

Parent Pathways Guidelines

Part B: Operational Guidance

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 *Parent Pathways Deed 2024-2027* (the Deed), including any relevant Guidelines and reference material issued by Department of Employment and Workplace Relations under or in connection with the Deed.

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, the 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

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In this version of the Guideline, the Glossary and the following Chapters have been updated:

- Connections and Eligibility
- Planning, Engagement and Review Phases
- Goal Plans
- Activities
- Pauses, Transfers, Exits and Post Placement Support
- WorkFoundations
- Provider Payments
- Parent Funds
- Sites
- Provider Requirements

- [Attachments](#)

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

Related information

Reference information and websites relevant to this Guideline include:

- [Learning Centre](#)
- [Records Management, Privacy and External Systems Assurance Framework Guideline](#)
- [Fair Work Act 2009 \(Cth\)](#)
- [Social Security Act 1991](#)
- [Social Security \(Administration\) Act 1999](#)
- [Guide to Social Security Law](#)
- [Fair Work Ombudsman - Minimum Wages](#)
- [Child Care Subsidy information](#)

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Guideline Interpretation and Glossary

Reading Notes

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

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 System.



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.

'Aggregator Model' means a WorkFoundations delivery model where a lead organisation or Employer (aggregator) coordinates Placements across multiple host employers, managing compliance and reporting on their behalf.

'Carer' refers to a Grandparent, Foster Carer or Kinship Carer who has primary responsibility for caring for a child under the age of 6 years and is yet to Commence in Parent Pathways.

'Employer (Aggregator)' means, for the purposes of a WorkFoundations Placement, a type of Employer contracted to the Department to deliver WorkFoundations and is responsible for all aspects of delivery.

'Employer (Placement)' means, for the purposes of a WorkFoundations Placement, a type of Employer which will employ the Participant in a WorkFoundations Placement and work with the Employer (Aggregator) to meet the Employer (Aggregator)'s grant obligations.

'Engagement Method' means the method in which Appointments and Contacts take place, these can be face-to-face, **online** or over the phone.

'Face-to-Face' means Appointments or Contacts that are held in person not online or over the phone.

'Family Member' means, in relation to and for the purposes of a Wage Subsidy, a particular individual (such as a Participant or an Employer):

- any spouse, de facto partner, child, parent, grandparent, grandchild or sibling, including where any of these are adopted relations, of the particular individual;
- any child, parent, grandparent, grandchild, or sibling, including where any of these are adopted relations, of the spouse or de facto partner of the particular individual; or

- any in-law of any individual referred to in paragraph (a) or (b) above, including any in-law of the particular individual.

'Parent' means the person who is a primary carer of a child under the age of 6 years and is yet to Commence in Parent Pathways.

'Transition Support' refers to support provided by a Mentor to Participants after their youngest child turns 5 years and 6 months and the Participant is likely to have mutual obligation requirements to participate in employment services when their youngest child turns 6 years.

'Warm handovers' are part of Transition Support and refers to an optional 3-way meeting between the Participant, Parent Pathways Mentor and employment service provider. Warm handovers will occur at the first Appointment with the employment services provider, after the Participant has Exited Parent Pathways after their youngest child turns 6 years and when the Parent notifies their Mentor of the Appointment details.

Chapter 1. The Service Offer

Parent Pathways services will be delivered over 3 phases (Figure 1).

1.1. Planning phase

In the first 4 weeks, Mentors must help Participants to identify their strengths, abilities, experience and needs so Participants can determine their personal goals. Mentors must help Participants identify local activity and support options. Further information regarding the Planning phase is outlined in the [Planning, Engagement and Review Phases Chapter](#).

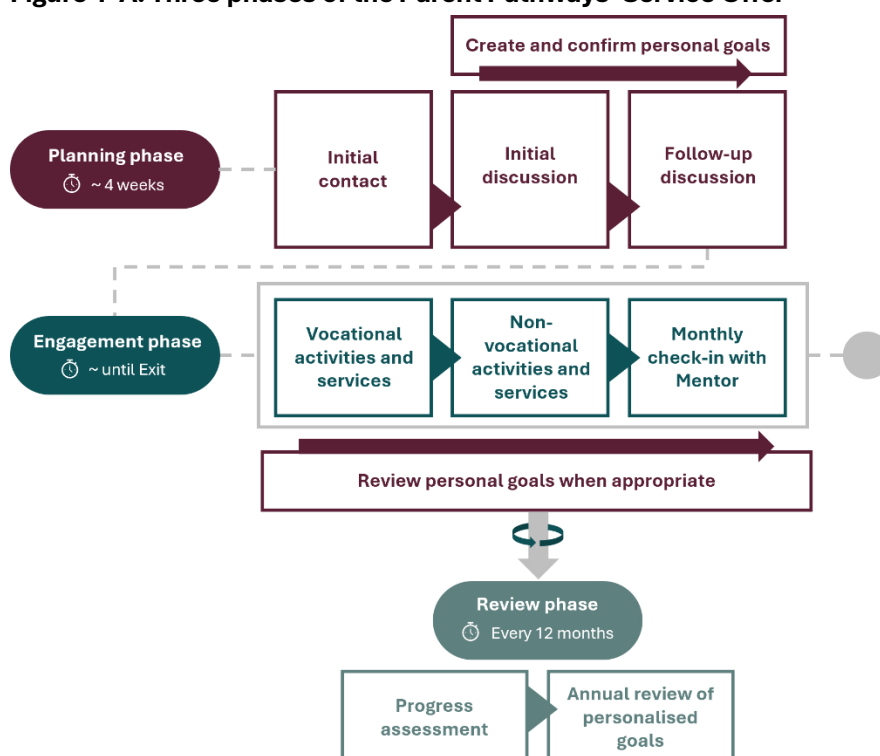
1.2. Engagement phase

Participants will be supported by their Mentor to participate in activities or services they have chosen during the development of their Goal Plan. Participants may choose to have weekly contacts, and Monthly Check-Ins with their Mentor, or Appointments, depending on their preferred arrangement and Engagement Method. Participants will be able to discuss their progress with their Mentor and move to new activities when they are ready. Further information on Appointments and Contacts is outlined in the [Planning, Engagement and Review Phases Chapter](#).

1.3. Review phase

After each 12 months of servicing, the Mentor must review and discuss the Goal Plan with the Participant, including their progress, activities, and identified goals. Mentors must update Goal Plans, support strategies and activities where needed. This phase runs concurrently with the Engagement phase. Further information on the Review phase is outlined in the [12 Month Review section](#).

Figure 1-A: Three phases of the Parent Pathways' Service Offer



Chapter 2. Connections and Eligibility

Supporting Documents for this Chapter:

- [Parent Pathways Fact Sheet for Participants](#)
- [Privacy Notification and Consent Form](#)
- [Parent Pathways - Direct Registration Form](#)
- [Letter Prior to Exit Template](#)

