Support Payment, these Participants must remain connected to employment services.</p>

Time to Work Employment Service	<p>Eligible for Yarrabah Employment Services.</p> <p>Time to Work Employment Service is a voluntary in-prison service, delivered by Time to Work Employment Service Providers, available in all states and territories across Australia. Participants must:</p> <ul style="list-style-type: none"> • self-identify as Aboriginal or Torres Strait Islander • be over 18 years of age, and • be sentenced and within one-to-four months of their release from prison. <p>Time to Work Employment Services Participants can participate in the Pre-Release Prisoner initiative concurrently.</p>
Visa holders and migrants	<p>Visa holders with working rights attached and on Income Support</p> <p>Eligible for Yarrabah Employment Services.</p> <p>Note: Visa holders with working rights attached are eligible for employment services if they are in receipt of an Income Support Payment that would otherwise make them eligible for Services.</p> <p>New Zealand non-protected Special Category Visa holders in receipt of JobSeeker Payment or Youth Allowance (other)</p> <p>Eligible for Yarrabah Employment Services.</p>
Youth and students	<p>Youth Allowance (other) recipient</p> <p>Eligible for Yarrabah Employment Services.</p> <p>Vulnerable Youth</p> <p>Directly Eligible for Yarrabah Employment Services. More information is in the Direct Registration Chapter.</p> <p>Vulnerable Youth (Student)</p> <p>Directly Eligible for Yarrabah Employment Services. More information is in the Direct Registration Chapter.</p>

Chapter 2. Commencements, Suspensions and Exits

2.1. Commencements

This section outlines what the Provider must do to Commence Participants in Yarrabah Employment Services and what the Provider should be aware of when undertaking these actions.

(Deed Reference(s): Clauses 77, 90, 91, 94, 95 and 97)

2.1.1. Commencing Participants in Yarrabah Employment Services

A Participant must be a Fully Eligible Participant to be Commenced. The Provider will not be able to Commence a Participant who is flagged as 'No Referral Required'. Please refer to *KB0015191 - Workforce Australia Online for Providers - No Referral Required*.

A Participant with a Pending status will generally Commence in Services in the Department's IT Systems when the Provider records attendance at the Initial Interview and the Participant's Job Plan is recorded as approved in the Department's IT Systems i.e. Commencement is triggered by the status date and not the actual approval date which may be different. It is therefore recommended that Providers finalise and approve the Job Plan in the Department's IT Systems on the day the Participant has read, understood and agreed to the Job Plan and the date the Job Plan was agreed.

As part of Commencing a Participant, the Provider should:

- confirm whether the Participant has a myGov account which is linked to the Workforce Australia website,
- help the Participant to establish a Job Seeker Profile in the Department's IT Systems, and
- determine whether the Participant is able to fulfil the requirement to report their Points Based Activation System (PBAS) themselves via the Workforce Australia website, where applicable.

For Participants without Mutual Obligation Requirements, a Participant will Commence in Services in the Department's IT Systems when the Provider records attendance at the Initial Interview. While an approved Job Plan is not required, the Provider must discuss and determine suitable Activities and record relevant details, including the Activity placement and subsequent attendance and completion of those Activities. For further information refer to the [Arrangements for Participants \(Voluntary\) section in the Part B Workforce Australia Services Guidelines: Job Plan and Mutual Obligation Requirements Chapter](#).

Participants must be Commenced in a timely manner

Providers must ensure Participants are Commenced within 10 Business Days of the Referral. This includes 'think time' for Participants to agree to their Job Plan (if requested and applicable). For further information please refer to the [Part B Workforce Australia Services Guidelines: Job Plan and Mutual Obligation Requirements Chapter](#).

Participants with sensitive records (restricted access)

Participants with sensitive information in their records may be allocated to a Provider's Caseload and the Participant's contact details will not be visible.

Services Australia will contact these Participants and if they wish to be serviced by a Provider, Services Australia will make a referral to the Provider. Participants will be required to provide their contact details to the Provider at the first appointment.

Parent Pathways Participants

The Australian Government's voluntary Parent Pathways service provides early intervention pre-employment support to parents of young children (under 6 years of age) to help them work towards and achieve goals to improve their future economic security.

Parent Pathways Participants are supported by a **'Mentor'** who is engaged by the Provider to support Participants throughout their participation in the service.

When a Parent Pathways participant's youngest child turns 6 years they are no longer eligible for Parent Pathways. At this time, some parents may have a mutual obligation requirement to participate in mainstream employment services, including Workforce Australia - Yarrabah Employment Services. In this case, parents are referred by Services Australia to Yarrabah Employment Services after they have exited Parent Pathways.

Parent Pathways Participants may choose to have a Warm Handover meeting as part of their Initial Interview. **'Warm Handover'** means a meeting between the Provider, the Participant and the Parent Pathways Mentor which takes place as part of the Participant's Initial Interview with their Yarrabah Employment Services Provider. The Participant has responsibility for advising their Parent Pathways Mentor of the Initial Interview appointment details.

Warm Handovers are optional for Participants and are intended to improve the continuity of support for the Participant by the Provider tailoring support that takes account of, and builds on, the Participant's achievements and progress in Parent Pathways.

Participants who participated in Parent Pathways must be assisted to prepare a Job Plan. The Job Plan must meet the requirements outlined in the Job Plan and Mutual Obligation Requirements Chapter of the [Part B Workforce Australia Services Guidelines: Job Plan and Mutual Obligation Requirements Chapter](#). In addition, the Provider must ensure the Job Plan and any suitable Activities identified in line with the 'Identifying suitable Activities for Participants' section in [Part B Workforce Australia Services Guidelines: Job Plan and Mutual Obligation Requirements Chapter](#), includes and takes into account the details of the Participant's Parent Pathways Goal Plan (where this is shared by the Participant), and/or details of any advice provided by the Participant and the Parent Pathways Mentor about the Participant's goals, achievements and progress during Parent Pathways. If a Participant is studying, then attention should be given to the circumstances in which full time study may be approved outlined in the 'Approval of courses of 12 months or longer in duration section' in the [Part B Workforce Australia Services Guidelines: Job Plan and Mutual Obligation Requirements Chapter](#). If a parent is studying approved courses for 30 hours per fortnight or more this may 'fully meet' requirements.

Providers must deliver high quality case management to support Participants who participated in Parent Pathways, to find suitable and sustainable employment, taking into account their primary responsibilities for their family and the care of a child, other relevant circumstances and the Participant's servicing needs.

At the time of attending the Initial Interview, the Participant will already be exited from Parent Pathways and can be commenced in Workforce Australia - Yarrabah Employment Services in the usual way.

Participants with a history of serious incidents and Managed Service Plans

Provider staff can see the details of a Participant's incident and Managed Service Plan history in the Department's IT Systems when they have a Pending status. Provider staff should review these details prior to scheduling an Initial Interview so they can implement appropriate interview safety measures to protect Participants and staff, and improve engagement with the Participant. This may include implementing a proactive MSP limiting face-to-face servicing where appropriate. For information on Servicing Participants with Challenging Behaviours, including Incident Reporting and Managed Service Plans refer to [Part A Guidelines: Servicing Participants with Challenging Behaviours Chapter](#).

Participants in Workforce Australia Services or Online Full Services

Where a Participant in Workforce Australia Services or Online Full Services moves to Yarrabah Employment Services, for example, because they relocate to Yarrabah, the Provider will need to Commence the individual in Services.

The Department's IT Systems will show a movement from Workforce Australia Services as a transfer while the movement from Online Full Services will be a Referral. Continuous time in Yarrabah Employment Services and Workforce Australia Services forms part of the same Period of Service including, for example, for activation and Progress Payment purposes.

2.1.2. Initial Interview

Unless otherwise directed by the Department, the Provider must deliver the Initial Interview face-to-face in accordance with the **Face-to-face Service Delivery** section in the Part A: Universal Guidelines where:

- it is safe,
- it is beneficial to the individual Participant, and
- it is reasonable in the circumstances.

The Provider must consider a Participant's personal circumstances when scheduling Initial Interviews.

Where the Provider determines face-to-face servicing is not appropriate, they must record this determination the Comments section of the Department's IT Systems and the reasons, and update as circumstances change.

2.1.3. Connecting a Participant's Workforce Australia account to myGov

As part of Commencing a Participant in Services, the Provider should identify whether the Participant has connected their myGov profile to their Workforce Australia account. If the Participant has not connected, the Provider should support them to do so. Connecting the myGov account will enable the Participant to use the online tools and resources available through the Department's IT Systems and will enable the Participant to self-report for the PBAS, where applicable.

Participants who do not have a myGov profile connected to their Workforce Australia account and who have a PBAS requirement will be unable to report on their PBAS points; the Provider must undertake this action on behalf of the Participant.

The Provider must support Participants to report their PBAS points where they are not capable of doing so on their own.

2.2. Suspensions

Suspensions are periods during which Participants on the caseload of the Provider are not required to participate in Services.

The Provider is not required to deliver Services to a Suspended Participant unless the Participant chooses to voluntarily participate in Services.

(Deed Reference(s): Clauses 104, 105 and 106)

2.2.1. When are Participants Suspended?

Participants are Suspended on the Provider's caseload if they are a Participant (Mutual Obligation):

- with an Exemption applied by Services Australia
- who is a Principal Carer Parent and is Fully Meeting their part-time Mutual Obligation Requirements through participating in 30 hours a fortnight of approved paid work, Voluntary Work and/or study
- who has a Partial Capacity to Work (PCW) of 15 to 29 hours a week and is Fully Meeting their part-time Mutual Obligation Requirements through participating in 30 hours a fortnight of approved paid work and/or study, or
- aged 55 years and over and is meeting their full-time Mutual Obligation Requirements through participating in paid work and/or approved Voluntary Work depending on their age and circumstances.
 - If the Participant is aged 55 – 59 and in their first 12 months of receiving their Income Support Payment, they can fully meet their Mutual Obligation Requirements by completing 30 hours per fortnight of paid work. These Participants can also fully meet their Mutual Obligation Requirements by completing 30 hours per fortnight of a combination of approved Voluntary Work and paid work, however, this must include at least 15 hours per fortnight of paid work.
 - If the Participant is aged 55 – 59 and has been receiving their Income Support Payment for more than 12 months, they can fully meet their Mutual Obligation Requirements if they undertake at least 30 hours per fortnight of paid work, approved Voluntary Work or a combination of both Activities.

- If the Participant is aged between 60 and the Age Pension age, they can fully meet their Mutual Obligation Requirements if they undertake at least 30 hours per fortnight of paid work, approved Voluntary Work or a combination of both activities.
- with a temporary reduced work capacity of less than 15 hours per week, or
- identified as a PCW Participant who has a current and future work capacity of less than 15 hours per week.

Participants will be automatically Exited if they are Fully Meeting their Mutual Obligation Requirements by participation in an approved activity for more than 13 weeks (unless they choose to remain in employment services voluntarily).

Refer to [Part B: Workforce Australia Services Guidelines - Participants who are Fully Meeting their Mutual Obligation Requirements](#) for more information.

2.2.2. Who applies a Suspension?

A Participant will be Suspended if Services Australia grant an exemption from their Mutual Obligation Requirements, or they are recorded as Fully Meeting their Mutual Obligation Requirements through sufficient participation in an approved activity.

The Provider can record their Participants as Fully Meeting their Mutual Obligation Requirements through sufficient participation in an approved activity which will trigger a suspension. [Refer to Part B: Workforce Australia Services Guidelines - Attachment 11A](#) for more information.

If a Participant who is voluntarily participating is experiencing a situation that means they are temporarily unable to participate in Services, the Provider may Exit the Participant but must first end any Volunteer Periods. Refer to [Exits](#) for more information.

2.2.3. Participants who are Suspended can voluntarily participate in Provider Services

The Provider must provide Services to a Suspended Participant if they advise they want to voluntarily participate in Services. Participants who are Suspended can choose to participate voluntarily in Services while they are Suspended after:

- being contacted by their Provider to discuss and agree to voluntarily participate while Suspended,
- notifying Services Australia who will either call their Provider or book an Appointment for them, or
- directly contacting their Provider to request Services.

For Participants (Voluntary) who elect to volunteer during a Suspension period, the Provider must record a Volunteer Period in the Department's IT Systems. Once a Volunteer Period is entered, the Department's IT Systems will revert the Participant to their pre-Suspended status.

- If the Participant was Commenced prior to the Suspension, they will revert to Commenced on entering of the Volunteer Period.
- If the Participant was Pending prior to the Suspension, they will revert to Pending on entering of the Volunteer Period. The Participant's status will change to Commenced when the Participant attends their Initial Interview.
- The Participant will revert to Suspended status upon expiry of the Volunteer Period.

