

## Non-government Programs

### Submission Guide

#### Background

The guide will support the submission of applications from organisations seeking the Department of Employment and Workplace Relations (Department) assessment of their program as an approved Non-government Program.

- Submission requires use of the *Non-government Program Application Form*.

Non-government Programs are work-focused pathway programs designed to help clients find sustainable work. They should offer vocational training and provide access to local employers and/or local employment opportunities. Non-government Programs are available to individuals who are:

- Aged 18 or over, **and**
- Registered with either:
  - A Workforce Australia Services Provider, or
  - A Workforce Australia Transition to Work Provider.

Assessment of applications will be on a case-by-case basis using the eligibility criteria.

**Notes:** The Department approves Non-government Programs for the purposes of the Points-Based Activation System, Mutual Obligation Requirements and Progress Payments under Workforce Australia.

Approved Non-government Programs are published via the Department's IT Systems to enable Providers to access and refer their clients to approved programs in their local area. Providers will assess whether the Non-government Program is secure and safe for each client prior to referral. The Department makes no guarantees of referrals.

Providers, at their discretion and in discussion with the applicant, may come to an arrangement to help fund costs. Any funding provided must also satisfy all criteria relevant to the source of funding. Providers will negotiate costs with the Applicant directly. Providers will also determine whether the program offers value for money. **The Department makes no guarantees of funding of costs related to the Non-government Program.**



## Who can apply

Any community organisation or private enterprise (known as a Host Organisation) may deliver a Non-government Program. Non-government Program host organisations must not be, or be a related entity of, current Workforce Australia providers. Related entities include associated entities and subsidiaries.

While a Non-government Program may be a joint program (for example, businesses or community organisations hosting work trials), the Host Organisation must submit the Non-government Program Approval Application Form.

The program submitted for approval must not currently receive any government funding. If the program receives any government funding, the applicant should discuss the program with a Workforce Australia Provider.

Workforce Australia Employment Services Providers\* or related entities/subcontractors of these Providers **cannot** host a Non-government Program.

\*Workforce Australia Employment Services Providers includes, but is not limited to, the following:

- Workforce Australia Services Providers
- Workforce Australia – Transition to Work Providers
- Workforce Australia – Employability Skills Training Providers
- Workforce Australia – Career Transition Assistance Providers

## Program requirements

The program must offer a pathway to employment comprised of more than the delivery of a training course (noting that training courses are already available to clients in Workforce Australia Services and Transition to Work). Examples of ‘other’ program components may include:

- work focussed or job specific training, preferably vocational in nature
- work experience
- work placements
- exposure to work-like environments
- skills assessments
- specialised assistance or cohort/culturally specific program elements.

For example, a Non-government Program may have a focus on a particular local industry, deliver vocational training related to jobs in that industry, provide work experience and/or work placements in that industry and have representatives from local employers in the industry deliver portions of the program.

An estimate of the time allocated to the delivery of each program component must be specified. i.e. number of hours or percentage of course time. This is to be included in the description of individual components.

The Department also requires information on program funding, including a breakdown of the cost of each component and an indication of the average cost per participant. The Applicant must also complete a declaration of any funding through the Australian Government, State and Territory or Local Government programs or grants.

Workforce Australia Services Providers cannot reimburse goods and services through the Employment Fund that are prohibited under the [Workforce Australia Guidelines](#) or funded through other government programs or grants.

## Host Organisation Eligibility Criteria

To deliver a Non-government Program, the Applicant (and any other organisations involved in the delivery of the Non-government Program) must meet host eligibility requirements.

Applicants are **not eligible** to become a Non-government Program Host Organisation if their organisation (or any other organisation(s) involved in the delivery of the Non-government Program):

- does not have a valid ABN
- has engaged in any illegal operations or promotes or condones any form of unlawful conduct
- has been or is associated with the sex industry
- promotes or condones gambling
- promotes or condones any form of violence, self-harm or suicide
- promotes or condones any form of discrimination, including on the grounds of race, ethnic group, language, sex, religion, or disability; and/or
- provides any other services or conducts themselves in a manner that is likely to bring Participants, Providers or the Department into disrepute.

The *Non-government Program Approval Application Form* must include the Applicant's ABN, legal name registered with ASIC, trading name and website address (if available) so the Department can review Host Organisation eligibility.

Details of other organisations involved in the delivery of the Non-government Program can be included in either the program description or the description of individual components.