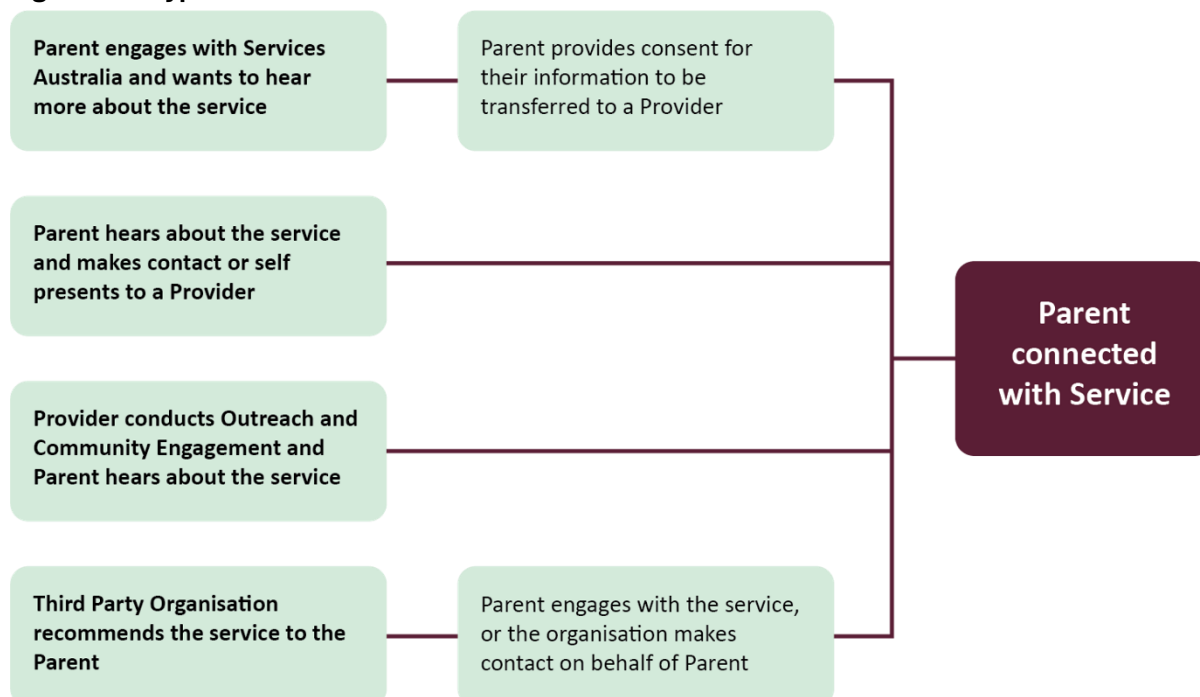
2.1. Overview

This Chapter outlines the ways a Parent or Carer can connect to Parent Pathways:

- Services Australia connects a Parent or Carer over the phone or face-to-face and shares their information with the Department.
- A Parent directly registers their interest via the Centrelink self-service platform through myGov.
- A Provider directly registers the Parent through Provider outreach or community engagement.
- A Parent or Carer directly contacts a Provider over the phone or face-to-face.

(Deed Reference(s): Clauses 89, Attachment 1)

Figure 2-A: Types of Connections



2.1.1. Types of Connections

Services Australia

Services Australia staff can connect Parents or Carers to Parent Pathways by sharing their information with the Department. Providers must have a conversation with the Parent or Carer about engaging with the service. This will require the following steps:

1. Services Australia staff makes an offer to Parents or Carers to hear more from a Provider and the Parent or Carer accepts.
2. The Parent or Carer consents to Services Australia sharing their information to the Department.
3. If the Parent or Carer is Eligible, the Department's IT Systems create a pending Connection referral to a Provider based on the postcode in which they reside. The Parent or Carer will be connected to the Site closest to their residential address, in the Provider's Service Area.
4. The Parent or Carer contact details will be loaded to the Provider's dashboard for the Provider to make contact with the Parent or Carer to promote the benefits of Parent Pathways and encourage their engagement in the service.

(Deed Reference(s): Clauses 89.1(a), 89.1(b)(i)(B), Attachment 1)

Centrelink Online Account

Eligible Parents or Carers who receive a qualifying income support payment can directly register their interest in being connected with a Provider via the self-service function in their Centrelink Online Account linked in myGov. The following steps will occur:

1. After the Parent or Carer registers their interest and consents to Services Australia sharing their information with the Department via the self-service function in their myGov Centrelink Online Account, Services Australia will send the Parent or Carer's details to the Department's IT Systems.
2. If the Parent or Carer is Eligible, the Department's IT Systems create a pending Connection referral to a Provider based on the postcode in which they reside. The Parent or Carer will be connected to a Site closest to their residential address, in the Provider's Service area.
3. Parent or Carer contact details will be loaded to the Provider's dashboard for the Provider to contact the Parent or Carer to promote the benefits of Parent Pathways and to encourage their engagement in the service.

(Deed Reference(s): Clauses 89.1(a), 89.1(b)(i)(B), Attachment 1)

Community and Parent Engagement

Providers must actively recruit new Parents or Carers by holding promotional activities in their Service Area. Activities may include holding a stall (obtain relevant permission first) at a local community hub, shopping centre, community events or local libraries, or engaging with local services to display and distribute promotional flyers at childcare centres, playgroups, or family health clinics. Providers can use their Community and Parent Engagement Fund to pay for promotional activities outlined in the Community and Parent Engagement Fund [section of the Provider Payments Chapter](#).

Participation in Parent Pathways is completely voluntary. When engaging with Parents or Carers who may be interested in participating in Parent Pathways, Providers must explain the benefits of the service to Parents or Carers, including:

- which Parent Funds ([Individual Fund](#) and [Pooled Funds](#)) can be used to support Parents and Carers to achieve their identified goals.
- how the [Engagement Support Vouchers](#) (from the Individual Fund) and gift vouchers can provide financial support.

Providers may encourage participation but must accept the Parent or Carer's decision if they do not wish to participate. Providers must not force or pressure a Parent or Carer to participate in Parent Pathways. There is also no obligation for a Parent or Carer to accept a voucher.

If a Parent or Carer expresses an interest in Parent Pathways, Providers must:

- confirm the Parent or Carer is Eligible for Parent Pathways (see [Eligible Parents or Carers](#)). Any information collected from the Parent or Carer must be stored in accordance with [Part A of the Parent Pathways Guidelines](#).
- organise a time to meet with the Parent or Carer to undertake an Initial Discussion. As the Parent or Carer is not yet on the Provider's Caseload, it is not possible to schedule an Initial Discussion Appointment in the Department's IT Systems. Providers must create a Provider Event for the Initial Discussion, so it is visible in the Provider Calendar in the Department's IT Systems.
- meet with the Parent or Carer at the agreed time and go through the [Initial Discussion](#) requirements.

(Deed Reference(s): Clauses 89.1 (b)(ii), Attachment 1)

Parent or Carer directly presents to Provider

Parents and Carers may directly present (via phone or in person) to a Provider without a Connection from Services Australia. Where a Parent or Carer expresses an interest in the service directly to a Provider, the Provider must explain to the Parent or Carer the services that will be delivered and the benefits of participating in Parent Pathways.

After the Parent or Carer confirms they are interested, the Provider must then:

- confirm the Parent or Carer is Eligible for Parent Pathways (see [Eligible Parents or Carers](#)).
- ask to collect information such as contact details to facilitate an Initial Discussion, noting that any information collected from the Parent or Carer must be stored in accordance with the Records Management Instructions, the Department's Security Policies, and the Privacy Act. See [Part A of the Parent Pathways Guidelines for more information](#).
- organise a time to meet with the Parent or Carer to undertake an Initial Discussion (this can also be conducted straight away if a Mentor is available and the Participant agrees). However, as the Parent or Carer is not yet on the Provider's Caseload, it is not possible to schedule an Initial Discussion Appointment in the Department's IT Systems. Providers must create a Provider Event for the Initial Discussion so it is visible in the Provider calendar.

- meet with the Parent or Carer at the agreed time and go through the [Initial Discussion](#) requirements.

Where a Parent or Carer is deemed to be ineligible for Parent Pathways, the Provider should, if appropriate and with the Parent or Carer's agreement, refer them to either:

- a relevant support service (if the individual is in crisis), or
- another service that may be of assistance.

(Deed Reference(s): Clauses 89.1 (b)(ii), 89.2 Attachment 1)

2.2. Eligibility

Before Commencing a Parent or Carer, the Provider must be satisfied that the Participant is Eligible by checking the Eligibility requirements outlined below.

2.2.1. Eligible Parents or Carers

To be Eligible to participate in Parent Pathways, Parents or Carers must:

- be a primary carer of a youngest child aged under 6, and
- not be in paid employment (that is, they declare they are not in employment (includes self-employment) and have not declared earnings to Services Australia in the previous reporting fortnight) at the point of Commencement in the service, and
- be living in a non-remote area (that is, an Employment Region).