For further information about the servicing arrangements for Participants (Voluntary) refer to the [Arrangements for Participants \(Voluntary\) section in the Part B Workforce Australia Services Guidelines: Job Plan and Mutual Obligation Requirements Chapter](#).



Where a Participant elects to volunteer while Suspended, the Provider must record the agreed start and end dates for the Volunteer Period in the Department's IT Systems. Where the Participant chooses to end the Volunteer Period earlier than originally agreed, the Provider must adjust the end date for the Volunteer Period in the Department's IT Systems.

2.2.4. Services resume when a Suspension ends

When a Suspension ends, the Provider must resume delivery of Services.

Suspensions do not affect a Participant's Period of Unemployment. However, the Participant's Period of Registration and Period of Service pause when a Participant is Suspended and restart when the Suspension ends.

2.3. Exits

Participants may be Exited from Services for a range of reasons. This will usually happen automatically (Effective Exit) but there are some instances where the Provider can manually Exit Participants.

(Deed Reference(s): Clauses 104 and 107)

2.3.1. When are Participants Exited?

Effective Exit (Automatic Exit)

Participants will be Exited automatically (known as an Effective Exit) when:

- The Participant (Mutual Obligation) is no longer receiving an eligible Income Support Payment. This can include where a Participant is in a job and has had 6 consecutive fortnights with nil rate of Income Support, or where the Participant has not lodged a report of income with Services Australia (even if this is zero) 14 days after their Report Due Date.
- The Participant is commenced in Disability Employment Services or the Community Development Program.
- The Participant begins receiving Self-Employment Assistance Small Business Coaching.
- The Participant is meeting their Mutual Obligations Requirements by participation in an approved activity for more than 13 weeks (see Attachment 11A. Cohorts Fully Meeting their Mutual Obligations Requirements in the Workforce Australia Guidelines – Part B: Workforce Australia Services for further information).

Note: Participants can voluntarily elect to participate in provider-led services when Fully Meeting their Mutual Obligations Requirements.

Provider Exit (manually actioned by the Provider)

The Provider may manually Exit a Participant in the following circumstances:

- The Participant (Mutual Obligation) is Suspended and has a Partial Capacity to Work of:
 - less than 15 hours per week, or

- 15 hours or more per week, and they are meeting their Mutual Obligation Requirements through 30 hours or more a fortnight of paid work and/or study that will likely be ongoing or last more than 13 weeks.
- The Participant (Mutual Obligation) is a Principal Carer Parent and Suspended and:
 - has a long-term Exemption (end date longer than 16 weeks), or
 - is meeting their Mutual Obligation Requirements by participation in an approved activity for more than 13 weeks (see Attachment 11A. Cohorts Fully Meeting their Mutual Obligations Requirements in the Workforce Australia Guidelines – Part B: Workforce Australia Services for further information).
- The Participant (Voluntary) ceases to participate in voluntary activities or no longer wishes to participate in Services.

Structural Adjustment Program and Directly Registered Participants

The Provider should manually Exit a Structural Adjustment Program (SAP) Participant (who have no Mutual Obligation Requirements) or a Directly Registered Participant if:

- they no longer wish to participate; or
- the Participant is in Employment and the Provider has claimed a 26-Week Employment Outcome for that Employment.

2.3.2. Assessing Participant requests to Exits

If a Participant advises the Provider they wish to Exit, the Provider should determine whether a Provider Exit is appropriate, the Participant is eligible for a Provider Exit and whether the Participant is aware of the Services the Provider can offer.

The Provider must advise a Participant when they do not approve a request for an Exit and must continue to deliver Services.

2.3.3. Participants returning to services after an Exit

Where an Exit occurs but the Participant returns to Services fewer than 13 consecutive weeks after the Exit, the Participant's Period of Service, Period of Registration (if relevant) and Period of Unemployment continue from the date of the Participant's return, and the Provider must resume providing appropriate Services.

Where an Exit occurs and the Participant subsequently returns to the service 13 consecutive weeks or more after the date of the Exit, the Participant begins a new Period of Service, Period of Registration (if relevant) and Period of Unemployment.

Chapter 3. Direct Registration

Supporting Documents for this Chapter:

- [Yarrabah Direct Registration form](#)

3.1. Chapter Overview

Some Participants who are not in receipt of Income Support Payments are eligible to voluntarily engage in Services and can Directly Register with the Provider.

(Deed Reference(s): Clause 91)

3.2. Eligibility for Direct Registration

The Provider must only Directly Register a person who has a legal right to work in Australia and is:

- a Vulnerable Youth or Vulnerable Youth (Student),
- a Pre-release Prisoner (see the [Part B Workforce Australia Services Guidelines: Pre-release Prisoners Chapter](#)) or
- a [Structural Adjustment Program \(SAP\) or Early Access Participant](#).

Where the Provider assesses a person as ineligible for Direct Registration, they should direct them to contact Services Australia to assess their eligibility for Income Support (if relevant) and advise them they can register for the Base Online Service by linking through myGov.

3.2.1. Confirming a person's legal right to work in Australia

The Provider must confirm whether a person has a legal right to work in Australia. Two resources can be used to assist the Provider in this regard:

- the Visa Entitlement Verification Online (VEVO) service can be used to check a non-citizen's visa status after sighting their international passport, or
- Schedule 8 of the Migration Regulations 1994 sets out the visa conditions that prohibit or restrict the work that a visa holder can do in Australia.

The Provider must not proceed with the Direct Registration process if the person does not have a legal right to work in Australia or the Provider has any reservations. If the person's legal right to work cannot be established, the person should be encouraged to contact the Department of Home Affairs (DHA) to check their legal right to work in Australia. The person should also be referred to Services Australia or an appropriate community service for assistance.

Note: Providers can be legally liable for referring non-citizens who are not allowed to work or are restricted from undertaking certain work in Australia to a job. See the DHA's guide for businesses for information and examples of the steps that Providers can take when assisting non-citizens.

3.2.2. Vulnerable Youth and Vulnerable Youth (Student)

Where a Vulnerable Youth or Vulnerable Youth (Student) presents to the Provider without a Referral, and in the case of a Vulnerable Youth (Student), no appropriate local youth services are available, the Provider must:

- assess their eligibility for Transition to Work (TtW) and if eligible, refer them to TtW unless the participant chooses to be serviced by the Provider,
- if they present in crisis, immediately provide, or refer them to, relevant crisis assistance, and
- within 4 weeks of the Direct Registration, refer them to Services Australia to determine their eligibility for Income Support Payments, regardless of whether the Provider expects them to be eligible for Income Support or not.

Refer to [Referrals from Yarrabah Employment Services to Transition to Work](#) for further information about TtW eligibility.

3.2.3. Pre-release Prisoner

State or territory corrective or youth justice services refer Pre-release Prisoners to Providers they deem suitable. Suitability depends on factors such as proximity to the prison, pre-release or detention centre and a Provider's performance and experience in servicing Pre-release Prisoners.

Pre-release Prisoners must meet the Pre-release Prisoner eligibility criteria before Direct Registration. Refer to the [Part B Workforce Australia Services Guidelines: Pre-release Prisoners Chapter](#) for further information.

3.2.4. Early Access and Structural Adjustment Participants

In most cases retrenched workers and their partners who are not in receipt of Income Support are eligible for assistance through the Early Access initiative. Structural Adjustment Programs (SAP) provide additional assistance in exceptional circumstances only.

Retrenched workers eligible under Early Access are those not participating in a SAP and have been retrenched in the last 6 months or have received notification from their employer in the 3 months prior to their retrenchment date.

Partners eligible under Early Access are the spouse or de facto partner of a retrenched worker.

Before an Early Access Participant is directly registered to the Provider, the Provider should check whether the Participant is eligible for a specific SAP. A retrenched worker (and/or their partner) can only be registered in one retrenched worker program, with a SAP taking priority over Early Access as it offers a higher level of support.

3.3. Commencing a Directly Registered Participant

A Directly Registered Participant will Commence in the Department's IT Systems when the Provider records attendance at the Initial Interview.

As part of Commencing a Directly Registered Participant, the Provider should:

- confirm whether the Participant has a myGov account which is linked to the Workforce Australia website,
- conduct a JSCI for the Participant,
- help the Participant to establish a job seeker profile in the Department's IT Systems, and
- conduct a Registration search in the Department's IT Systems as part of the Registration process. This will determine whether the person has an existing Registration that may

contain relevant information, such as a Job Seeker Identification Number (JSID), or to confirm the receipt of an Income Support Payment.

Where the Participant does not have a myGov account, the Provider should assist the Participant to create one. Where myGov authentication cannot be completed, the Provider may use the Direct Registration form.

Note: If the person is a Services Australia customer, the Department's IT Systems can obtain information from Services Australia, such as current Income Support Payment type, recent Referrals or Mutual Obligation Requirements. For this to occur, where the records are not already linked, the Provider must link the JSID to the Customer Reference Number (CRN) through the Department's IT Systems.



Directly Registered Participants should be verified through their myGov account. In the limited circumstances where the Participant does not have a myGov account and is unable to obtain a myGov account, the Provider must use the Direct Registration form and retain a copy of the completed and signed form. The Provider must also retain a note that they sighted relevant identification and the form of that identification (for example, a driver's licence).

3.3.1. Registration search

Where the person has:

- a current Registration and is on the Provider's caseload—the Provider must provide Services in accordance with the Deed. (Direct Registration is not applicable.)
- a current Registration and is eligible for Services but is connected to a different employment services provider or the Online Full Service—the Provider must refer the person to Services Australia to update their circumstances. (Direct Registration is not applicable.)
- a current Registration and is eligible for Services and is not connected to either an employment services Provider or the Online Full Service—the Provider must connect them to their caseload and provide Services.
- an inactive Registration and is eligible for Services —the Provider must re-register the person, connect them to their caseload and provide Services.
- no Registration and is eligible for Services—the Provider must create a new record for the person prior to connecting them to their caseload and providing Services.

People wishing to register for the Self-Employment Assistance program do not need to first be Referred to a Provider's caseload. These people should instead be directed to the relevant Self-Employment Assistance Provider, who may complete a self-referral if appropriate.

Chapter 4. Provider Payments and Vacancies

Supporting Documents for this Chapter:

- [Progress Payment Review template](#)
- [Payment Processes for Yarrabah Employment Services](#)
- [SEE Program - Evidence for Progress Payments](#)
- [Workforce Specialist Projects eligible for Progress Payments](#)

4.1. Chapter Overview

The Yarrabah Employment Services Provider payment model recognises the Provider will be servicing all eligible Participants from the Yarrabah community, including the most disadvantaged Participants, and will need to invest in them if they are to secure long-term employment. The payment model has been designed to incentivise personalised support and outcomes, especially for those hardest to help, and to support Provider viability.

This chapter covers:

- Engagement Payments on a Participant's initial Commencement into Services to support early intervention
- Progress Payments where a Participant's job readiness has improved through participation in education, vocational and non-vocational activities, and work placements including paid work that does not result in an Employment Outcome
- Advanced Outcomes Payments
- Employment Outcome Payments upon achievement of 4, 8, 12, 18 and 26 week Employment Outcomes.
- Very Long Term Unemployment (VLTU) Bonus paid in addition to 12 and 26 Week Employment Outcomes for Participants unemployed longer than 24 months.

Note: All Provider payment amounts in this Guideline are inclusive of GST.

4.2. Engagement Payments

4.2.1. General

An Engagement Payment will be available once for the Provider for each Participant in a Period of Unemployment¹.

(Deed Reference(s): Clause 143)

4.2.2. Engagement Payments

An Engagement Payment of \$1281.60 will be paid for each Participant upon their initial Commencement in Yarrabah Employment Services, including Participants transferred from Workforce Australia Services. The Engagement Payment will be payable by the Department once the

¹ The Department's IT Systems will determine a Period of Unemployment has ended when the Participant Exits employment services for longer than 13 consecutive weeks.

Provider has Commenced the Participant in Services. Eligible Commencement dates prior to 1 July 2025 attracted a \$1,200 Engagement Payment.

The Provider will need to submit claims for these Payments as described in the [Payment Processes for Yarrabah Employment Services](#) supporting document, including generating valid Tax Invoices where required.

No further Engagement Payments will be payable to the Provider during the Participant's same Period of Unemployment. Where a Participant Exits and returns to Services within 13 consecutive weeks, a new Engagement Payment will not be payable.

4.2.3. Scaling of Engagement Payments

Engagement Payments will be scaled in the 6 months prior to the end of Services. Instead of \$1,281.60, the Engagement Payment will be:

- \$640.80 on the Commencement of a new Participant when 4 to 6 months of the Deed remain, and
- \$320.40 when a new Participant Commences during the final 3 months of the Deed.

