



Australian Government

Workforce Australia

Overview of the Points Based Activation System

The Points Based Activation System allows people to choose tasks and activities to meet their mutual obligation requirements. This overview shows how the points system works in:

- Workforce Australia Online
- Workforce Australia Services.

Stan reports his tasks and activities online through his homepage.

If he is an **online participant**, he could call the Digital Services Contact Centre to get help.

If he is **with a provider**, he could get help from his provider.

Stan will have a maximum points requirement of 100 points. This includes 4 job searches. His points requirement can be adjusted depending on where he lives and his personal circumstances.*

Stan's monthly reporting period starts the day he agrees to his Job Plan.

If **Stan** is in **Workforce Australia Online** he agrees to his Job Plan online.

If **Stan** is in **Workforce Australia Services**, he chats with a provider about a Job Plan. He agrees to the Job Plan which outlines the tasks and activities he must do each month to receive his Centrelink payment.

Stan has applied for income support and completed a Job Seeker Snapshot. Based on the results, Stan can be referred to Workforce Australia Online or Workforce Australia Services or require an Employment Services Assessment.

* The points requirement includes the points target and a job search requirement.

** There are other circumstances during a person's reporting period where the TCF will apply due to non-attendance at interviews or activities.

*** The first time someone misses their points requirement, they complete a declaration to confirm they understand the Points Based Activation System and know they need to meet a monthly points requirement moving forward. They won't need to make up their missed points requirement this time.

Stan will generally have to make up missed points***

Stan has point credits

Banking points

If Stan meets his points requirement, he can bank any additional points for the next reporting period (up to half of his target).

Points requirement achieved

Stan has met his points requirement, including the minimum job search requirement.

Points requirement not achieved

Stan has not met his points requirement (points target and job search requirement). If Stan fails to meet one, he will fail his overall requirement.

Targeted Compliance Framework (TCF) applies**

If Stan does meet the points requirement and does not have a valid reason, the TCF will apply. Stan will need to make up the points requirement with job search to the value of the points not previously met.

Stan can meet his points requirement by doing a range of tasks and activities. This generally includes 4 job searches.

At day 15, if Stan is not on track to meet his points requirement, he is sent a notification to remind him of his points requirement and to report before his end date.

With 5 days remaining, if Stan has not yet met his points requirement, he is notified that he needs to meet this requirement before his reporting period ends.