In addition, they must be either:

- in receipt of one of the following income support payments:
 - Parenting Payment Single, or
 - Parenting Payment Partnered, or
 - Carer Payment, or
 - Special Benefit.
- not in receipt of a Centrelink payment and:
 - under 22 years old, or
 - an Early School Leaver (that is, someone who has not completed the final year of school or an equivalent or higher level of education), or
 - a First Nations Australian.

Only Australian residents, including Australian citizens, permanent visa holders, or nominated Visa Holders (including a New Zealand Special Category Visa, Temporary Protection Visa Holder, and a Safe Haven Visa Holder) can participate in Parent Pathways.

Provided they meet the eligibility criteria above, Carers, grandparents, foster carers, kinship carers and any person with any other form of primary carer relationship are able to participate in Parent Pathways.

Note that Participants who start work (paid employment) after Commencing in the service remain eligible to participate in Parent Pathways. See the [Post Placement Support Chapter](#) for more details on servicing requirements.

(Deed Reference(s): Attachment 1)

2.3. Ineligible Parents or Carers

Ineligible Parents and Carers include those who are:

- under the age of 15
- not an Australian resident or do not have the right to work in Australia
- incarcerated, or
- participating in Workforce Australia Services, Workforce Australia Online Full Service or Inclusive Employment Australia.



If a Participant's residential address is in an area serviced by the Remote Australia Employment Service (not in an Employment Region), the Department's IT Systems will automatically Exit the Participant, as they are no longer eligible.

(Deed Reference(s): Attachment 1)

2.4. Initial Contact

Upon Connection through Services Australia, the Provider dashboard will contain the Parent or Carer's contact details. Providers must attempt to contact the Parent or Carer within 2 business days of receiving the contact details from Services Australia.

Providers must make up to 4 attempts to contact the Parent or Carer to undertake the Initial Contact step. Three attempts should be made via phone, and if all 3 attempts are unsuccessful, the Provider must send a letter to the Parent or Carer as a final attempt to make contact. Providers have discretion to send the letter (using the [Letter Prior to Exit Template](#)) in hard copy via post or electronically via email.



Providers must make a note that a letter has been sent in the Parent or Carer's summary screen. See [Initial Contact is not made](#) section.

The Initial Contact is the first step in the Planning Phase of the Service Offer. During the Initial Contact the Provider must:

- ask the Parent or Carer if they require a gender-specific Mentor. If they request a Mentor to have a different gender to that of the staff member making the Initial Contact, ask if they would like to proceed with the Initial Contact or would like a call back from a staff member of their preferred gender
- explain to the Parent or Carer the services that will be delivered to them and how they can benefit from Parent Pathways, including the financial support that is available to them, and eligibility

- explain that the Service is voluntary, and that support provided is based on what the Parent or Carer chooses is right for them, and which fits in with their caring responsibilities. As the Service is voluntary, their income support payment will not be impacted if, at any time, they are unable to participate in the service
- inform the Parent or Carer that their contact details and information on privacy and consent will be discussed at the Initial Discussion.

Where the Parent or Carer agrees to continue, the Provider must:

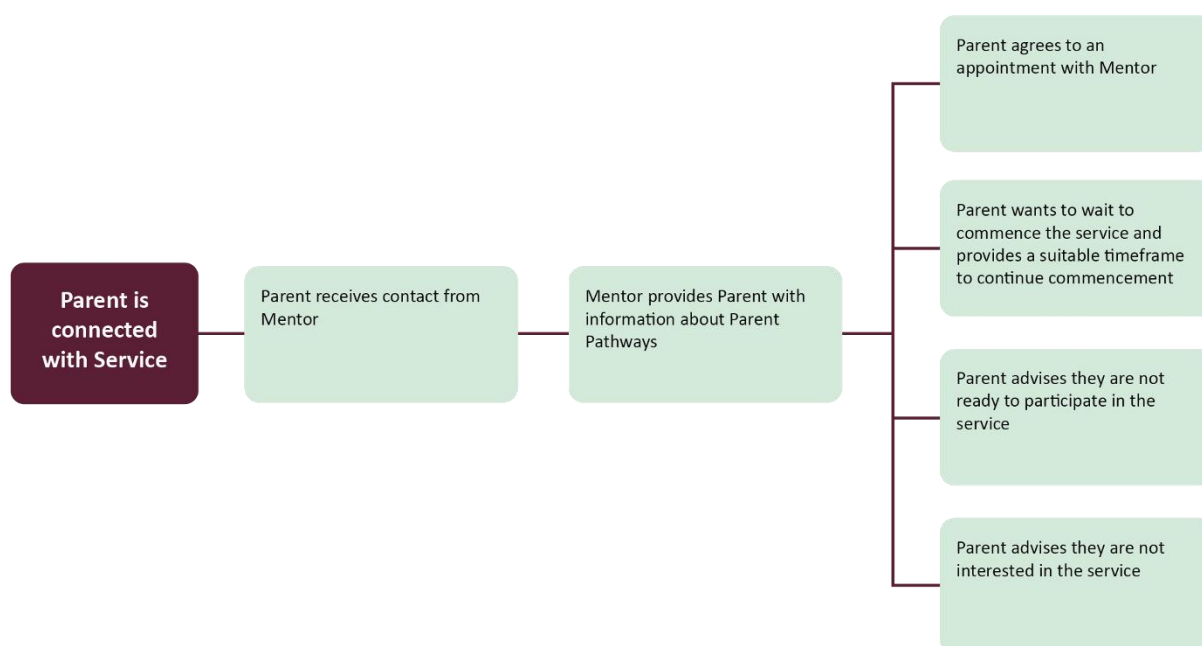
- organise a suitable time for the Initial Discussion to take place (this can be on the same day as the Initial Contact if the Participant requests this)
- check if the Parent or Carer requires an interpreter and arrange one if required, as well as any other adjustments the Parent or Carer may require so they can participate in the Initial Discussion - for example assistance with parking or transport to attend the Appointment
- advise that they can bring their child with them to the Initial Discussion Appointment and, for Parents or Carers who would like to access child care in the future, advise that help with finding child care or accessing child care subsidies will be provided once they have Commenced
- advise the Parent or Carer to bring acceptable forms of proof of identity to the Appointment if available, and, if not, the Provider can assist the Parent or Carer in obtaining these
- assign a Mentor to the Parent or Carer in the Department's IT Systems. The Department may use this information to help determine Mentor to Participant ratios. See the [Workforce Australia/Parent Pathways - Caseload - Managing Your Caseload](#) Employment System Task Card for more details.

After providing the information above, the Provider must seek the Parent or Carer's preferred choice on their pathway, the table below outlines the options and associated steps.

Table 2-A: Parent Response to Initial Contact

Parent or Carer Response	Provider Step
Would like to participate and Commence in Parent Pathways straight away.	Provider must ensure a Mentor is assigned to the Parent or Carer and arrange for the Mentor to book in and conduct an Initial Discussion.
Wishes to wait before Commencing in Parent Pathways and provides a suitable timeframe for Commencement.	Provider creates a reminder that contact is due on the date provided - task management.
	Provider is presented with open task on the dashboard on the date provided.
	Provider accesses the task and makes a call to the Parent or Carer.
Is not ready to participate in Parent Pathways at this time and does not provide a timeframe.	Provider manually exits the Parent or Carer by selecting the exit reason 'No longer wishes to Commence'. See Exits section .
Is not interested in Parent Pathways at this time.	Provider manually exits the Parent or Carer by selecting the exit reason 'No longer wishes to Commence'. See Exits section .

Figure 2-B: Options for a Parent at Connection



After the Parent or Carer confirms they would like to Commence in Parent Pathways, they may choose to continue the Initial Discussion that day if time allows. Some Parents or Carers may have relevant identity documents with them, however, if not, the Mentor may ask the Parent or Carer to obtain verification of their identity from a trusted referee (for example, a social worker) or a reputable organisation.