(Deed Reference(s): Clause 143.5)

4.3. Progress Payments

Progress Payments are payable for demonstrable improvement in a Participant's employment prospects through the delivery of intensive, tailored services. Progress Payments recognise the investments made to get Participants job-ready, including efforts to reduce or remove Vocational or Non-vocational Barriers.

The Provider will need to retain any required Documentary Evidence as outlined in this Section, to be provided to the Department when requested, and submit claims for Progress Payments as described in the [Payment Processes for Yarrabah Employment Services](#) supporting document, including generating valid Tax Invoices where required.

(Deed Reference(s): Clause 150)

4.3.1. Eligibility for Progress Payments

Progress Payments are available to claim when the Participant's circumstances have been changed during participation in Yarrabah Employment Services such that they are more prepared to gain and maintain Employment. This requires assessment by the Provider to determine when a Participant's participation in Services has resulted in demonstrable improvement in their employment prospects.

There are four ways a Participant may demonstrate progress towards Employment:

- participation in a course of study, such as participating for 6 months, completing a minimum benchmark qualification or demonstrating advancement (see [Progress Payments for undertaking Education](#))
- successfully completing the requirements of 2 or more Activities or interventions that build work readiness through work-like Activities or that address Vocational or Non-vocational Barriers (see [Progress Payments for undertaking Activities](#)),

- successfully completing an eligible Activity that provides a pathway to employment (see [Progress Payments for completing a pathway to employment](#)), or
- through a Progress Payment Reviews, where the Participant has completed a number of non-vocational interventions, the Provider considers the Participant has made progress towards Employment, and the Participant agrees and verifies this (see [Progress Payment Review](#)).

Where a Participant has undertaken eligible Activities or interventions, these can only be claimed where they have made a demonstrable improvement in the Participant's employment prospects. The pathway will look different for each Participant, with some Participants requiring multiple Activities or interventions before achieving a demonstrable improvement in their employment prospects.



The Provider must upload the required Documentary Evidence and any required comments in the Progress Payment screen of the Department's IT Systems at the time of claiming the Progress Payment. If there is not sufficient space for comments, these can also be saved in a separate document (e.g. Word or PDF) that is then uploaded.

Availability to claim

For a Provider to be eligible to claim a Progress Payment, a Participant must have Commenced with the Yarrabah Employment Service on or prior to the milestone date, which is the date the requirements for a Progress Payment have been met. Generally, this is the date the Participant completed an Activity or intervention but will vary based on the type of intervention. Only Activities or interventions that the Participant started after their initial commencement in Yarrabah Employment Services can be included in a Progress Payment claim unless the Participant is a Transitioned Participant or has transferred from an Other Service, (such as Workforce Australia - Transition to Work), Workforce Australia Online or Broome Employment Services to Yarrabah Employment Services or was being assisted by a Humanitarian Settlement Program provider during the Activity or intervention.

The Provider is able to claim a Progress Payment up to 28 days after a Participant Exits or Transfers off their caseload (noting the milestone date must be on or before the date the Participant Exits or Transfers).

A Progress Payment can be claimed where the milestone date occurs while the Participant is Suspended, provided they had been Commenced by the Yarrabah Employment Service prior to the Suspension.

The Progress Payment is available to claim once in each 24 month Progress Payment Period the Participant is in Yarrabah Employment Services or Workforce Australia Services. The availability of the Progress Payment resets after each 24 months Period of Service, not 24 months after the previous Progress Payment was claimed. For example, if a Progress Payment is claimed after 18 months, the next Progress Payment will be available 6 months later, after the Participant reaches 24 months in service. The same activity cannot be used to claim another Progress Payment in a new Progress Payment Period.

The Progress Payment can only be claimed once in each 24 month Progress Payment Period, even where the Participant transfers between Providers or completes further Activities or interventions before the next Progress Payment Period begins.

The milestone date determines which period a Progress Payment falls in.

All Personnel must complete the [Workforce Australia - Progress Payments](#) training module before lodging a claim for Progress Payments in the Department's IT Systems. The training module is available through the Learning Centre.

(Deed Reference(s): Clause 46.3 and 150)

Payment if a Participant moves between Yarrabah Employment Services and Workforce Australia Services

Where a Participant meets the requirements for a Progress Payment by completing 2 Activities or interventions with Yarrabah Employment Services and a Workforce Australia Employment Services Provider, the Progress Payment will be payable to the provider which is servicing the Participant when they complete the second Activity or intervention.

When a Participant moves from Yarrabah Employment Services to Workforce Australia Services or Online Full Services after completing the requirements for a Progress Payment (i.e. the milestone date occurred while the Participant was on the Provider's caseload), the Provider must claim the Progress Payment within the timeframe specified in the [Payment Processes for Yarrabah Employment Services supporting document](#) if not already claimed beforehand.

If the milestone date occurs after the date of transfer, including within this 28 day period, the Progress Payment is payable to the gaining Provider where the Participant is Commenced on the gaining Provider's caseload on the milestone date. The gaining Provider will not be able to enter a claim until 28 days after the date of Transfer to allow time for the relinquishing Provider to enter any claims for a Progress Payment with the milestone dates prior to the Transfer.

4.3.2. Progress Payments for undertaking Education

The Progress Payment for undertaking Education recognises the importance of Education in improving the job readiness and employability of Participants.

The Provider may claim a Progress Payment where a Participant:

- participates full-time for 26 consecutive weeks in, or attains, a Certificate III or higher qualification, or
- makes progress in the Adult Migrant English Program (AMEP) and/or Skills for Education and Employment (SEE) as defined in Table 4-A, or
- participates and successfully completes the Literacy for Life program.

Education may include distance learning, online or self-paced study methods.

The following table sets out the requirements and Documentary Evidence to claim an Education Progress Payment, and must read in conjunction with the [Payment Processes for Yarrabah Employment Services supporting document](#).

Table 4-A: Requirements and Documentary Evidence for Education (one Education activity is required to claim a Progress Payment)

Education Activity	Requirements	Evidence
Accredited Education	<p>26 consecutive weeks full-time participation in, or attainment of:</p> <ul style="list-style-type: none"> • a Certificate III course or higher qualification. A higher qualification includes a Diploma, Advanced Diploma, Associate Degree or Bachelor Degree, or • Year 12. <p>The 26-week period for participation in Education includes scheduled breaks in study as calculated by the training institution (i.e. term or semester breaks). For self-paced study, as there are generally no scheduled breaks, the period between finishing one unit and enrolling and commencing another cannot be counted as part of the 26 weeks. However, if the break is for 6 weeks or less, the 26-week period can resume after their break. Any break longer than 6 consecutive weeks is not considered ongoing participation and the 26-week study period would start again.</p> <p>For self-paced study, provided the Participant is enrolled at a full-time load, and making satisfactory progress (for example, keeping up to date with course work) then the study may be used for the Progress Payment, including where their actual hours of study are (on average) less than the indicative hours published by the institution.</p> <p>Self-Employment Assistance Small Business Training comprising completion of a Certificate III or Certificate IV in Entrepreneurship and New Business. Completion of a skill set through Self-</p>	<p>Record the Activity ID in the Progress Payment screen in the Department's IT Systems.</p> <p>Upload Documentary Evidence in the form of either:</p> <ul style="list-style-type: none"> • a copy of the qualification or statement issued by the Registered Training Organisation (RTO) or Education institution showing the qualification achieved, the Participant's name, details of the RTO or Education institution; or • confirmation from the RTO or Education institution that the course is full-time study as defined by the RTO or Education institution and that the Participant is still participating in the course 6 months after commencement. This may be in the form of correspondence from the RTO or Education institution, a certificate of attainment, an academic transcript or extract.

Education Activity	Requirements	Evidence
	Employment Assistance that does not result in a Certificate III or IV does not meet the Education requirements for a Progress Payment, but may be counted as a Vocational Intervention towards a Progress Payment for undertaking Activities.	
Adult Migrant English Program (AMEP)	<p>Providers can claim a Progress Payment where:</p> <ul style="list-style-type: none"> • an AMEP Participant achieves a Statement of Attainment as part of participating in AMEP; or • the Participant has participated in AMEP for 6 months while in Workforce Australia Services. This can include AMEP started prior to Commencing in Workforce Australia Services. 	<p>Record the Activity ID in the Progress Payment screen in the Department's IT Systems</p> <p>Upload Documentary Evidence in the form of either:</p> <ul style="list-style-type: none"> • a copy of the Statement of Attainment (Statements of Attainment are available with the Unique Student Identifier (USI) through the USI website² or the Provider can contact the RTO for documentation); or • written confirmation from the AMEP provider acknowledging participation for at least 6 months. The confirmation can be in any format (e.g. email exchange) but must include the Participant's start date and end date or the start date and acknowledgment that the Participant is still undertaking AMEP. Note, the Provider should, where possible, include the relevant dates in the request to AMEP providers to confirm rather than requesting this information. An AMEP provider is not required to provide specific hours and/or days attended by the Participant

² <https://www.usi.gov.au>

Education Activity	Requirements	Evidence
Skills for Education and Employment (SEE)	<p>The Provider can claim a Progress Payment where:</p> <ul style="list-style-type: none"> • a SEE Participant has participated in SEE for 6 months, or • the Participant achieves advancement in at least one level of a Core Skill in the Australian Core Skills Framework (ACSF) as part of participating in SEE. 	<p>Record the Activity ID in the Progress Payment screen in the Department's IT Systems.</p> <p>Upload Documentary Evidence that shows the Participant has participated for at least 6 months or has achieved advancement in at least one level of an ACSF Core Skill, i.e. Learning, Reading, Writing, Oral Communication, Numeracy and/or Digital Skills.</p> <ul style="list-style-type: none"> • This applies to advancement in levels 1 through to 5 in the ACSF and within Pre Levels A and B outlined in the framework's Pre Level 1 supplement. • Advancement to the next level in all indicators of an individual Core Skill must be demonstrated, noting that in some cases, the indicators may span more than one level. <p>The Documentary Evidence can be in the form of:</p> <ul style="list-style-type: none"> • a statement from the SEE provider including the dates the Participant was participating in SEE or that they are continuing in SEE; or • a statement from the SEE Provider detailing the advancement(s) the Participant has achieved in terms of level(s), such as via email or in the "Additional comments" section of the SEE/AMEP Capability Guide; or • a copy of the Customised Training Plan completed by the SEE Provider, indicating progress achieved.

Education Activity	Requirements	Evidence
		Information on the Customised Training Plan is contained in the supporting document SEE Program – Evidence for Progress Payments available on the SEE page .
Literacy for Life	The Provider can claim a Progress Payment where the Participant successfully completes the Literacy for Life program.	Record the Activity ID in the Progress Payment screen in the Department's IT Systems. Upload Documentary Evidence in the form of certificate of completion issued by the provider.
Re-entry to Practice (RN)	Providers can claim a Progress Payment where a Participant has completed Re-entry to Practice for nurses and midwives under the requirements of the Nursing and Midwifery Board of Australia (NMBA).	Upload Documentary Evidence in the form of certificate of completion issued by the Education institution.

4.3.3. Progress Payments for undertaking Activities

The Provider may claim a Progress Payment when a Participant completes 2 approved Activities or interventions across 3 categories:

- work placements,
- vocational interventions, or
- non-vocational interventions.

Only one vocational intervention can be used for this purpose.

The Progress Payment for completion of Activities or interventions recognises the importance of addressing barriers to employment and must be appropriate to a Participant's individual needs. The Progress Payment is not intended to be paid for participation in Activities, but for progress towards Employment.

When claiming a Progress Payment based on approved Activities or interventions, the Provider is required to assess whether the Participant's circumstances have changed such that they are now closer to finding Employment or being ready to find Employment. For example, the Participant has more work experience, additional skills or relevant qualifications, or has addressed a barrier to their Employment. Paid Employment is not required to be the next step. For example, undertaking a non-vocational intervention may mean the Participant is now capable of undertaking training or a work experience placement.

The following tables provide a list of the Activities and interventions that could count towards the Progress Payment, including the requirements or principles for each intervention type, and the type of evidence that might be used to substantiate the claim. These are intended to guide the Provider in making the decision that progress towards Employment has been achieved; where the Participant has not completed the intervention but the Provider still considers that they have made progress to employment, the Progress Payment Review may be applicable.

Some reasons the Provider might determine that alternative or reduced requirements should apply might include:

- Where the Participant has multiple or severe barriers to employment. For example, one week of paid work might be a significant achievement for a particularly disadvantaged Participant, whereas this would not be the case for a more job-ready Participant.
- Where an Activity has been a success for the Participant, despite a very short period. For example, if a Participant undertook work experience in a new industry, found it beneficial and is now enrolled in a related training Activity to secure Employment in that industry.
- A Participant with a history of not participating in Activities or compliance action actively engages in an Activity for a substantial portion of its running time. Even though the Participant might not complete the Activity, undertaking a substantial portion may constitute progress if previously they would not have participated.