**Please note:** Providers can only refer Participants to a Non-government Program run by an approved Host Organisation under the Workforce Australia Services Guidelines or Workforce Australia – Transition to Work Guidelines. Further information can be found here [Workforce Australia Guidelines](#)

## Stakeholder Engagement

The Department encourages organisations to work with Providers, employers, business/industry associations and other stakeholders to develop their ideas for Non-government Programs. Connecting with stakeholders helps to design a program that will meet the needs of both local job seekers and employers.

## Submission Process

Applications will be assessed in accordance with the Evaluation Criteria in Part A of the *Non-government Program Approval Application Form*.

Applicants can submit supporting documentation with the application form. Examples may include:

- case studies
- endorsements or letters of support by stakeholders
- a course outline of any training
- any other relevant documentary evidence.

Completed applications must be submitted via email to [NGPs@dewr.gov.au](mailto:NGPs@dewr.gov.au). The department will confirm receipt of the application via return email.

The information provided in the application will be used to establish the program's suitability to be an approved Non-government Program. If the application is approved, some of this information may be made available to Providers.

The Department may contact the Applicant on matters related to the program. The Department also reserves the right to contact any organisations identified in the application.

If an application is not approved, the applicant has the right to request a review. Reviews should be lodged no more than 30 days after the initial decision and lodged on the Non-government Programs Approval Review form. The form will be attached to the decision email.

**Please note:** Personal information provided in the application will be handled in accordance with the privacy statement included as Part C of the *Non-government Program Approval Application Form*.

## Evaluation Criteria

To be granted the approved status, the following four evaluation criteria must be met.

1. Any Non-government Program should be funded from sources other than government, whether Federal, State or Local Government.
2. The Non-government Program has a demonstrated ability to, or high likelihood of, directly assisting people to move into sustainable work during the program or upon completion.
3. If the Non-government Program includes a training component, the training component(s) included must be vocational (preferably accredited).
4. The Non-government Program does not duplicate the services required under the various Workforce Australia Deeds.

The Deeds are available in the Resources section at the following website:

<https://www.dewr.gov.au/resources/workforce-australia>

### Evaluation Criterion 1 – The program receives no government funding

The applicant must declare that the organisation does not or will not receive government funding, whether that funding is from Federal, State or Local Government to deliver or allow individuals to participate in the program.

### Evaluation Criterion 2 – Directly assists Participants to move into secure work

The assessment of this criterion focuses on the ability of the program to achieve secure employment for Participants.

Assessments against this criterion will consider:

- the number of job seekers who are expected to move into secure employment as a result of participation in the program, including how the work is secure.
  - outcomes achieved via the program and/or likely results from this program
  - the way in which the program addresses a local labour market need or the needs of a particular local industry
  - the way in which the program positively impacts the job seeker cohort in the location/region
  - relationships the applicant may have with local employers
  - how these relationships are leveraged to provide employment or work experience opportunities
  - further details of any work experience/placement components of the program, if applicable
  - how the program has links to strategies in place (national or local) to meet employer or industry needs
- any other information that shows how employment prospects of participants directly improve following the program.

Applicants may include case studies that demonstrate outcomes from the program or similar activities.

### Evaluation Criterion 3 – Any included training component(s) are vocational

This evaluation criterion assesses whether training programs are directly relevant to work. Accredited training automatically meets this requirement. For non-accredited programs, the focus should be on developing skills directly applicable to a specific job, employer, or industry.

If the program includes training, you should include:

- further details of any training components of the program, if applicable
- the nature of the training – i.e., accredited, or non-accredited vocational training
- if accredited, any modules and competencies that would be completed (including course/unit codes)
- if non-accredited, how the program is relevant to a particular job, employer, or industry
- a course outline, if available
- the way in which the proposed training is directed at increasing a job seeker's employability
- what skills, including employability skills, are required by employers
- the ways in which the proposed training meets the needs of industry in the location and/or local employers
- any other information that shows why the training assists job seekers
- any other information that shows why the training will address local skill needs.

If the training component of a program is substantially similar to the training delivered through the [Employability Skills Training](#) or the [Career Transition Assistance](#) activities, the program may not be suitable for approval as a Non-government Program.

**Please note:** A Non-government Program does not need to include training, however, a Non-government Program must not only be comprised of training.