(Deed Reference(s): Clauses: 93.3 (a), 94.4, 96, 97, Attachment 1)

2.5. Initial Contact is not made - Parents connected by Services Australia

The Provider must make the first attempt to make Initial Contact via a phone call within 2 Business Days of receiving the connection from Services Australia (that is, when the Provider dashboard shows the Parent or Carer's contact details). Providers can use email or post where a phone number has not been provided.

Where the first call is unsuccessful, the Provider must make an additional attempt by phone call and repeat attempt again if unsuccessful the second time.

Contact attempts must not be more than 2 weeks apart and they must not exceed 2 phone call attempts in the same week.

If a third attempt is unsuccessful, the Provider must issue correspondence via letter (by post or email) and make a note in the Parent or Carer's summary screen that a letter has been sent.

If within the first 8 weeks, the Provider has made 4 attempts to reach the Parent or Carer to find out if they wish to participate in the service and not been successful, or the Provider has been informed a Parent or Carer is no longer interested in engaging in the Service, the Provider must manually Exit the Parent or Carer - See [Exits section](#).


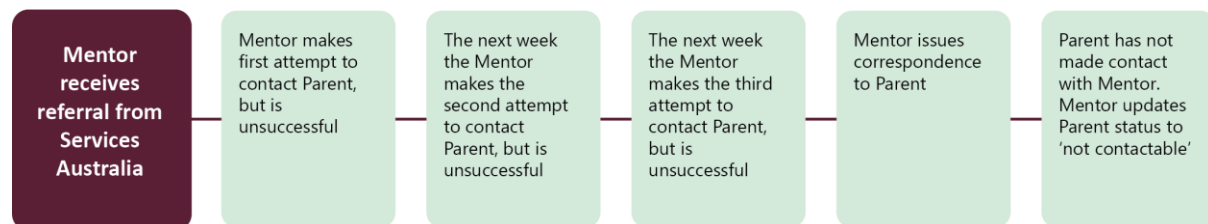


 For every attempt to communicate with the Parent or Carer, the Provider must make a note in the Department's IT Systems, stating; contact type, time, contact details and outcome of the communication.

Figure 2-C: Attempts to contact Parent



 If contact has been unsuccessful after 4 total attempts the Provider must Exit the Parent or Carer. See [Exits section](#).

 If a Parent or Carer has been contacted and advises they are not interested, the Exit reason must be 'No longer wishes to Commence'.

Chapter 3. Planning, Engagement and Review Phases

Supporting Documents for this Chapter:

- [Privacy Notification and Consent Form](#)
- [Parent Pathways - Direct Registration Form](#)
- [Parent Pathways - Brochure](#)
- [Service Guarantee](#)
- [Key Service Commitments](#)
- [Parent Snapshot Supporting Document](#)
- [Initial Discussion Checklist](#)

3.1. Overview

This chapter continues to provide guidance on the Planning Phase of Parent Pathways (Initial Contact, Initial Discussion and Follow-Up Discussion), the Engagement Phase (Monthly Check-In), and the Review Phase (12 Month Review). These phases encompass the day-to-day operations of Parent Pathways.

3.2. Initial Discussion

Initial Discussions are an opportunity for Mentors to build rapport and set the scene for a supportive working relationship that is tailored to the unique circumstances of the Parent or Carer. This relationship will be the basis for the delivery of services. Mentors must have an Initial Discussion with:

- Parents or Carers who are engaging following Connection from Services Australia
- Participants transferring from another Parent Pathways Provider
- Parents or Carers who Direct Register by approaching a Provider
- Parents or Carers that have been recruited following Provider Outreach and Engagement.

The Initial Discussion must be scheduled for at least 90 minutes but can be longer at the discretion of the Provider. The Initial Discussion must be held Face-to-Face except in an exceptional circumstance. See information in this section below.

During the Initial Discussion, the Mentor must confirm the Parent or Carer wishes to participate in Parent Pathways. If the Parent or Carer advises they do not wish to continue, the Mentor must Exit them (this step is only possible if they have been connected by Services Australia).

If the Parent or Carer confirms they would like to participate in Parent Pathways, the Mentor must:

- Explain the benefits of participating in Parent Pathways.
- Refer them to, or provide a copy of, the [Parent Pathways Brochure](#).
- Outline the objectives of the service.

- Explain the services and support available, including access to financial assistance to undertake activities (for example: accredited and non-accredited training, non-vocational activities, transport assistance, child care assistance).
- Identify the elements of the Service that are of most interest to the Parent or Carer through an open discussion.
- Outline what the [Individual Fund](#) and [Pooled Funds](#) are and how they differ.
- Provide a copy of the Service Guarantee (which includes information on the Individual Fund and Pooled Funds and what they can be used for to support a Participant to achieve their identified goals) and Key Service Commitments.
- Explain to Parenting Payment recipients that if they choose to participate, their Parenting Payment will not be impacted if they do not attend Appointments or Activities.
- Explain to Carer Payment recipients that they may participate in the Service and Activities for up to 25 hours per week while receiving their Payment. Refer to Carer Payment information - [Time off to work, study or train if you get Carer payment - Carer Payment - Services Australia](#).
- Provide the Parent Pathways [Privacy Notification and Consent Form](#) to the Parent or Carer (unless organised earlier), explain the form and the types of Personal Information they may be required to provide and how this information will be used and disclosed.
- Obtain a signed Privacy Notification and Consent Form from the Parent or Carer.
 - note that if the Parent or Carer is a Services Australia customer, to participate in Parent Pathways, they are only required to consent to the collection of personal information from Services Australia. Consent to the collection of sensitive information is not required to participate.
- Retain the signed [Privacy Notification and Consent Form](#), in accordance with Records Management Instructions, the Department's Security Policies, and the Privacy Act. See Part A of the Parent Pathways Guidelines for more information.
- Commence the Parent or Carer in the Department's IT Systems (once the Parent or Carer has Commenced, they will be referred to as Participants. For more information, please see [Commencements](#)).
- Complete the Parent Snapshot to support the Participant to identify their strengths, skills, experience, and circumstances by taking a strengths-based practice approach and by completing the Parent Snapshot ([see Parent Snapshot section](#)).
- Offer the Participant an Engagement Support voucher (if the Initial Discussion is held Face-to-Face).
- Explain that Parent Pathways content such as Goal Plans can be viewed using the Workforce Australia Online digital platform. Support the Participant to sign up if they agree.
- Identify a date and time to book the next Appointment for [Follow-Up Discussion](#) with the Participant and confirm the Participant's preference for Engagement Method; either face-to-face (also agree to location), via phone or online.
- Ask the Participant what their preferred Engagement Method is for future Contacts and record their response in the comments screen or in Appointment notes in the Department's IT Systems.

Providers must conduct Initial Discussions with new Participants face-to-face.

In exceptional circumstances, an Initial Discussion may be conducted via another format such as online or by phone. Circumstances where it is unreasonable for Providers to require a Participant to attend face-to-face include where:

- it is not safe, including where face-to-face servicing:
 - cannot be carried out in a safe manner
 - is inappropriate for the relevant Participant, the Provider's staff and others from a work health and safety perspective; and
 - is not permitted by or is inconsistent with any other legal requirement
- they reside in an area that is affected by:
 - extreme weather conditions
 - a natural disaster
 - lack of access to reasonable transport
- cultural reasons
- travel time and/or cost is not reasonable
- the Participant has an ongoing medical condition and will not be medically fit to attend in person for at least 2 weeks and wishes to proceed with the Appointment rather than reschedule.

Note: If an Initial Discussion is conducted online or by phone, the Participant must email their identity documents to the Provider (preferably prior to their Initial Discussion). The Provider must not retain this information and must delete the email once the Participant has been Commenced in the service.

If a Participant is unable to attend the Initial Discussion in person due to minor illness or any other reason, the Initial Discussion should be rescheduled for a time suitable for the Participant.

Where a Provider determines it is not reasonable for an Initial Discussion to be conducted in a face-to-face format, the Provider must:

- if the unreasonable circumstances are temporary and may change in the immediate future, discuss with the Participant and suggest rescheduling the Initial Discussion to a more suitable time.
- if the unreasonable circumstances do not appear as though they will change in the immediate future, the Provider can organise the Initial Discussion via an alternative Engagement Method.