The requirements and evidence are intended to be flexible, and alternative evidence can be used at the Provider's discretion.

Progress Payments based on work placements

Table 4-B: Requirements and Documentary Evidence for work placements

Activity/Intervention	Requirements	Evidence
Defence Reserves	The Participant has undertaken training or service with the Australian Defence Force Reserves for at least 2 weeks.	Record the Activity ID in the Progress Payment screen in the Department's IT Systems. Upload Documentary Evidence (to be provided to the Department when requested) a copy of the signed training notice, training signal, notice of annual camp or equivalent.
Local Jobs Program Activity	The Participant successfully participates in and/or completes the Local Jobs Program Activity, as part of the Local Jobs Program, of at least 2 weeks in accordance with the rules in place for the Activity.	Record the Activity ID in the Progress Payment screen in the Department's IT Systems. Upload a copy of confirmation that the Participant participated in the project for at least 2 weeks. This may be in the form of attendance hours recorded on the system, a Participant's declaration of their attendance for the purposes of PBAS or where these are not available, written confirmation directly from the Local Jobs Program Activity Host where the Provider is the Local Jobs Program Activity Partner or through the Local Jobs Program Activity Partner if that is another Provider.
Observational Work Experience	Undertake Observational Work Experience which lasts for at least 2 weeks. The Participant must participate for the period and weekly hours as agreed in the Host Agreement.	Record the Activity ID in the Progress Payment screen in the Department's IT Systems.

Activity/Intervention	Requirements	Evidence
		<p>Upload written confirmation from the Host Organisation that the Participant participated in the placement for the required duration. Confirmation can be in the form of a letter or email, and must include:</p> <ul style="list-style-type: none"> • details uniquely identifying the specific placement (such as the Activity ID, or details of the Participant and placement dates), and • Host Organisation's name and ABN
<p>Other Government programs (e.g. Indigenous Skills and Employment Program)</p>	<p>Undertaking a local, state or federal government program with an employment focus. The Participant must complete the program in accordance with the program's rules.</p> <p>If the other Government program does not have a measure of completion, the Provider must determine whether it has led to progress towards Employment for the Participant.</p>	<p>Record the Activity ID in the Progress Payment screen in the Department's IT Systems</p> <p>Record comments indicating why the other Government program was required for the Participant, what the program rules are and how the Provider has determined it was successful.</p>
<p>Paid work that is not eligible for an Employment Outcome</p>	<p>The Provider must determine the paid work placement was meaningful to the Participant and has increased their likelihood of finding sustainable Employment. The paid work must last for a minimum of 2 weeks.</p> <p>Employment that meets the requirements for a Full or Partial Employment Outcome cannot be</p>	<p>Record the Vacancy ID in the Progress Payment screen in the Department's IT Systems and upload Documentary Evidence that demonstrates the Participant undertook paid work for at least two weeks. Evidence may be in the form of:</p> <ul style="list-style-type: none"> • earnings or hours declared to Services Australia (this may be sourced from the Department's IT System either from the

Activity/Intervention	Requirements	Evidence
	<p>counted towards the Progress Payment, even if the Employment Outcome has not been claimed.</p> <p>Employment the Participant is already undertaking on Commencement in Yarrabah Employment Services cannot be counted towards the Progress Payment unless the Participant is a Transitioned Participant or has transferred from another Service to Yarrabah Employment Service during the paid work placement.</p> <p>Paid work in an Unsuitable position cannot be used for the Progress Payment.</p> <p>Where paid work does not achieve an Outcome, but the same job is later used for an Outcome (either because of a Significant Increase in Income, or where it is combined with work in another job to achieve an Outcome) it can be used for the Progress Payment.</p>	<p>declared earnings box on the Participant Summary or the JRRR or JEHR results on the Outcome Tracker) or</p> <ul style="list-style-type: none"> • Documentary Evidence, which may be in the form of any evidence allowed for a Payslip Verified Outcome.
Voluntary Work	<p>Participate in Voluntary Work which lasts for at least 4 weeks.</p>	<p>For Provider Sourced Voluntary Work, record the Activity ID in the Progress Payment screen in the Department's IT Systems.</p> <p>For Participant Sourced Voluntary Work, record comments in the Progress Payment screen in the</p>

Activity/Intervention	Requirements	Evidence
		<p>Department's IT Systems describing the Voluntary Work undertaken, that it was sourced by the Participant and the time period.</p> <p>Upload written confirmation from the Host Organisation that the Participant participated in the placement for the required duration. Confirmation can be in the form of a letter or email, and must include:</p> <ul style="list-style-type: none"> • details uniquely identifying the specific placement (such as the Activity ID, or details of the Participant and placement dates), and • Host Organisation's business name.
Work for the Dole	Work for the Dole can be counted towards the Progress Payment provided the Participant undertakes Work for the Dole for at least 8 weeks.	Record the Activity ID in the Progress Payment screen in the Department's IT Systems.
Workforce Specialist Project	<p>The Participant successfully completes the individual Workforce Specialist Project in accordance with the rules in place for the project.</p> <p>The Department will determine whether the Workforce Specialist Project can be counted towards the Progress Payment as a Work Placement during the co-design stage of the relevant project and communicate this</p>	Record the Activity ID in the Progress Payment screen in the Department's IT Systems.

Activity/Intervention	Requirements	Evidence
	information on the Payments - Supporting Information page of the Provider Portal.	

Progress Payments based on vocational interventions

Table 4-C: Requirements and Documentary Evidence for vocational interventions

Activity/Intervention	Requirements	Documentary Evidence
Career Transition Assistance (CTA) completion	<p>The Participant completes the CTA Course in accordance with the CTA requirements.</p> <p>The Participant must achieve at least 60 hours of attendance over the CTA course.</p>	<p>Record the Activity ID in the Progress Payment screen in the Department's IT Systems.</p> <p>Providers are not required to record evidence the Participant achieved 60 hours of attendance as the Department can verify this.</p>
Employability Skills Training (EST) completion	<p>The Participant completes one or both EST Courses in accordance with the EST requirements.</p> <p>Providers can determine whether, for an individual Participant, completion of one or both Training Block 1 Course or/and Training Block 2 Course of EST may be sufficient depending on the Participant's circumstances.</p> <p>The Participant must achieve at least 60 hours of attendance over the EST Course.</p>	<p>Record the Activity ID in the Progress Payment screen in the Department's IT Systems.</p> <p>Providers are not required to record evidence the Participant achieved 60 hours of attendance as the Department can verify this.</p>

Activity/Intervention	Requirements	Documentary Evidence
Language, Literacy and Numeracy training completion ((other than those that meet the Education requirements in Table 5.1)	Completion of an accredited Language, Literacy and Numeracy course at any level can be counted as one intervention for the Progress Payment if Language, Literacy or Numeracy is a barrier for the Participant.	Record the Activity ID in the Progress Payment screen in the Department's IT Systems. Upload evidence the Participant completed the course (e.g. a statement of attainment, academic transcript or certificate).
Non-Government Programs	Undertaking a Non-Government Program (NGP) approved by the Department (in accordance with the arrangements detailed in Part B Workforce Australia Services Guidelines: Other Activities Chapter) for at least a 2 week period. The Participant must complete the program in accordance with the program's rules. If the NGP does not have a measure of completion, the Provider must determine whether it has led to meaningful progress towards Employment for the Participant.	Record the Activity ID in the Progress Payment screen in the Department's IT Systems. Record comments when claiming the Progress Payment indicating why the NGP was required for the Participant and why it was successful.
Self-Employment Assistance Small Business Training	Participant enrolls in and completes at least one of the accredited units of competency available through Small Business Training.	Record the Activity ID in the Progress Payment screen in the Department's IT Systems. Upload Documentary Evidence that the Participant completed the qualification (e.g. a statement of attainment, academic transcript or certificate).
Self-Employment Assistance Exploring Self-Employment Workshops	Participant completes an Exploring Self-Employment Workshop.	Record the Activity ID in the Progress Payment screen in the Department's IT Systems.

Activity/Intervention	Requirements	Documentary Evidence
Skill based qualification completion (other than those that meet the Education requirements in Table 5.1)	<p>The Participant completes a qualification (e.g. a Certificate II course) that is less than a Certificate III, one or more units of a qualification, or non-accredited training (such as Barista Training, software training or food safety training).</p> <p>The course is linked to a work placement (including a vacancy the Participant applies for) or is a pre-requisite to gaining employment in an industry the Participant is seeking work in.</p>	<p>Record the Activity ID in the Progress Payment screen in the Department's IT Systems.</p> <p>Upload Documentary Evidence that the Participant completed the qualification (e.g. a statement of attainment, academic transcript or certificate).</p> <p>Record comments when claiming the Progress Payment outlining the work placement, vacancy or industry the qualification is linked to and why it is relevant for the Participant. The comments must describe why the qualification is necessary or why not having the qualification is a barrier to gaining or retaining the identified employment.</p>
Workplace certification completion	<p>The Participant completes and is awarded the certification.</p> <p>The certification is linked to a work placement (including a vacancy the Participant applies for) or a pre-requisite to gaining employment in an industry the Participant is seeking work in (e.g. obtaining a White Card where the Participant is seeking work in the construction industry).</p> <p>Payment of workplace checks would not constitute a workplace certification and should not be claimed towards a Progress Payment.</p>	<p>Record the Activity ID in the Progress Payment screen in the Department's IT Systems.</p> <p>Upload Documentary Evidence that the Participant achieved the certification, such as a copy of the certificate or licence itself, or confirmation from the body that issued the certificate.</p> <p>Record comments when claiming the Progress Payment outlining the work placement, vacancy or industry the certification is linked to and why it is relevant for the Participant. The comments</p>

Activity/Intervention	Requirements	Documentary Evidence
		must describe why the certification is necessary or why not having the certification is a barrier to gaining or retaining the identified employment.

Progress Payments based on non-vocational interventions

Table 4-D: Requirements and Documentary Evidence for non-vocational interventions

Activity/Intervention	Requirements	Documentary Evidence
<ul style="list-style-type: none"> • Drug and alcohol program • Treatment for behavioural addictions (e.g. gambling) • Counselling and mental health program • Medical/health related interventions • Obtaining stable housing • Addressing barriers associated with caring responsibilities • Parenting Course • Addressing financial instability/difficulty • Financial courses • Anger management courses • Cultural Services • Personal development, such as addressing self-esteem and confidence issues 	<p>The Participant has undertaken and completed a non-vocational intervention to address a barrier that is impacting their ability to gain and sustain Employment.</p> <p>The intervention has changed the Participant's circumstances such that they have made progress towards Employment. For example, previously all efforts were related to treating the Participant's barrier, but now they are able to participate in other interventions (e.g. treating a different Vocational or Non-vocational Barrier), a work placement or job search.</p> <p>If the Participant has not completed an intervention, but their circumstances have changed such that they have made Progress towards Employment, a Progress Payment Review should be conducted.</p>	<p>Record the Activity ID in the Progress Payment screen in the Department's IT Systems.</p> <p>Upload Documentary Evidence or record comments to demonstrate the Participant has/had a barrier, and the non-vocational intervention to address that barrier has been undertaken and completed, and how it has changed the Participant's circumstances</p> <p>This may include:</p> <ul style="list-style-type: none"> • Evidence from an Assessment (including an Employment Services Assessment or Job Seeker Classification Instrument) showing the Participant is affected by a barrier. • Evidence from a doctor, counsellor or rehabilitation provider (e.g. invoices for services or a letter of acceptance into a program) voluntarily supplied by the Participant. • Medical evidence voluntarily supplied by the Participant. • Recording the Employment Fund Commitment ID in comments, where payment was through the Employment

		<p>Fund and Documentary Evidence is already held to substantiate that claim.</p> <ul style="list-style-type: none"> • Evidence of attendance (e.g. the Participant reporting their attendance for activities scheduled in the diary). • A statement from the Participant they undertook the intervention.
<p>Addressing transport access issues (e.g. driver's licence)</p>	<p>The Participant previously had a transport barrier that has been addressed such that the Participant is now able to access Employment and/or study opportunities. For example, organising driving lessons alone is not sufficient; the barrier to accessing transport must be addressed by gaining a licence. Similarly, a short-term intervention such as buying bus tickets or supplying taxi vouchers does not address the Participant's barrier. Further, a Participant renewing their vehicle registration, insurance or licence cannot be counted towards the Progress Payment, including where this is funded by the Provider.</p> <p>Assisting a Participant with work-related licensing (e.g. a heavy vehicle licence), should be considered a vocational intervention and recorded as Workplace Certification.</p>	<p>Upload evidence and comments in the Progress Payment screen in the Department's IT Systems indicating the nature of the transport barrier and how it has been addressed.</p> <p>For example, an email or statement from the Participant that they have obtained a driver's licence and comments the licence changed their circumstances as they have access to a car and can now attend work or interviews.</p>

4.3.4. Progress Payments for completing a pathway to Employment

Activities that provide a full pathway towards Employment can be used to claim a Progress Payment on its own. While these activities would usually result in a job placement, they can still be used to claim the Progress Payment where a job placement does not eventuate if the Participant successfully completes the Activity (for example, because the business is no longer operating or the job is no longer suitable for the Participant).