### Evaluation Criterion 4 – Does not duplicate services

The assessment of this criterion focuses on ensuring that the program does not duplicate the services required of Providers under the various Workforce Australia Deeds. The various Deeds can be found here: <https://www.dewr.gov.au/resources/workforce-australia>

Under these Deeds, Providers are required to deliver a range of general employment services to Participants including:

- providing employability skills training to Participants to aid them to become job ready by providing intensive pre-employment training
- creating job opportunities and lodging Vacancies suitable for Participants on behalf of Employers
- incentivising and supporting Participants to undertake Job Searches and other activities and tasks as part of their pathway to employment
- providing Participants with career advice and job search assistance, including advice on how to prepare a resume and develop job applications, and advice on interview techniques
- assisting Participants to improve foundation and employability skills such as the ability to work in a team, communication skills, digital skills, motivation, and reliability; and
- providing Post-placement Support to Participants, as necessary.

When completing your application, you should indicate:

- how the program differs from the services offered by Employment Services Providers
- the way in which components are unique

- the way in which the program is tailored to assist local job seekers and/or employers
- any other information that shows the program does not duplicate existing services
- any other information that shows the program provides a local solution

## Assessment Process

Upon receipt of an application, the Department will evaluate it against the Host Organisation Eligibility Criteria and Evaluation Criteria. This assessment will determine whether the proposed program aligns with the requirements for Non-government Program approval.

The Department will advise Applicants if their program has been assessed as Suitable or Not Suitable within 20 business days from receipt.

If the Assessor requires more information to complete the assessment, they will contact the applicant. The applicant will have 14 business days to provide the requested information. Once received, the department will finalise the assessment within 20 business days.

Where the department finds a program not suitable, we will provide reasons for the decision.

Applicants may request a review of the decision. To request a review, Applicants must contact the department in writing with the reason and if relevant, a completed Review Form. The Review Form should address the feedback provided to the original application.

## Approved Non-government Programs

Suitable Non-government Programs will be approved for 12 months, unless terminated earlier.

Approval status for a Non-government Program means:

- the newly approved Non-government Program will be added to the Department's IT Systems, with an Activity ID created for the program
- the Department will inform local Providers via email when a Non-government Program has been approved in an Employment Region
  - details of the Non-government Program will be added to the *List of Approved Non-government Programs* published on the Provider Portal
- a Participant who undertakes the Non-government Program can be credited points under the Points Based Activation System or have participation contribute towards Participation Requirements
- a Participant may undertake the Non-government Program to meet a Mutual Obligation Requirement
  - a Workforce Australia Services Provider or Transition to Work Provider will work with the Host Organisation to ensure all requirements are met in relation to:
    - work health and safety
    - Activity Risk Assessments and Participant Risk Assessments, and
    - Supervision
- a Workforce Australia Services Provider may be eligible for a Progress Payment when a Participant completes the Non-government Program
  - If the costs of the program meet the requirements under the Employment Fund principles, a Workforce Australia Services Provider may be able to assist with payment/reimbursement of activity costs through the Employment Fund. **The Department makes no guarantee of funding of costs related to the Non-government Program.**

The approval of a program does not:

- guarantee referrals by Providers
- constitute approval of any Employment Fund or other costs associated with the operation of the program
- mitigate any other responsibility a Host Organisation may have (as advised by a Provider or the Department).

For approved Non-government Programs, the Host Organisation:

- must notify the Department of any changes to their organisation's details as previously provided
- must notify the Department if the design of the Non-government Program changes
- must notify the Department if it no longer has the capacity or capability to deliver the Non-government Program
- should provide information to the Department at any time in relation to the Non-government Program if requested.

The Department reserves the right to revoke the approval status of the Non-government Program at any time.

## Performance monitoring

The Department will undertake regular monitoring of Non-government Program performance. Performance monitoring requests will be sent to Host Organisations on a quarterly basis.

## Re-assessment Process

The Department may re-assess a Non-government Programs ability to satisfy the criteria for approval at any time.

The Department will contact Host Organisations at the 12-month renewal date to confirm whether they would like the approval status extended.

For the program to be extended, the Department will require information that:

- demonstrates positive program outcomes for Participants; and
- confirms that the aim, content and structure has remained unchanged since the original application was approved, OR
- provides relevant details for the Department to undertake further assessment to confirm that program is still suitable for the approval status if any aspect of the program has changed from the original application.

Information obtained during regular performance monitoring will be used to assist in the re-assessment process. The Department will also re-assess a Non-government Program when notified of changes impacting delivery of the Non-government Program.

## Enquiries

If organisations have any questions regarding Non-government Programs, including the application process, they may contact the Department via email: [NGPs@dewr.gov.au](mailto:NGPs@dewr.gov.au).

In the case of approved Non-government Programs, Host Organisations can contact the Department via the National Customer Service Line or via email: [NGPs@dewr.gov.au](mailto:NGPs@dewr.gov.au)