For example, where a Participant has a history of serious incidents and a Managed Service Plan, including Services Australia incidents, and poses a risk to other Participants and Provider staff that cannot be reasonably managed at the Site. Providers must record their reasons and what alternative options were considered in the Comments section of the Department's IT Systems. Please see the Challenging Behaviours Chapter in [Part A of the Parent Pathways Guidelines](#) for more information on incidents and Managed Service Plans.

The Parent Pathways Direct Registration Form must be completed by the Provider on the Department's IT Systems.

(Deed Reference(s): Clauses 92.2(b)(ii), 93.3(b) 96 98, Attachment 1)

3.3. Appointments and Contacts

A date and time must be recorded in the Electronic Calendar for Appointments, Initial Discussions, Follow-Up discussions, Monthly Check-Ins and 12 Month Reviews.

A Contact is either a face-to-face interaction (including an Appointment), an email, phone call, SMS between the Provider and the Participant. Contact can be scheduled or unscheduled and should ideally be conducted via the Participant's preferred Engagement Method which is to be noted at the Initial Discussion.

Providers must schedule and conduct Appointments based on the requirements as detailed in these Guidelines and advice from the Participant about their ability and preference of frequency.

Appointments must be held via the Engagement Method requested by the Participant, this can be face-to-face, via phone, or online. The only exceptions to this are:

- the Initial Discussion, which must be conducted face-to-face unless there are exceptional circumstances, or
 - where the Participant has requested a face-to-face Engagement Method but the Provider determines face-to-face service delivery is not safe (for example, because of a natural disaster or a history of serious incidents). Providers must record their reasons and what alternative options were considered in the Comments section of the Department's IT Systems.

See the [Initial Discussion](#) section for more information on exceptional circumstances and considerations to make when determining whether face-to-face servicing is safe.

Providers must conduct all Contacts in a professional manner that is tailored to the individual Participant's circumstances and supports their choice. All Contacts must be accurately recorded in the Department's IT Systems.

Example: a Mentor contacts a Participant who has paused their servicing to check-in and offer any support by phone because this is their preferred Engagement Method. This Contact is recorded in the Department's IT Systems.

At each Appointment and Contact, the Mentor must:

- confirm the Parent or Carer/Participant's identity
- confirm contact details (home address, email, contact number)
- confirm eligibility or any change in circumstances such as income support allowances
- update any information if applicable, and
- record the Participant's attendance and relevant notes in the Department's IT Systems.

Note: Providers must not record any sensitive information in relation to a third party (partner, ex-partner, child or family member) if they are aged 15 years or over.

(Deed Reference(s): Clauses 94, Attachment 1)

When a Participant does not attend an Appointment the Mentor must:

- record the Participant's non attendance
- record relevant notes in the Department's IT Systems.

To reschedule an Appointment, see the [Rescheduling Appointments section](#).

If a Participant is not able to reschedule, discuss options available to them such as a Pause. See the [Pauses, Transfers, Exits and Post Placement Support Chapter](#) for more information.

3.3.1. Scheduling Appointments

Providers must consult with the Participant before booking Appointments to ensure the date, time and location is suitable. This includes taking into consideration any personal events in the Participant's calendar.

The duration of an Appointment is at the Providers' discretion based on the Participant's availability. However, Initial Discussions and Follow-up Discussion must be scheduled for at least 90 minutes. This allows Providers to start establishing a working relationship with each Participant and complete Initial Discussion requirements.

When arranging an Appointment with the Participant, the Provider must:

- ensure the Participant agrees on the time and place for the Appointment
- explain the expected duration of the Appointment
- provide the Participant with any information they may need in preparation for the Appointment
- ask if an interpreter or any other adjustments are required to ensure the Participant can attend (virtually or face-to-face).



The Provider must record the date and time of the Appointment in the Calendar.







Before each scheduled Appointment, the Department's IT Systems will send a reminder email or text message to the Participant 1 Calendar Day prior to the Appointment.

(Deed Reference(s): Clause: 94.3, 96.1, Attachment 1)

3.3.2. Rescheduling Appointments

If the Provider or Participant needs to reschedule an Appointment, the Provider must reschedule the Appointment at the next available time that is suitable for the Participant.

The Provider may only cancel an Appointment under exceptional circumstances such as the Site has had to close due to a natural disaster.

-  If the Participant fails to attend three consecutively rescheduled Appointments or if the Provider cannot contact the Participant, the Provider must record the reason in the Department's IT Systems indicating the repeated non-attendance by the Participant, if known.
-  If the Participant is uncontactable, enter a comment after each attempt in the Department's IT Systems. If a third attempt is unsuccessful, the Provider must issue correspondence via letter (by post or email) and make a note in the Parent or Carer's summary screen that the Parent or Carer is not contactable. The Department's IT Systems will automatically Exit the Participant where a Participant has not actively engaged or attended an Appointment in the past 6 months.
-  If the Provider contacts the Parent or Carer and is informed that the Parent or Carer is no longer interested in engaging in the Service, the Provider must manually Exit the Participant.
-  The Department's IT Systems will automatically Exit the Participant where a Provider cannot Commence the Parent 6 months after connection from Service Australia or a Commenced Participant has not attended an Appointment for 6 months.

(Deed Reference(s): Clauses 6, 91.2, 95.4, Attachment 1)

3.3.3. New Connections

Providers must ensure the Initial Contact is made within 2 Business Days for new Connections (from Services Australia or another Provider). This means the next 2 Business Days of operation for the Site, whether Full-time, or Part-time, in accordance with, Schedule 1 of the Deed.

(Deed Reference(s): Clauses 105, Attachment 1)

3.3.4. Location of Appointments

Face-to-face Appointments must be held at locations that are accessible, appropriate and safe for Participants, children, and Provider staff. Location options include a Provider's Site, or another agreed suitable location where it is more convenient to the Participant. Suitable locations include:

- libraries
- cafes
- shopping centres
- parks.

Alternative locations must be to the primary benefit of the Participant and should not be influenced by factors that convenience the Provider. The Provider must consider the suitability of the venue for any discussions that may involve sharing private or sensitive information, and if children are present.

Example: A Participant requests a change of location from the Provider Site to a café because this will reduce travel time for the Participant while providing convenience and increasing the likelihood of the Participant attending.

More information regarding locations and Sites can be found in the [Sites Chapter](#).

+ Mentors must not conduct Appointments or Contacts at a private residence under any circumstances.

(Deed Reference(s): Clause 6, Attachment 1)

Sensitive Records (restricted access)

Participants with sensitive information in their records will need to Direct Register with a Provider.

Services Australia will advise these Participants to contact a Provider directly if they wish to participate in Parent Pathways. Participants will be required to provide their contact details to the Provider at the first Appointment.

Homeless Participants and Participants with Temporary Addresses

Where a Provider is engaging with a Parent or Carer/Participant who is Homeless or has a temporary home address, there is no change to the service they will receive. However, the Provider should provide targeted servicing to assist the Parent or Carer/Participant in securing stable and safe living arrangements for themselves and their child(ren).

An address is mandatory for registration and if a residential address is not supplied but a postal address or temporary address is, then the postal or temporary address will be used as the residential address.

A Provider cannot remove an address from the Department's IT System without supplying another address.

If the Participant has been connected to Parent Pathways via Services Australia, the Provider will not be able to update the address at their end.

3.4. Commencement

3.4.1. Privacy and Consent

The [Privacy Chapter in Part A of the Parent Pathways Guidelines](#) and the [Initial Discussion](#) section above outline Provider obligations with respect to the Privacy Notification and Consent Form. This includes requirements in relation to explaining the form to Parents and Carers, and obtaining their consent to the collection of information.

By completing and signing the Privacy Notification and Consent Form, the Parent or Carer confirms that they understand and consent to their personal and/or sensitive information being collected. Parent Pathways services can only be provided once the Participant consents to the collection of personal information from Services Australia by completing and signing the relevant section in Part B of the Privacy Notification and Consent Form. The Provider must book the Follow-up Discussion (see [Appointments and Contacts](#)) at this time.