Table 4-E: Pathway to Employment Activities

Activity/Intervention	Requirements	Documentary Evidence
Workforce Specialist Project	<p>The Participant successfully completes the individual Workforce Specialist Project in accordance with the rules in place for the project.</p> <p>For Workforce Specialist Projects, the Department will determine whether it can be counted towards the Progress Payment as a pathway to Employment activity during the design stage, and will communicate this information on the Payments - Supporting Information page of the Provider Portal.</p>	Record the Activity ID in the Progress Payment screen in the Department's IT Systems.
Launch into Work	<p>The Participant successfully completes the Launch into Work Project.</p> <p>Note: Where the Participant does not complete the Launch into Work Project, but participates for at least two weeks, the participation may be eligible to be counted as a work placement.</p>	<p>Record the Activity ID in the Progress Payment screen in the Department's IT Systems.</p> <p>Note, no evidence is required that the Participant has completed the activity as the Department can verify this directly. If unusual circumstances apply and you are not certain whether a Participant's participation counts, you can contact LaunchintoWork@dewr.gov.au for</p>

		confirmation. If confirmed this email exchange can be uploaded as evidence for the claim.
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4.3.5. Progress Payment Review

For some Participants with Non-vocational Barriers, it may be possible to demonstrate progress towards Employment without actually completing interventions. For example, a Participant may participate in treatment for a substance abuse addiction and successfully stabilise their circumstances such that they are now able to look for work, however as their addiction is an ongoing challenge, they continue to attend a support group. In this case, although the Participant has not completed an intervention, their circumstances have materially changed and they are more prepared to look for, gain and maintain Employment.

For Participants in this circumstance, the Provider can undertake a Progress Payment Review. The Progress Payment Review has 3 components:

1. considering the Participant's initial circumstances,
2. the intervention(s) undertaken, and
3. the change in the Participant's circumstances following the intervention(s) that has increased their capacity to look for and gain Employment.

Participants must have undertaken 2 Activities or interventions when the Progress Payment Review is used. At least one of the Activities or interventions must be a non-vocational intervention where progress may be achieved without completing the intervention. Details of all Activities and interventions that have positively impacted on the Participant's progress to employment should be included when completing the Progress Payment Review.

To undertake a Progress Payment Review, the Provider must complete the [Progress Payment Review template](#) capturing these 3 elements. As the Progress Payment Review is an inherently subjective undertaking, an important consideration is that the Participant agrees they have made progress towards Employment, which must be documented as part of the Progress Payment Review.

In completing the Progress Payment Review, the Provider must include evidence to show the interventions undertaken and how the Participant's circumstances have changed. Examples of evidence a Provider might use are provided below. This is not an exhaustive list and the Provider may use one or more of these, or may have alternative evidence that is more appropriate, taking into account any sensitivities for the Participant.

- The results of an assessment such as the JSCL, a Capability Assessment or Interview, an ESAT or an assessment completed by the Provider, demonstrating improvement in the Participant's circumstances.
- Medical evidence voluntarily supplied by the Participant.
- Observations of changes in the Participant's behaviour or demeanour, where these improve job readiness and employability.
- Recording the Activity ID of the Activity/intervention.
- Recording the Employment Fund Commitment ID, where payment was through the Employment Fund and Documentary Evidence is already held to substantiate that claim together with comments detailing the relevance to addressing the Participant's barrier/s
- Evidence from a doctor, counsellor or rehabilitation provider (e.g. invoices for services or a letter of acceptance into a program) voluntarily supplied by the Participant.
- Evidence of supports made available to the Participant to assist with caring responsibilities.

- Evidence of attendance (e.g. the Participant reporting their attendance for activities scheduled in the diary).
- A statement from the Participant that they undertook the intervention(s).
- Evidence the Participant is now participating, or participating to a greater degree or more successfully, in other Vocational or Non-vocational activities, work placements or job search.



The Progress Payment Review must be completed in full by the Provider and agreed by the Participant. The Participant's agreement can be documented by them countersigning the Progress Payment Review or provided electronically (e.g. an email acknowledgement). The completed Progress Payment Review must be uploaded in the Department's IT Systems when claiming the Progress Payment.

4.4. Outcomes

4.4.1. Advanced Outcome Payments

Advanced Outcome Payments will be paid to the Provider as an upfront payment after the start of each Financial Quarter, following receipt of a Tax Invoice, based on Quarterly Outcomes Targets set by the Department:

- 4 Week Period Full Outcomes
- 4 Week Period Partial Outcomes
- 8 Week Period Full Outcomes
- 8 Week Period Partial Outcomes
- 12 Week Period Full Outcomes
- 12 Week Period Partial Outcomes
- 18 Week Period Full Outcomes
- 18 Week Period Partial Outcomes
- 26 Week Period Full Outcomes, and
- 26 Week Period Partial Outcomes.

The Provider must submit a Quarterly Outcomes Report within 10 Business Days after the end of each Financial Quarter which specifies the number of Employment Outcomes that the Provider claims to have achieved against each of the targets for that Financial Quarter. If the Provider has achieved fewer Outcomes than the set target, the Provider must include relevant information as to why that was the case.

Documentary Evidence will be required for the Outcomes which the Provider claims to have achieved.

As outlined in [Achieving an Outcome](#), Outcomes will be verified and assessed manually by the Department based on information in the Department's IT systems and Documentary Evidence from the Provider. The Provider will not lodge claims for Employment Outcome Payments through the Department's IT Systems.

The Department's assessment of the Quarterly Outcomes Report will be Notified to the Provider within 25 Business Days after the end of the Financial Quarter.

- Within the next 10 Business Days, where the Provider has achieved more eligible Outcomes than were set for a target, the Department will pay these additional Outcomes following receipt of a valid Tax Invoice from the Provider.
- Where the Provider achieved fewer Outcomes than were set for a target, the Department will consider offsetting these Outcomes against future payments made to the Provider or may recover the shortfall.

Outcomes will be counted within the Financial Quarter in which they are achieved. For example, if an Outcome Period ends in August 2023, the Outcome will be counted against the relevant Quarterly Outcome Target for the 1 July 2023 to 30 September 2023 quarter.

The Provider must include a declaration, as described in the [Payment Processes for Yarrabah Employment Services supporting document](#), when claiming Outcomes confirming that the requirements of the Employment Outcomes have been met.

Where the Provider identifies, after the submission of a Quarterly Outcomes Report, that more Outcomes have been achieved for that Financial Quarter, the Provider may claim payment for those Outcomes in accordance with the [Payment Processes for Yarrabah Employment Services supporting document](#). This could occur, for example, where the Outcome Period ends close to the end of the Financial Quarter and the Provider does not yet have the Documentary Evidence when the Quarterly Outcomes Report is submitted.

(Deed Reference(s): Clauses 144, 146, 147 and 148, Annexure B2 – Outcomes)

4.4.2. Employment Outcomes

Employment Outcomes are recorded by the Provider when a Participant they are servicing achieves Employment, Unsubsidised Self-Employment, an apprenticeship or traineeship, or self-employment by accessing Self-Employment Assistance Small Business Coaching. This includes Employment sourced through another Workforce Australia Employment Services Provider, Workforce Specialist, CTA or EST Provider.

(Deed Reference(s): Clauses 155 and 156, Annexure B1 - Payments and Employment Fund Credits, Annexure B2 - Outcomes)

The amount of the Employment Outcome Payment included in, or payable in addition to, the Advanced Outcome Payment will depend on:

- the duration of the Employment Outcome (4, 8, 12, 18 or 26 weeks),
- whether a Full or a Partial Outcome is achieved.

4, 8, 12, 18 and 26 Week Employment Outcomes

Employment Outcomes are payable for Participants who maintain eligible Employment for periods of 4, 8, 12, 18 and 26 weeks (see [Achieving an Outcome](#)). Generally, these weeks are consecutive, however in some circumstances there is flexibility to include a [Permissible Break](#).

Where a Participant is receiving an Income Support Payment, the Outcome Period for an Employment Outcome will always be aligned with the fortnightly cycle that the Participant declares their earnings and hours worked to Services Australia.

Full and Partial Employment Outcomes

There are 2 types of Employment Outcomes – Full and Partial. Outcomes can be achieved at different levels for the different Outcome Periods. For example, a Participant may achieve a Full Outcome at 4, 8, 12 and 18 Weeks, but a Partial Outcome at 26 Weeks.

Reduced earnings are not permitted as part of the 4 Week Outcome period, but calculations for the 12 Week Outcome Period will consider any reduced earnings that occurred in the initial 4 Week Outcome Period (for example, if the Participant has a rate reduction of 85 per cent during their second fortnight, the Provider may claim a Partial 4 Week Outcome, but go on to achieve a Full 12 Week Outcome).

An 8 Week Outcome may be achieved without the 4 Week Outcome being achieved. For example, earnings/hours in the 4 week period may be insufficient to achieve an outcome, but when the entire 8 week period is assessed, there may be enough earnings/hours to achieve a partial 8 Week Outcome.

Outcomes in Special Circumstances

Not on Income Support (including Directly Registered Participants)

Where a Participant is not receiving an Income Support Payment, Employment Outcomes cannot be tracked using Services Australia data and all Employment Outcomes must be claimed as [Pay Slip Verified Outcomes](#).

A Participant not on an Income Support Payment must complete an average of 40 hours a fortnight of paid work to trigger a Full Outcome, or 30 hours a fortnight to trigger a Partial Outcome.

Significant Increase in Income

In some cases, a Participant may be in Employment they started after Commencement in Yarrabah Employment Services, (including while on the Caseload of the Provider or with another Provider), but not working enough to achieve a Full Outcome. If the Participant goes on to increase their earnings such that they cause their income support to cease, the Provider can record this as a 'Significant Increase in Income' and begin tracking for Full Outcomes from the date of the increase.

The increase in earnings can be for any reason, including the Participant working additional hours in their current job, the Participant working the same hours but receiving a higher hourly wage, or starting work in an additional job.

The Significant Increase in Income provisions are available for Participants who obtained Employment while Commenced in Yarrabah Employment Services. For Participants who were already working prior to Commencement in Yarrabah Employment Services refer to [Pre-existing Employment](#).

A Significant Increase in Income can be claimed in addition to Partial Outcomes already claimed for the Participant in the current Period of Unemployment, but cannot be entered if a Full Outcome has previously been claimed.

Where the Significant Increase in Income is because the Participant has started in an additional job, the combined earnings/hours from all jobs can be counted in determining whether a Full Outcome is payable.

Hours-based participants

Employment Outcomes for a Significant Increase in Income may only be claimed where the Participant's earnings cause their income support to cease. This requirement also applies to Employment Outcomes for Participants who are hours-based. Achievement of work hours alone do not satisfy requirements for an Employment Outcome based on a Significant Increase in Income. The Participant must have a zero rate of income support payment in every fortnight of the Outcome Period (excluding any Permissible Breaks) in order to be payable.

Where a Participant is hours-based, Providers must ensure the zero income support requirement has been met prior to claiming the Employment Outcome. This can be done by checking the Basic Rate column on the Outcome Details screen via the outcome tracker. Even if the Department's IT Systems presents a Full Outcome result based on hours worked, the Provider must not claim the Employment Outcome unless the Basic Rate is zero for every fortnight.



Documentary Evidence of the Participant's Employment earnings/hours for the 4 weeks prior to the Significant Increase in Income should be in the same form as required for Pay Slip Verified Outcome Payments and uploaded into the Department's IT Systems.



Enter a Vacancy in the Department's IT Systems and select the Significant Increase in Income vacancy type. Place the Participant into the Vacancy recording the Job Placement Start Date as the day on which the Significant Increase in Income occurred.



While the Provider should enter all Job Placements into the Department's IT Systems where possible, if a Vacancy has not previously been entered, the Provider is not required to enter the original Vacancy in the Department's IT Systems before entering a Significant Increase in Income Vacancy and placement.

Pre-existing Employment

Generally, where a Participant is already undertaking Employment prior to Commencing in Yarrabah Employment Services, this is not eligible to count towards an Employment Outcome. In assessing whether Employment is Pre-existing Employment, the Department generally requires a period of 28 days to have lapsed between the Pre-existing Employment and the Employment started after Commencement in Workforce Australia Services, where the Employment is with the same employer. This is to ensure there is a clear break between the Employment positions.

However, where a Participant increases their working hours or earnings after Commencing in Yarrabah Employment Services, an Outcome may be payable where it is a Significant Increase in Pre-existing Employment.

There are 2 ways a Significant Increase in Pre-existing Employment may be used to achieve an Outcome:

- Full Outcome where the Participant increases their income earned (for Participants with earnings based outcomes) or their hours worked (for Participants with hours-based outcomes) from below a Partial Outcome level to achieve a Full Outcome. For example, a

Participant previously achieving less than a 60 per cent rate reduction increases their hours and is now achieving a 100 per cent rate reduction.

- Partial Outcome where, in addition to meeting the minimum requirements for a Partial Outcome, the Participant increases their income earned (for Participants with earnings based outcomes) or their hours worked (for Participants with hours-based outcomes) from below a Partial Outcome level by the difference between the requirements of a Full and Partial Outcome. For example, for an earnings based outcome, the Participant would need to increase their rate reduction by at least 40 per cent (e.g. from 20 per cent to 60 per cent, or 40 per cent to 80 per cent). For information about how to calculate the rate reductions, please refer to the [Calculating a Significant Increase in Pre-existing Employment Supporting Document](#).

To determine whether a Significant Increase in Pre-existing Employment has occurred, the Provider must determine the initial earnings or hours that previously applied. This can be measured over either:

- the 4 week period from immediately prior to Commencement in Yarrabah Employment Services, or
- the 4 week period immediately prior to the significant increase occurring.

The Participant must then increase their earnings or hours as outlined above and maintain the increased earnings/hours over the Outcome Period.



Documentary Evidence of the Participant's Employment earnings/hours previously applied. This must be in the form of:

- Evidence of the earnings/hours for the 4 weeks immediately prior to Commencement. Documentary Evidence must be in the same form as required for Pay Slip Verified Outcome Payments and uploaded into the Department's IT Systems, or
- Evidence of the earnings/hours for the 4 weeks immediately prior to the significant increase (which must be in the same form as required for Pay Slip Verified Outcome Payments) and evidence that the Participant was employed in the same job immediately prior to commencement in Yarrabah Employment Services (this does not need to be payslip evidence, a statement from the Participant or Employer are also acceptable). All evidence must be uploaded into the Department's IT Systems when claiming the Outcome.



Enter a Vacancy in the Department's IT Systems and select the Pre-Existing Employment vacancy type. The Job Placement Start Date is the date the Significant Increase in Pre-Existing Employment occurred. For hours-based participants this is the start of the relevant pay period in which the increase occurred. For earnings-based participants, this is the payslip date.

Recurring Employment

Employment or Unsubsidised Self-Employment which results in more than one Employment Outcome for a Participant with the same Employer during the same Period of Unemployment is considered to be Recurring Employment. Employment or Unsubsidised Self-Employment will only be Recurring Employment if it results in more than one Employment Outcome under Yarrabah Employment Services. It does not apply to Employment or Unsubsidised Self-Employment that occurred prior to the commencement of Yarrabah Employment Services (refer to [Pre-Existing Employment](#)).

4 Week Employment Outcomes

The Provider may claim a maximum of four 4 Week Employment Outcome Payments for any single Participant over any one 12 month period, regardless of whether that Employment is Recurring or not.

Allowing the Provider to claim four 4 Week Outcome Payments recognises:

- short-term jobs with a duration of 4 weeks or more equip Participants with work experience and work habits that enable them to move into sustained Employment in the future, and
- Participants who have had 4 or more job placements have a higher chance of staying long term in a job.

8, 12, 18 and 26 Week Employment Outcomes

The Provider is not entitled to claim 8, 12, 18 and 26 Week Employment Outcomes for Recurring Employment.

This means that if the Provider has claimed an 8, 12, 18 or 26 Week Employment Outcome for a Participant with an Employer, they cannot claim another 8, 12, 18 or 26 Week Employment Outcome with that same Employer, regardless of whether the Participant is working in a different position, unless a [Significant Increase in Income](#) has occurred.

Employment Outcomes Triggered by Participation in Self-Employment Assistance Small Business Coaching

Partial Outcomes are payable for Participants who start a business with assistance from a Self-Employment Assistance Provider. The Participant must commence in Small Business Coaching and be receiving services for the duration of the relevant 4, 8, 12, 18 and 26 Week Periods to trigger a Partial Outcome.

4.4.3. Non-Payable Outcomes

There are some Employment types that are not eligible for Employment Outcome payments, even where the Participant works sufficient hours or earns sufficient income. These are referred to as Non-Payable Outcomes as follows:

- Employment in a position that is Unsuitable.
- Any Employment involving the Participant generating their income or earnings directly from gambling work. For example, if the Participant works as a bookmaker or card dealer and keeps their 'winnings' as declared earnings, an Employment Outcome is not payable. However, an Outcome could still be payable where Employment is in a venue where legal gambling occurs (for example, working in a bar in a licensed venue with poker machines) but the Employment does not involve earnings derived from gambling.
- Employment that started before the Participant commenced in Yarrabah Employment Services, except where a [Significant Increase in Pre-Existing Employment](#) applies.
- A program, including a Work Trial program funded by the Australian Government or a state and territory government, including a **Complementary Program** as advised by the Department.
- Employment Outcomes where:

- the Provider has already claimed an Outcome Payment for another Participant who previously occupied the same or a similar position (the prior outcome); and
- the Employment Outcome Start Date occurs less than 12 weeks after the end of the Outcome Period for the prior outcome.
- Employment or Unsubsidised Self-Employment which is Recurring, except for:
 - 4 Week Full and Partial Employment Outcomes,
 - Employment Outcomes where the Participant has, and maintains, [a Significant Increase in Income](#), or
- Any other situation the Department may advise.

4.4.4. Very Long Term Unemployment (VLTU) Bonus

A VLTU Bonus is payable:

- on top of a 12 and 26 Week Employment Outcome which is included in, or claimed in addition to, the Advanced Outcome Payment if a Participant's Period of Unemployment exceeds 24 months on the Job Placement Start Date or Self-Employment Assistance Commencement date.

VLTU Bonuses are not included in the Advanced Outcome Payment as they depend on the Periods of Unemployment of the individual Participants who gain work. The Department's IT Systems will display the Participant's Period of Unemployment (as at the Job Placement Start Date) on the Outcome Tracker (labelled as 'Unemployment Period').

Where they are applicable, VLTU Bouses will be paid following acceptance by the Department of the relevant Employment Outcome through the Quarterly Outcomes Reports process and receipt by the Department of a valid Tax Invoice in accordance with the [Payment Processes for Yarrabah Employment Services supporting document](#).

4.4.5. Vacancy Management

The Provider must engage and work with Employers to understand their needs and to identify job opportunities.

The Provider must:

- refer suitable eligible Participants to appropriate vacancies, including Vacancies sourced by the Provider and by other services such as the Local Jobs Program and Launch into Work Organisations.
- ensure any Participants referred to Vacancies meet that Employer's needs and
- advise eligible Participants they are required to accept any suitable job and explain the consequences of failing to do so.



The Provider must record all Employment Vacancies, including those found by Participants, in the Department's IT Systems. They must ensure each Vacancy is complete, up to date and compliant with any conditions of use for workforceaustralia.gov.au.

(Deed Reference(s): Clause 136)

Lodging a Vacancy

Vacancy Types



When entering a Vacancy in the Department's IT Systems, the Provider needs to enter a range of information including a job description, employer details, hours, salary and whether the job was sourced by the Participant. The Provider will also need to select a Vacancy type. The Vacancy types are listed below, and some Vacancy types trigger certain functionality when tracking for or claiming an Outcome:

- Apprenticeship – Apprenticeship or Traineeship must be selected to make use of the provision that allows a Full Outcome to be paid for any [Full time Apprenticeship or Traineeship](#)
- Pre-existing Employment – this vacancy type must be selected to enable claiming an Outcome for a [Significant Increase in Pre-Existing Employment](#)
- Normal position – this vacancy type should be used when none of the other (more specific) vacancy types are applicable.
- Graduate
- Seasonal
- Significant Increase in Income – this vacancy type must be selected to enable claiming an [Outcome for a Significant Increase in Income](#)
- Self-Employment.



Outcome requirements and Documentary Evidence requirements may differ according to the type of Vacancy selected.

Checking Minimum Wage

Where the Provider has sourced a Vacancy they must, at the time they lodge the Vacancy in the Department's IT Systems, make sure the relevant minimum wage is satisfied.

The minimum wage may be set out in the Modern Award that relates to the Vacancy. If a Modern Award is not in place, then the National Minimum Wage will apply. As the Provider will check this at the Vacancy lodgement stage, they will not be expected to check minimum wages again when they claim an associated Outcome Payment.

Where a Participant has sourced a Vacancy, the Provider is not required to check the applicable minimum wage. The Participant should already have information relating to the National Minimum Wage and the Fair Work Ombudsman. The Provider must give this information to all Participants when they Commence in Services.

The information must include the following, which is contained in the [Minimum wages fact sheet](#) available on the [Fair Work Ombudsman website](#):

- details of the latest National Minimum Wage rates,
- where to access information about the [Pay and Conditions Tool](#) and any changes to the National Minimum Wage rates, and
- the contact details of the Fair Work Ombudsman.

Placing a Participant in a Vacancy

The Provider must:

- refer suitable eligible Participants to appropriate Vacancies, including Vacancies sourced by the Provider and by other services such as the Local Jobs Program and Launch into Work Organisations.
- ensure any Participants referred to Vacancies meet that Employer's needs, and
- advise eligible Participants they are required to accept any suitable job and explain the consequences of failing to do so.



Where a Participant is successful in gaining Employment, the Provider must place the Participant into the relevant Vacancy and record the Job Placement Start Date.

- For Pre-existing Employment, the Job Placement Start Date must be the day on which the increase in hours or earnings occurred (see ['Pre-existing Employment'](#)).
- For Full Outcomes based on a Significant Increase in Income, the Job Placement Start Date must be the day on which the increase in earnings occurred (see [Significant Increase in Income](#)).
- For a trial or probationary period of employment funded by the Provider which leads to ongoing Employment with the Employer, the Job Placement Start Date is the first day of the ongoing Employment.
- For a job with a Paid Induction Period or employer-funded work trial the Provider can decide whether to use the date on which the Participant commences the induction/work trial or the first day of continuous Employment following the induction as the Job Placement Start Date.
- For volunteer work/work experience/unpaid work that leads to ongoing Employment the Job Placement Start Date is the first day of the ongoing Employment.



The Job Placement Start Date must be recorded within 56 calendar days of the Participant commencing in the job or the date of the Significant Increase in Income/Significant Increase in Pre-existing Employment. The Department's IT Systems will not allow Providers to backdate a Job Placement Start Date by more than 56 days, nor will Providers be able to amend vacancy details outside the 56 day period. The Department expects the Provider to remain in regular contact with Participants, including awareness of gaining Employment.



Providers need to have Documentary Evidence to support the entering of a Job Placement Start Date in the Department's IT Systems. This Documentary Evidence can take a range of forms, including a file note that records how the Provider became aware of the Employment or written communication about the Employment from the Participant or Employer.

4.4.6. Achieving an Outcome

Outcomes will be verified and assessed manually by the Department based on information in Department's IT Systems and from the Provider through the Quarterly Outcomes Report process as well as Documentary Evidence supplied by the Provider when requested by the Department.

The Provider must record a Vacancy in the Department's IT Systems and record the Job Placement Start Date against that Vacancy. This is needed to commence the 4, 8, 12 and 18 Week Periods for an Employment Outcome. However, due to the operation of Advance Outcome Payments, the Provider does not lodge claims for Employment Outcome Payments within the Department's IT Systems.

Timing of the Job Placement Start Date

For an Employment Outcome to be claimed, the Job Placement Start Date must be a date that the Participant was commenced on the Provider's caseload (unless the provisions of the next paragraph apply).

Where a Participant has Exited due to gaining employment and has a Job Placement Start Date within 28 calendar days of the Exit, an Employment Outcome may be payable (provided all other Employment Outcome requirements are met). In these circumstances, the Provider may seek assistance from the Department to achieve an Employment Outcome payment.

Employment Outcome Start Date - Participants on income support

Where a Participant is receiving an Income Support Payment, the Outcome Period for an Employment Outcome will always be aligned with the fortnightly cycle that the Participant declares their earnings and hours worked to Services Australia.

The Employment Outcome Start Date will be the first day of the Participant's first full Services Australia Fortnight on or after the Job Placement Start Date.

The Provider can also choose a different Outcome Start Date, within the fortnight limits outlined below, to select the fortnight that is most beneficial to them. There are no Documentary Evidence requirements when selecting an Outcome Start Date.