If a Participant has Commenced and then withdraws their consent to the collection and disclosure of their information, Providers must record this decision in the Department's IT Systems and Exit the Participant with the Exit reason: Privacy and Consent withdrawn.

(Deed Reference(s): Clauses 35, 91.1(b),98.1(a)(iii), Attachment 1)

3.4.2. Checking Eligibility

Before Commencing Parents or Carers, Providers must first confirm the Parent or Carer is eligible to participate in Parent Pathways. Providers must confirm eligibility for Direct Registrations during the completion of the Parent Pathways Registration process.

Providers must also check eligibility for Parents or Carers that have Connected via Services Australia by specifically checking for personal situations that may have changed their eligibility since Connection, such as loss of an Income Support Payment or commencing in paid employment. Providers should ask Parents or Carers if there have been any changes to their circumstances.

Where a Participant is no longer eligible due to an Income Support Payment being cancelled, the Participant will be automatically Exited except if it is known that the Parent or Carer is under 22 or First Nations.

Where the Parent or Carer loses their Income Support Payment and is either under 22 or First Nations, the Provider must confirm if the Parent or Carer is eligible.

If it is determined that they are not eligible, the Provider must manually Exit the Parent or Carer using the reason, 'No longer eligible - cancellation of Income Support Payment'.



Where a Parent or Carer is pending and no longer eligible due to commencing in employment, the Provider must manually Exit the Parent or Carer.



The Provider must manually Exit the Parent or Carer and use the reason No longer eligible - commenced employment.

(Deed Reference(s): Clause:91.1(a), 91.1(c), 91.3 Attachment 1)

3.4.3. Registration

Where a Parent or Carer Direct Registers, the Provider must:

- sight documents establishing the Participant's identity (see Verifying a Parent's Identity section below)
- confirm that the Parent or Carer is eligible and has completed the Privacy Notification and Consent Form
- successfully register the Parent or Carer which will automatically Commence the Participant - see taskcard.

Providers are required to complete the Parent Pathways Direct Registration Form in the Department's IT Systems for each Participant prior to delivering Parent Pathways services.

Where Participants are connected to Parent Pathways via Services Australia registration details will be transferred to the Department's IT Systems. The Provider will need to check details and then Commence the Participant in the Department's IT Systems.

When a Provider starts the online Parent Pathways Direct Registration Form for a Parent or Carer that may have previously started online, they should initially search for an existing registration record for the Parent or Carer. If the Parent or Carer has been registered previously, the Provider can continue with the re-registration process in order to commence them in Parent Pathways.

If an existing registration record does not display in the results, then the Provider must complete a new Parent Pathways Direct Registration.



The Mentor will be presented with a review page and must complete the acknowledgment section which confirms that they have completed all requirements, including:

- seeking the Parent's agreement to participate in the Service voluntarily
- ensuring the Privacy statement is read/provided to the Parent and that they read, understand and agree to the Parent Pathways Privacy Notification and Consent Form
- ensuring the information entered in the Department's IT Systems is true and correct to the best of their knowledge
- sighting documents to establish the Parent's proof of identity (see Verifying a Parent's Identify section below)
- completing all tasks relating to eligibility (where relevant).

If access to the Department's IT Systems is not possible or practicable see Direct Registration off-line form. All recorded information must be entered into the Department's IT Systems as soon as possible.

(Deed Reference(s): Clauses 98.1(a)(iii), 98.1(a)(iv), Attachment 1)

Verifying a Parent's identity

When completing the Parent Pathways Direct Registration, Providers must sight proof of identity documentation to confirm each Parent's identity, and record this has been sighted in the Department's IT System. If the Participant does not have access to these documents, the Provider must assist the Participant in accessing them or obtaining alternative identification. Refer to example below.

The Parent Pathways Direct Registration provides a list of acceptable forms of identity. If a Parent has genuine difficulty in providing the documents, other documents containing the Parent's name and address (postal or residential) may be used.

Example: The Parent or Carer is unable to provide the relevant documentation to confirm their identity, however, they do have a copy of a utility bill that clearly shows their full name and residential address. This can be used in lieu of the original verification documents suggested.

Where a Parent or Carer, who is in receipt of income support, does not have identification with them, their CRN and JSID (if they have one), should be accepted as proof of identity.



Providers record that they have sighted proof of identity documents in the Department's IT Systems. No copies of identity documents should be made.

(Deed Reference(s): Clause 94.5, Attachment 1)

3.4.4. Commencement

During the Initial Discussion, Registration of a Parent or Carer will initiate their Commencement in Parent Pathways.

For a Services Australia connected Parent or Carer, Providers must:

- record the Participant's Appointment attendance in the Department's IT Systems
- sight documents establishing the Participant's identity
- update the Participant status manually, changing it from Pending to Commenced.

(Deed Reference(s): Attachment 1)

3.4.5. Assigning a Mentor to a Commenced Participant



On Commencement, Providers must assign a Mentor to the Participant in the Department's IT Systems, where they have not done so previously, for example a Parent or Carer connected via Services Australia. The Department may use this information to help determine Mentor to Participant ratios. See the [Workforce Australia/Parent Pathways - Caseload - Managing Your Caseload](#) Employment System Task Card for more details.

3.4.6. Parent Snapshot

The Parent Snapshot must be completed within the Planning Phase. Providers must initially complete the Parent Snapshot with the Participant at the Initial Discussion and within 28 days of commencing in the service. However, Providers may need additional time to complete it for some Participants.

While completing the Parent Snapshot, if the Participant requires any immediate support or assistance, the Mentor must determine if they should cease completing the Snapshot and refer them to other organisations or support services immediately and attempt to revisit the Parent Snapshot at another time within the 28 days from commencement. Some Participants may wish to continue with the Initial Discussion even though they have disclosed that they need immediate support. Mentors should consider the Participant's wishes in this situation and determine if it is appropriate to continue.

Example: A Mentor is completing the Parent Snapshot with a Participant, and the Participant confides that they are worried about their safety. The Mentor asks the Participant if they should stop the Snapshot conversation and either call the police or seek support immediately. The Participant chooses to continue the Snapshot.

The Parent Snapshot can be delivered in conjunction with other assessment tools chosen by the Provider to identify a Participant's strengths, experience, skills and any challenges they may face.

Updating the Snapshot

The Provider must update the Parent Snapshot within 28 days of the Participant experiencing any significant changes in circumstances. Significant changes can include:

- change in living circumstances
- change in caring responsibility including having another baby, change in relationship status
- gaining employment
- experiencing Domestic, Family or Sexual Violence or leaving an abusive relationship
- change in contact details
- change in transport options available
- new literacy, numeracy or digital literacy skills gained
- new employment, education or qualifications gained.

The Mentor must also update the Parent Snapshot within 28 days of the Participant entering the Review Phase.



Complete the Parent Snapshot questions and answers with the Participant and enter responses in the Department's IT Systems. If access to the Department's IT Systems is not possible or practicable see Parent Snapshot Off-line form. All recorded information must be entered into the Department's IT Systems as soon as possible.



If the Mentor determines that the Participant requires immediate assistance or referral to support services, Exit the Parent Snapshot and add a comment in the Department's IT Systems recording the reason for Exiting the Parent Snapshot on the Participant's summary screen.

Providers must comply with their legal obligations in relation to any mandatory reporting requirements.

(Deed Reference(s): Clause 96.2(c), 98(a)(v), 101, Attachment 1)

3.4.7. Follow-up Discussions

The Follow-up Discussion is the last Appointment during the Planning Phase. The Appointment must be conducted via the engagement method and at a location agreed to by the Participant. The Follow-up Discussion must be scheduled for at least 90 minutes but can be longer at the discretion of the Provider.