4 Week and 12 Week Outcome Start Date

The 4 and 12 Week Outcomes Periods both commence on the Employment Outcome Start Date and run concurrently (i.e. the 4 Week Outcome period is the first 4 weeks of the 12 Week Outcome). The Provider may choose the Outcome Start Date to be any of the first 4 Services Australia fortnights beginning on or after the Job Placement Start Date.

18 Week and 26 Week Outcome Start Date

The 18 and 26 Week Outcome Periods both begin after the achievement of the 12 Week Outcome and comprise 14 weeks in total. They run concurrently, i.e. the 18 week Outcome period comprises the first 6 weeks of the 26 Week Outcome. The 18 Week Outcome Period may start in any of the 8 Services Australia Fortnights following the date that the 12 Week Outcome was achieved.

Employment Outcome Start Date - Participants not on income support

For Participants who are not receiving an Income Support Payment when they are placed in Employment, as there is no Services Australia Fortnight to align to, the Employment Outcome Start Date will be the Job Placement Start Date recorded in the Department's IT Systems by the Provider.

The Provider has the choice of 4 Employment Outcome Start dates, from and including the Job Placement Start Date. That is, the Employment Outcome Start Date can be either the Job Placement Start Date, or 14, 28 or 42 days later.

For the 18 Week Outcome period, the Provider may use any of the 8 fortnights following the date that the 12 Week Outcome was achieved.

Employment Outcome Start Date - Self-Employment Assistance

For Employment Outcomes triggered by participation in Small Business Coaching in Self-Employment Assistance, the Employment Outcome Start Date will be the commencement date in Small Business Coaching.

Tracking towards an Outcome - Fortnightly Result

The Department will use available information to determine whether an Outcome (Employment Outcome) will be payable, including earnings and/or hours information from the Provider based on Documentary Evidence (such as payslips).

Outcomes are assessed using fortnightly periods, comprising 2 fortnights (for a 4 Week Outcome), 4 fortnights (for an 8 Week Outcome), 6 fortnights (for a 12 Week Outcome, which includes the 2 fortnights counted for the 4 Week Outcome), 3 fortnights in addition to the previous 6 fortnights (for an 18 Week Outcome) and 7 fortnights (for the 14 week component of a 26 week Outcome, i.e. weeks 13 to 26 of the Outcome Period which would overlap with the 18 Week Outcome Period).


Where a Participant achieves the requirements for a Full Outcome for each fortnight of the Outcome Period, a Full Outcome may be claimed. If a Full Outcome is not payable, but the requirements for a Partial Outcome have been met, then a Partial Outcome may be claimed.


There are some circumstances where an Outcome may still be claimed despite the requirements not being met in one or more fortnightly periods:

- For Partial Outcomes, the Participant needs to achieve the necessary income rate reduction or hours requirement on average over the Outcome Period. For example, to achieve a 4 Week Outcome (earnings based) which requires a 60 per cent rate reduction, a Participant may achieve an 80 per cent rate reduction in one fortnight, and a 50 per cent rate reduction in the second fortnight.
- For Full Outcomes based on the Participant's earnings, a small number of fortnights with reduced earnings are permitted. Please see [Variability of Earnings](#) for more information.
- For all Outcomes, [Permissible Breaks](#) may be applied in some circumstances to remove one or more fortnightly periods from the Outcome calculation. Each fortnightly Permissible Break will extend the Outcome Period by one fortnight.

Full time Apprenticeship or Traineeship

For Participants who are undertaking a full-time apprenticeship or traineeship, a Full Outcome is payable provided they remain full-time in the apprenticeship or traineeship for the Outcome Period.

 Documentary Evidence is required where a Full Outcome is not presented as system verified. Where a Full Outcome cannot be verified by Services Australia data, Providers will need to upload Documentary Evidence to claim the Outcome. The Documentary Evidence must show that the Participant was in a full-time apprenticeship or traineeship for the Outcome Period and must be uploaded at the time the Outcome is claimed.

 Documentary Evidence must include the following information:

- the name of the Employer;
- the period of Employment; and

- evidence that the Participant remained in the apprenticeship/traineeship on a full-time basis for each week of the relevant Outcome Period.



Providers can only lodge a claim using this process where the Vacancy was created with the Vacancy type of Apprenticeship or Traineeship and the position type of 'full-time position'. When claiming an Employment Outcome for an apprenticeship or traineeship Vacancy, the Department's IT Systems will give the Provider the option to claim a Full Outcome by using this provision.

Earnings-Based Outcomes

For Participants on JobSeeker Payment or Youth Allowance (other) with full-time Mutual Obligation Requirements, eligibility for an Outcome Payment is determined based on their earnings during the Outcome Period and the amount their income support has been reduced due to those earnings (i.e. the rate reduction). For example, if the Participant's earning from Employment mean they only receive 30 per cent of their JobSeeker Payment in a fortnight, their rate reduction for that fortnight is 70 per cent.

Earnings information will need to be recorded by the Provider. Please refer to the [Completion of the Outcome](#) section for more information.

Hours-Based Outcomes

For Participants with a Partial Capacity to Work, on other payments (such as Disability Support Pension Recipients), receiving Carer Allowance, aged 55 years and over, Directly Registered or those with part-time or no Mutual Obligation Requirements, eligibility for an Outcome Payment is determined based on the number of hours worked during the Outcome Period.

For Participants with a Partial Capacity to Work of 0-7 or 8-14 hours per week, a Full Outcome is payable when they work 16 hours per fortnight, while a Partial Outcome is payable where they work 10 hours per fortnight on average.

A Participant not on an Income Support Payment must complete an average of 40 hours a fortnight of paid work to trigger a Full Outcome, or an average of 30 hours a fortnight to trigger a Partial Outcome.

For all other hours-based Outcomes, the Participant must work 30 hours each fortnight for a Full Outcome, or an average of 20 hours each fortnight for a Partial Outcome.

Hours information will need to be recorded by the Provider. Please refer to the [Completion of the Outcome](#) section for more information.

Outcomes for Participants Not on Income Support

Where a Participant is not receiving an Income Support Payment, Employment Outcomes cannot be tracked using Services Australia data, and all Employment Outcomes must be claimed as [Pay Slip Verified Outcomes](#).

Outcome Requirements

The circumstances applicable for the Participant on the Job Placement Start Date will determine the Outcome requirements as shown below:

Participant circumstances	Partial Outcome	Full Outcome
Participant on JobSeeker Payment or Youth Allowance (Other)	Average 60% reduction of income support payment per fortnight	100% reduction of income support payment each fortnight
Participant on other eligible allowances	Average 20 hours per fortnight	Minimum 30 hours per fortnight
Participant on Disability Support Pension with compulsory requirements	Average 20 hours per fortnight	Minimum 30 hours per fortnight
Participant not on income support payment	Average 30 hours per fortnight	Average 40 hours per fortnight
Participant is a Principal Carer Parent	Average 20 hours per fortnight	Minimum 30 hours per fortnight
Participant has Partial Capacity to Work of 0-14 hours	Average 10 hours per fortnight	Minimum 16 hours per fortnight
Participant has Partial Capacity to Work of 15-22 hours	Average 20 hours per fortnight	Minimum 30 hours per fortnight
Participant has Partial Capacity to Work of 23-29 hours	Average 20 hours per fortnight	Minimum 30 hours per fortnight
Participant aged 55 years and over	Average 20 hours per fortnight	Minimum 30 hours per fortnight
Participants receiving the Carer Allowance supplementary payment*	Average 20 hours per fortnight	Minimum 30 hours per fortnight

*Applies to Job Placement Start Dates on/after 1 April 2025.

Change of Circumstance during the Outcome Period

Where a Participant moves off Income Support Payment for non-Employment-related reasons, such as because the Participant is deceased, or where the Participant moves to an allowance that is ineligible for Yarrabah Employment Services (such as Austudy or the Age Pension) the Outcome will be non-payable. Similarly, in situations where Providers become aware that such a change has occurred after an employment related exit, the Outcome would be considered non-payable.

If a Participant transfers to another Provider, or another service such as Workforce Australia Online, Disability Employment Services or the Community Development Program, the Outcome will remain payable to the Provider if they were servicing the Participant on the Job Placement Start Date (provided all other requirements are met).

Variability in Earnings

Participants beginning or returning to work may have reduced earnings due to irregular working hours early in their Employment. The Yarrabah Employment Services payment structure recognises this and provides flexibility for variability in earnings to achieve an Outcome.

Participants tracking towards a Full Outcome may have up to 2 fortnights of reduced earnings during each of the 12 Week and the 26 Week Periods and still achieve a Full Outcome. A minimum of 85 per cent income support reduction will be allowed for 2 fortnights. For example, if a Participant achieved a 100 per cent income support reduction for the first 4 fortnights, and a reduction of 85 to 99 per cent in the fifth and sixth fortnights, a Full 12 Week Outcome can be claimed (provided all other requirements are met).

Reduced earnings are not permitted as part of the 4 Week Outcome period, but calculations for the 12 Week Outcome Period will consider any reduced earnings that occurred in the initial 4 Week Outcome Period (for example, if the Participant has a rate reduction of 85 per cent during their second fortnight, the Provider may claim a Partial 4 Week Outcome, but go on to achieve a Full 12 Week Outcome).

Note: where a Provider has entered a [Permissible Break](#), the Department's IT Systems will not apply variability in earnings for the same Outcome Period. When recording manually tracked Outcomes, the Provider should apply the same rule, i.e. a variability in earnings fortnight and a Permissible Break cannot be used in the same Outcome Period.

Permissible Breaks

Where a Participant is tracking towards a Partial or Full Outcome, there may be events or circumstances that interfere with their Employment that are beyond the Participant's or the Provider's control, and prevent an Outcome being paid (that would otherwise have been available). In these circumstances, a break in the Outcome period (a Permissible Break) can be entered.

A Permissible Break is available where:

- the break in the Participant's continuous attendance in Employment would result in them not meeting the ordinary requirements of a 4, 8, 12, 18 or 26 Week Partial or Full Outcome, and
- the break is outside the control of the Provider or the Participant, and
- the Participant returns to the same Employment position with the same Employer after the break.

The maximum break is 2 Services Australia fortnights for a Participant on income support, or 2 calendar fortnights for a Participant not on income support.

If a Permissible Break is permitted, the Employment Outcome Period should be extended to include the Permissible Break period. For example, a 12 Week Outcome including 1 fortnight's Permissible Break will last for 14 weeks.

Permissible Breaks are only available for:

- Employer initiated shutdowns, including over the Christmas period,
- breaks due to the Participant's illness or a major personal crisis,
- carer emergencies,

- temporary lack of access to child care (for example, lack of care during school holidays, or a school or child care centre closing unexpectedly),
- declared natural disasters, for example a state of emergency due to natural disaster or a major disaster (as declared by the Australian Government), or
- culturally significant events for Aboriginal and Torres Strait Islander persons.

If a Participant leaves a job inappropriately or takes unapproved leave, these instances are not considered as Permissible Breaks.

Where a Participant takes approved, paid leave, a Permissible Break is not required and the earnings can continue to be counted.

The Providers is able to enter an additional Permissible Break of up to 4 fortnights for Principal Carer Parents over the long school holiday Christmas/New Year period (provided one of the reasons listed above applies). As with all Permissible Breaks, the Participant must return to the same Employment position with the same Employer following the break.

The Department may allow additional Permissible Breaks in response to extenuating circumstances such as natural disasters or health emergencies. The Department will advise the number of additional breaks permitted and timeframes for which they will apply.

When noting a Permissible Break, the Provider should be aware that:

- if a Participant was only on a break for 2 days, the Permissible Break will be lodged for the full 2 week period, that is, a full Services Australia Fortnight or a full calendar fortnight, and
- there can only be 2 standard Permissible Breaks lodged across the combined 4, 8, 12, 18 and 26 Week Period. Therefore, if both Permissible Breaks are used in the 12 Week Period, there are no more Permissible Breaks available for the 26 Week Period, unless the Participant is a Principal Carers.
- For earnings-based Outcomes, Permissible Breaks should be attributed to the Services Australia fortnight where the Participant's pay was impacted by the break, not the fortnight in which the Participant worked less hours/did not work. For example, if the Employer shuts down over the Christmas period (from December 25 – January 1) and this impacts the Participant's wages on 8 January, the Permissible Break should be applied to the fortnight that 8 January falls in.
- For hours-based Outcomes, Permissible Breaks should be attributed to the Services Australia fortnight where the Participant worked less hours/did not work. For example, if the Participant is sick and cannot work between 7 October and 14 October, the Permissible Break should be applied to the fortnight most aligned with that time period. If the period 7 to 14 October falls evenly across fortnights, the provider has the option to use 2 Permissible Breaks, noting that no further breaks will be available after that point.



The Provider must have Documentary Evidence (in electronic form or hard copy) of the Permissible Break at the time of submitting the claim. Documentary Evidence must contain information provided by the Participant or Employer which confirms:

- the Permissible Break in Employment, including the reason for the Permissible Break,
- the duration of the Permissible Break, including the start and end dates, and
- the Participant is employed in the same position following the Permissible Break.