The Mentor must complete the subsequent steps at the Follow-up Discussion:

1. Discuss the goals the Participant would like to set, and the type of assistance required to achieve these goals, reflecting the Participant's strengths, experience, skills and barriers. If the Participant is uncertain about their goals, Providers may suggest possible options to assist them. This discussion should include an explanation of the costs associated with the goal(s) and expenditure available under the Individual Fund and Pooled Fund.
2. Work with the Participant to create a Goal Plan (see Goal Plan Chapter).
3. Acknowledge the Participant's engagement and offer the Participant an Engagement Support voucher (only if the engagement method is face-to-face).
4. Seek agreement from the Participant on a date and time to book the Check-In Appointment. Request the Participant's preference for how the meeting should be held, either; face-to-face (also agree to location), via phone or online.

5. Advise the Participant that their Goal Plan needs to be agreed before they can access their Individual Fund and move into the Engagement Phase.

Note: If the Participant has any questions or concerns about their Goal Plan, the Mentor must be open to discuss and work through these with the Participant so that they are satisfied that the Goal Plan reflects their decisions. Participants may agree their Goal Plan as soon as it is ready or, if they prefer, they may review and agree it later. They have up to 6 months to agree their Goal Plan but will not be able to access the Individual Fund or the Pooled Fund (excluding Engagement Support Vouchers) until it has been agreed.



The Mentor must submit the Goal Plan in the Department's IT Systems, for the Participant's agreement. The Goal Plan then awaits agreement by the Participant via their Workforce Australia Digital Platform online account.



The Provider will be able to check on the Department's IT System whether the Participant has agreed to their Goal Plan in their online account.



If the Participant is unable to agree to the Goal Plan via their Workforce Australia Digital Platform online account, the Mentor can agree to the Goal Plan in the Department's IT Systems on the Participant's behalf. Prior to this the Provider must give the Participant a hardcopy of the Goal Plan for them to sign. The Provider must keep a copy of the signed Goal Plan.

(Deed Reference(s): Clause: 93.3(c), 98.1(a)(vi) 99, Attachment 1)

3.4.8. Check-In Appointments

Providers must conduct Check-In Appointments (at least once a month) during the Engagement Phase until the 12 Month Review, unless the Participant requests a different timing or frequency for Appointments. Appointments in the Engagement Phase of Parent Pathways can be undertaken by a method chosen by the Participant, either face-to-face, by phone or online. Record the Participant's preferences of frequency and method of Appointments in the comments.

At each Check-In Appointment, Mentors must review the Goal Plan and discuss:

- the Participant's progress towards their identified goals
- whether the goals they have set need adjusting to reflect any changes in their circumstances
- any changes to their personal circumstances, including family responsibilities
- the need for additional assistance to achieve their identified goals
- how the Participant can use the Individual Fund to meet their identified goals, their current expenditure, the remaining balance and their time left to access the Fund
- the types of support that can be provided to the Participant using the Pooled Fund
- progress towards addressing any Vocational and Non-Vocational Barriers.

Example: A Participant presents to their Check-In and advises their Mentor that they are no longer caring for their child(ren) under the age of 6. The Mentor must record the Participant's change of circumstances in the Department's IT Systems, advise the Participant they are no longer eligible for Parent Pathways, and Exit them from the Department's IT Systems.

Any changes to the Goal Plan or additional support must be based on Participants' own choices.

Following review and consideration of responses to the above, Mentors must:

- update the Goal Plan with new/revised goals and Activities
- where Participants identify challenges they are facing, provide information about suitable community organisations or local support services. If the Participant would like to attend these services, the Provider must support their referral. This may involve providing contact details to the Participant, or calling the Service and initiating a meeting where the Participant requests this, or where the Participant is facing complex issues and requests their Mentor to attend an initial meeting with them, then the Mentor must seek to facilitate this
- conduct a new Parent Snapshot assessment if a Participant's circumstances have significantly changed.



At each Check-In, Mentors must seek agreement on a suitable location, date and time, and book the next Appointment for the monthly Check-In. The Mentor must also request the Participant's preferred Engagement Method, either; face-to-face, via phone, or online.

(Deed Reference(s): Clause 99.1(f), 105, Attachment 1)

3.4.9. 12 Month Review

After 12 months of active servicing, Participants will enter the Review Phase. The Mentor must complete the following steps within 28 days of entering the Review Phase:

- review participation in Activities including completion or non-completion, identify any barriers the Participant has faced and discuss support to address those barriers
- examine the Goal Plan, including any updates to be made and discuss any changes or additions that may be appropriate based on the Participant's progress and current circumstances
- celebrate Goal Plan achievements with the Participant
- review and update the Parent Snapshot
- inform the Participant that their Individual Fund resets to \$1,250
- confirm whether the Participant is happy with their progress and the service they are receiving
- seek the Participant's verbal consent to continue in the Service and reaffirm consent to continue to use and the disclosure of their information.



If the Participant verbally consents to continuing in the Service, the Mentor must seek agreement on a date and time, and book the next Appointment for the Monthly Check-In. The Mentor must also request the Participant's preferred Engagement Method, either; face-to-face (also agree to location), via phone, or online.



If the Participant does not want to continue in Parent Pathways, the Mentor must Exit the Participant. See [Exits section](#).

(Deed Reference(s): Clause 108, Attachment 1)

Chapter 4. Goal Plans

Supporting Documents for this Chapter:

- [Goal Plan Supporting document](#)
- [Goal Plan - Create and Update or Withdraw a Goal Plan task card](#)

4.1. Overview

This chapter outlines Goal Plans. These plans are the foundation for creating a successful experience for the Participant to achieve their goals.

4.2. Goal Plans

A Goal Plan is a tailored agreement between a Provider and Participant that sets out the Participant's short, medium and potentially longer term aims and how participation in Parent Pathways can help them. This may include personal, family, health and wellbeing, Education and/or Employment goals and the steps to help the Participant reach their goals.

Goal Plans must be personalised, strengths-based, high quality and clearly set out:

- a Participant's identified goals and aspirations including any steps to address barriers to education and employment, (refer to Parent Snapshot to review the barriers identified by the Participant)
 - the steps the Participant agrees to undertake to support them to overcome or reduce barriers and allow them to progress towards achieving their goals. Steps can include:
 - identification of suitable Activities, training or education
 - details of the organisation providing the Activity, training or education
 - the support they will receive from the Mentor
 - referrals to local connections/support services
 - proposed goods or services to be purchased from the Individual Fund or Pooled Fund
 - details of identification documents required for enrolment in education or training or to apply for other assistance, for example a Child Care Subsidy
 - proposed timeframes, where possible.



Mentors must complete the Parent Pathways required mandatory training on the Department's Learning Centre before negotiating and assisting with the creation of Goal Plans. Refer to the [Mandatory Training](#) section.

If a Participant does not agree to their Goal Plan within the Planning Phase, the Provider must make several contact attempts with them to discuss the impacts of not agreeing to the Goal Plan. For example, the Participant is unable to access the Individual Fund (with the exception of Engagement Support Vouchers) and the Pooled Fund until they agree to their Goal Plan. If a Goal Plan is still not agreed by the 6 month mark following Commencement, the Department's IT Systems will auto-Exit the Participant. The Participant will receive a notification to inform them of the Exit. See [Exits section](#).

The [Goal Plan supporting document](#) provides further detail on steps and processes for Providers to create, review and seek agreement of Goal Plans.

(Deed Reference(s): Clause 80.4(m) ,96.2(d), 102, 103, Attachment 1)

4.2.1. Goal Plan Status

Goal Plans will have a status assigned on the Department's IT Systems. These are outlined in the table below.