All of the above Documentary Evidence must be contained in a signed and dated written statement or in an email from the Employer or Participant.



The Provider must record the fortnight/s to be covered by the Permissible Break for the relevant Outcome and provide evidence to the Department when requested. Where a Permissible Break falls within more than one Outcome Period, the Permissible Break must be recorded before any Outcome can be claimed.

(Deed Reference(s): Annexure B2 – Outcomes)

Completion of the Outcome

Verification of Outcomes

Once a Participant achieves the requirements for a 4, 8, 12, 18 or 26 Week Outcome, the Outcomes will be verified and assessed manually by Departmental staff based on the Documentary Evidence supplied by the Provider and, where applicable, information in the Department's IT Systems

There are 2 main ways that Outcomes can be verified –by Documentary Evidence (as Pay Slip Verified Outcomes) or, for most Self-Employment Assistance Participants, by information from the Department's IT Systems.

(Deed Reference(s): Clause 46.3)

Pay Slip Verified Outcomes

The Provider may claim an Outcome has been achieved if the Outcome requirements of an Employment Outcome have been met and Document Evidence is held for a Pay Slip Verified Outcome.

For earnings-based Outcomes, the Provider should record the Participant's earnings based on the date they received their earnings (i.e. the date their Employer paid them). For example, if a Participant did a week's work between Christmas and New Year, but was paid for this on 4 January, the earnings should be assigned to the fortnight that 4 January falls in, even if this is different from when the work was undertaken.

For hours-based Outcomes, the Provider should record the Participant's hours to align with the Services Australia Fortnight in which the Participant worked, not when they received their earnings.

The Provider may ask Participants for pay slips for the purpose of verifying Employment Outcome; however, Participants are under no obligation to provide this information. If a Participant does not want to supply pay slips, Providers must not attempt to coerce or pressure the Participant. Providers must not threaten to or apply payment suspensions or demerits under the Targeted Compliance Framework in order to compel Participants to supply pay slips or other evidence of Employment. Additionally, Providers must not contact an Employer directly to ask for evidence without the Participant's permission or consent. The Department will thoroughly investigate any claims of this nature and pursue action under the Breach Management Framework as appropriate.



The Provider must have the required Documentary Evidence at the time of submitting a Pay Slip Verified Outcome claim and provide the Document Evidence to the Department upon request. Please see [Documentary Evidence Requirements](#) or [Documentary Evidence Requirements – Unsubsidised Self Employment](#) for more information.

Pay Slip Verified Outcomes Documentary Evidence Requirements

Documentary Evidence for Pay Slip Verified Outcomes must include a pay slip or Employer payroll summary/ies and must be uploaded into the Department's IT Systems at the time of the claim.

The following information should be included in the pay slips or Employer payroll summary/ies:

- Employer's and Participant's name
- Employer's ABN (if applicable)
- Payment Period
- date of payment
- gross and net pay
- if the Participant is paid an hourly rate
 - the ordinary hourly rate
 - the number of hours worked at that rate
 - the total dollar amount of pay at that rate.

As per section 3.6.2. of the Workforce Australia Universal Guidelines Part A, Tax File Numbers must be redacted from pay slips prior to being uploaded into the Department's IT Systems as Documentary Evidence to support Pay Slip Verified Outcomes.

A pay slip is a record, generated by an Employer, which satisfies the requirements of the *Fair Work Act 2009* and *Fair Work Regulations 2009*, of the Employer's payment to a Participant in relation to the performance of work.

The Employer payroll summary report must be a printout of the Participant's official payment history, generated by the Participant's Employer, not a spreadsheet/tracking tool implemented or prepared by the Provider.

The Provider can derive the following information from available pay slips or payroll summaries without being required to seek supplementary information from the Employer:

- hourly rate - where the pay slip or payroll summary shows the number of hours worked and wages earned for that period;
- gross amount - where the pay slip or payroll summary shows the hourly rate and the number of hours worked for that period;
- net amount - where the pay slip or payroll summary shows the gross amount, tax payable and other deductions for that period;
- payment period - where the pay slip or payroll summary shows the payment date and frequency of payment (i.e. fortnightly, weekly etc); and
- date of payment - where the pay slip or payroll summary shows the payment period and the frequency of the payment (i.e. fortnightly, weekly, etc).

Where the Provider has derived information from pay slips or payroll summaries, they must be able to demonstrate to the Department how this information was derived on request.

If required, Providers are permitted to derive earnings or hours from a Participant's Year to Date (YTD) earnings, as long as these are clearly identifiable from adjacent payslips. For earnings-based outcomes, earnings derived should be attributed based on the Participant's usual pay date, as identified from adjacent payslips. For hours-based Outcomes, hours associated with a missing payslip can only be derived where a single hourly rate of pay is reflected in adjacent payslips. In

situations where there is more than one rate of pay (or allowances to consider), hours cannot be derived.

Where the Employer name or ABN pay slip details do not match the information in the Department's IT Systems Vacancy screen, Providers have the option to use an ABN look up function to confirm the Participant's Employer is the same legal entity without confirmation from the Employer. Where this tool has been used, the Provider must upload evidence of this when they make a claim.

If any of the above pieces of information are not able to be provided by the Employer on the pay slip/Employer payroll summary, and the information cannot be derived by the Provider, the Provider must provide additional information in the form of an email from the Employer (which can be scanned and uploaded as a PDF). Additional information must be uploaded into the Department's IT Systems at the time of the claim.

Documentary Evidence Requirements – Unsubsidised Self Employment

For Participants undertaking Unsubsidised Self-Employment, different Documentary Evidence requirements apply for Outcomes verified with Documentary Evidence (i.e. Payslip Verified Outcomes). Documentary Evidence must be in the form of:

- sales records, contracts with clients or contracts of employment and a statement from a Certified Practising Accountant or Certified Accountant (for example a Profit and Loss Statement) relating to the Participant's business for the 4, 12 or 26 Week Period,
- signed and dated statement of earnings from an accountant and/or registered bookkeeper for the 4, 12 or 26 Week Period, or
- copy of records from the Australian Taxation Office (ATO) for the 4, 12 or 26 Week Period verifying that the Participant has an income as self-employed.

The records or statements provided must show that the Participant has an income which proves the Participant's business has generated sufficient personal income (net of business expenses but include tax) to confirm the National Minimum Wage rate has been achieved when combined with evidence that the Participant has either:

- worked the required hours each week/fortnight to achieve sufficient hours (such as a record of the Participant's appointments or diary entries) for hours-based Outcomes, or
- earned sufficient income to achieve necessary rate reduction for earnings-based Outcomes.

More than one form of written evidence may be used provided that, collectively, the written evidence contains all of the above information.

Proof of business establishment alone is not sufficient evidence to support an Outcome Payment.

Outcomes for Participants accessing Self-Employment Assistance

For Participants undertaking Self-Employment Assistance Small Business Coaching, the Department's IT Systems will capture the commencement of the Self-Employment Assistance Small Business Coaching Agreement. This information will be used to calculate whether the requirements for the relevant Partial Outcomes have been met.

Documentary Evidence requirements for Post-placement Support

Where a Participant is progressing towards an Employment Outcome, Providers are required to provide Post-placement Support to the Participant, regardless of whether the Participant is Exited. Post-placement Support must be provided until the Participant has satisfied a 26 Week Employment Outcome or is deemed by the Provider as being unlikely to achieve the relevant Outcome.

Where a Participant declines Post-placement Support, Providers must retain a record of that decision. Acceptable Documentary Evidence could include:

- Written correspondence from the Participant (email or letter),
- A file note of a conversation with the Participant, or
- A file note documenting unsuccessful attempts to contact the Participant.

(Deed Reference(s): Clause 119.1)

Chapter 5. Provider Performance Framework

5.1. Chapter Overview

This Chapter describes the Yarrabah Employment Service Provider Performance Framework and its 5 modules at high level, as well as performance feedback arrangements.

5.2. The Yarrabah Employment Services Provider Performance Framework

The Provider's performance will be assessed using the Yarrabah Employment Services Provider Performance Framework which is intended to:

- encourage innovation and drive performance improvement, and
- ensure the Provider is fulfilling its Deed obligations and meeting the required standards.

The Provider Performance Framework is a comprehensive assessment of Provider performance and will inform Annual Performance Reviews. It is based on the Workforce Australia Employment Services Provider Performance Framework, adjusted to take account of local circumstances and differences between the Services, and because the Deed is not a licensing arrangement.

To ensure performance is considered holistically, the Provider Performance Framework has 5 modules:

- Sustained Employment Module - this module will assess achievement of sustained Employment for Participants. Measures will include the Provider's achievement of 12 and 26 week Outcomes.
- Progress to Employment Module - this module will assess the success of the Provider in progressing Participants towards Employment. Measures will include the Provider's achievement of Progress Payments.
- Quality of Services to Participants Module - this module assesses the success of the Provider in delivering high quality service to Participants.
- Quality of Services to Employers Module - this module assesses the success of the Provider in delivering high quality service to Employers.
- Deed Compliance Module - this module is to ensure that the Provider continues to meet the Deed and Guideline requirements and is displaying the expected values and behaviours. This will be based off the assessment of results from Program Assurance Activities and breaches recorded. this the Provider's compliance with the Deed.

Underpinning performance measures will include both quantitative and qualitative metrics, and the frequency of assessment may vary depending on the kind of measure. Details of the performance measures are being finalised and are expected to be provided by December 2024.

The modules and measures may be further refined over time with the Provider being notified in advance of any changes. Supplementary material will also provide further information on the methodology for each of the measures.

(Deed Reference(s): Clause 80)

5.3. Performance feedback

The Department will provide feedback and work proactively with the Provider to consider and address any emerging performance issues and opportunities for improvement.

There will be an Annual Performance Review each year after the first year of the Deed.

The Department will also hold performance feedback discussions with the Provider after the first 6 months and each 6 months between the Annual Performance Reviews.

In addition, the submission and assessment of Quarterly Outcomes Reports may lead to performance discussions initiated by the Provider or the Department.

(Deed Reference(s): Clause 81)

Chapter 6. Flexible Funding Pool

6.1. Chapter Overview

This Chapter outlines the arrangements for the operation of the Flexible Funding Pool (the Fund) to support capacity building activities for Yarrabah Employment Services.

6.2. Purpose of the Flexible Funding Pool

The Fund of \$3.9 million over 3 years until 30 June 2025 has been established to provide financial assistance to the Provider to help build its capability and capacity to:

- deliver employment services that meet and align with the needs of the Yarrabah community
- deliver community-driven employment services that provide better community outcomes
- engage with the Yarrabah community, including Employers, Registered Training Organisations, providers of other services and peak bodies.

The Fund is unique to this program and only accessible to the Yarrabah Employment Services Provider.

It is important to continue to build the capacity of the Provider to deliver the Yarrabah Employment Services and enable Indigenous Australians working in employment services to convert strong engagement into strong employment outcomes.

6.3. Using the Fund for Capacity Building Activities

The Provider may, at any time during the Term of this Deed, submit a Capacity Building Proposal to the Department in line with the requirements in clause 86.2 of the Deed. The Department will within 20 Business Days of receiving a Capacity Building Proposal:

- assess the proposal
- decide whether to approve the proposal, and
- notify the Provider of its decision.

Each Capacity Building Proposal will be considered on its merits. The types of activities that may be considered suitable include, but are not limited to:

- building the capability of Yarrabah Employment Services' staff through:
 - leadership and management skills development training
 - mentoring, coaching or job shadowing, and
 - recruitment and retention of essential staff – for example, the contracting of a finance officer, service delivery manager, trainer, mentor, claims officer and or an activity coordinator.
- establishment of service delivery premises – for example, ensuring the sites are equipped with sufficient tables and seats to accommodate Personnel and Participants
- building and maintenance of the IT systems/infrastructure, including purchase of equipment
- purchase of insurance
- delivery of local employment projects – for example a community skills development activity, and social enterprises

- establishment of subsidiary businesses and employment incubators that would improve economic participation of the community, such as labour hire and transportation business, and
- purchase/lease of a vehicle/s to provide a basic service and support employment opportunities for participants.

The fund is not to be used for:

- loans
- purchase of land
- major construction, or
- anything that is capable of being funded through the Employment Fund

(Deed Reference(s): Clauses 86)

6.3.1. Management and auditing of Flexible Funding Pool Payments and Capacity Building Activities

The Provider must comply with Deed requirements relating to:

- the management of Flexible Funding Pool Payments, and
- any audits conducted by the Department (or its appointed auditor) of Flexible Funding Pool Payments and/or any Capacity Building Activity.

(Deed Reference(s): Clauses 86, 87 and 88)