Table 4-A: Goal Plan Statuses

Status	Description
Draft	A newly created Goal Plan (blank) without any Goals or steps
	A Goal Plan with at least one goal and step and that has not been sent for agreement
	A Goal Plan that has changes/updates from a previously agreed version that has not been sent for agreement
	A Goal Plan that has been withdrawn by Mentor when it was awaiting agreement
Pending	A Goal Plan that has changes/updates from a previously agreed version that have not submitted yet and do not require re-agreement
Awaiting Agreement	A Goal Plan that has been submitted by the Mentor and is waiting on agreement by the Participant
Agreed	A Goal Plan that has been agreed by the Participant
Change Requested	A Goal Plan where the Participant has requested changes to their Goal Plan
Retired	<p>A Goal Plan that has been retired by the Mentor when status is Draft or Pending (with no previous Agreed version) or Agreed</p> <p>Note: Goal Plans that require changes should be updated rather than 'Retired'. Using the Retired status can cause the Participant to be exited from the system.</p>


4.2.2. Developing Goal Plans


During the Follow-Up Discussion, the Mentor is to support the Participant to identify and create goals for a personalised Goal Plan that reflect their aspirations, builds on their strengths, and considers opportunities for growth and development. Any barriers identified through discussions and review of the completed Parent Snapshot need to be considered when creating goals. When developing goals, Mentors should also discuss and identify the types of assistance under the Individual Fund that will support the Participant to reach each identified goal.

Mentors must discuss the Participant's identified goals and suggest steps, including Activities, local connections to support and other services which will help the Participant achieve these goals. Once a Participant decides on the most appropriate goals and steps to be included in the Goal Plan, the Participant has time to consider these to ensure they are satisfied with them before they agree the Goal Plan.



Once drafted, the Mentor must submit the Goal Plan to the Participant for agreement.

 The Mentor will be able to check on the Department's IT Systems whether the Participant has agreed to their Goal Plan in their online account.

 If the Participant is unable to agree to the Goal Plan via their Workforce Australia Digital Platform online account, the Mentor can agree to the Goal Plan in the Department's IT Systems on their behalf. To agree on the Participant's behalf, the Provider must give the Participant a hardcopy of the Goal Plan to sign (agree). The Provider must retain a copy of the signed Goal Plan.

Participant agreement of the Goal Plan is preferred within the 4-week Planning Phase. The Mentor should encourage the Participant to agree their Goal Plan within this timeframe, however, the Participant may take up to 6 months to agree to their Goal Plan. If the Participant does not agree to the Goal Plan within the 6 month period they will be Exited.

Mentors must ensure that once a Participant has agreed to their Goal Plan, the Goal Plan is regularly reviewed. If the Participant has a change in circumstances, the Goal Plan must be updated.

[Attachment A](#) outlines Goal Plan Categories along with examples, this is not an exhaustive list, there are other activities and pursuits that can be undertaken by the Participant.

(Deed Reference(s): Clauses: 102,103 Attachment 1)

4.2.3. Explaining Goal Plans to Participants

Before a Participant agrees to a Goal Plan, the Mentor must explain and discuss with each Participant:

- the purpose of their Goal Plan, which is to set out their identified goals and the steps they will take to work towards these goals
- how they will support the Participant in relation to their Goal Plan
- how to change Appointments and/or Activities listed in their Goal Plan
- that they will not have access to the Individual Fund (except Engagement Support Vouchers) and the Pooled Fund until they agree to their Goal Plan
- proposed purchases from the Individual Fund (Engagement Support Vouchers do not need to included) and Pooled Fund must be detailed under goals in the agreed Goal Plan.

(Deed Reference(s): Clause 102.4)

4.2.4. Participant goals

Goal Plans must stay relevant to a Participant's personal, family, health and wellbeing, and Education and/or Employment aspirations. Refer to [Attachment A: Goal Plan Categories](#) for examples.

The Mentor must ensure the Goal Plan accurately encompasses the Participant's individual goals and is written in the Participant's words.

Example: A Participant's goal is to finish their Certificate III in Early Childhood Education and Care (ECEC) which they started two years ago. Another goal is to find a place at a child care centre that meets the needs of their child and enrol them. This will allow the Participant to attend Appointments and continue their course. The Mentor will assist the Participant to find a suitable Early Childhood Education and Care centre that meets their

child's needs. If the Participant needs assistance with a waitlist fee for the child's place, the Mentor can use the Pooled Fund. Use of the Pooled Fund for the child care waitlist fee must be clearly outlined in a Goal Plan step. The associated Goal ID must be linked to the commitment.

(Deed References Clauses, 106, 117, Attachment 1)

4.2.5. Setting up a Goal Plan

Goal Plans are a living document and must be created and updated to support the Participant's progress towards their identified goals. A new Goal Plan should only be created in the following circumstances:

- where a current Goal Plan does not exist
- at a 12 Month Review, if the Participant decides they would prefer a new Goal Plan for the next 12 month period
- at the request of the Participant.

The Goal Plan should be updated as the Participant progresses during their time in the service. Please see the [Creating and Updating Goal Plan Task card](#).

Example: The Participant's current Goal Plan has an extensive list of achieved goals. Instead of adding additional goals to the plan, the Participant requests to create a new Goal Plan for ease of readability and use.

4.3. Goal Plan Reviews

Goal Plans must stay relevant to a Participant's personal, family, health and wellbeing, and education and/or employment aspirations. Mentors should discuss the Participant's Goal Plan at each Appointment, and review and update goals and steps if required. Mentors must also conduct an in-depth 12 Month Review. The discussion with the Participant must cover:

- Goal Plan progress and achievements
- strengths and abilities
- education and/or employment aspirations
- other factors that would assist in making progress and accessing support.

If required, the Mentor should update the Goal Plan to:

- reflect any changes in the Participant's circumstances
- reflect attained goals as achieved
- add any new goals or steps
- modify or delete existing steps

- modify or delete any obsolete goals.

(Deed Reference(s): Clause 108, Attachment 1)

4.3.1. Goal Plan change request - Updating a Goal Plan that is awaiting agreement

A Participant can request a change to their Goal Plan upon reviewing it for agreement. The Participant can make a change request via their Workforce Australia Digital Platform online or verbally when discussing with their Mentor. The Provider must action the request within 7 calendar days.

When the change is requested, the status of the Goal Plan will change to 'Change requested'. Once updated, the Mentor must then submit the Goal Plan to the Participant to be agreed. The Goal Plan change request will appear in the Mentor's My Goal Plan Management Tile.



Mentor updates the Goal Plan as per the request.



Mentor submits Goal Plan for agreement by the Participant (within 7 calendar days of the request).

4.3.2. Goal Plan change request - Updating an agreed Goal Plan

Participants can request for their Mentor to make an update to their Goal Plan at an Appointment, the 12 Month Review or upon review at any time. The Mentor must discuss with the Participant to confirm the change and check if any details in the request are not clear. The Mentor has 7 calendar days to action the Participant's request to change their Goal Plan.

Updates can be made to an agreed Goal Plan at any time. Updates must be sent to the Participant to view and agree to the amended Goal Plan.

Edit Goal Description or Step Text

The Mentor can make minor updates to goal descriptions and steps in an agreed Goal Plan without the need for the Participant to view and agree to the amended Goal Plan. Updates should be limited to corrections to spelling and typographical errors.

Adding a Goal

Goals must be added to an agreed Goal Plan by a Mentor at any time if requested by a Participant. A notification is sent to the Participant to advise the Goal Plan has been updated and the Participant needs to review and agree to the amended Goal Plan.

Deleting a Goal

Goals must be deleted from the Goal Plan by a Mentor at any time if requested by a Participant or where a Mentor determines the goal is not recorded correctly. Mentors do not need to record a reason for deleting the goal. Deleting a goal requires the Participant to agree to the revised Goal Plan.

Adding or Removing a Step

If a Participant wishes to add or remove a step they will need to contact their Mentor to action the request. Steps can be added or removed from the Goal Plan by a Mentor at any time. Once a step is removed, the removed step cannot be retrieved, however a Mentor can create a new step. Mentors do not need to record a reason for removing the step. A notification is sent to the Participant to advise the Goal Plan has been updated and the Participant needs to review and agree to the amended Goal Plan.

Completing a Step

When a Participant has completed a step, it must be marked as completed. Steps can only be marked as completed by a Mentor. A Mentor can unmark the step from completed for any reason with agreement from the Participant. Completed steps will be viewable on the Participant's Goal Plan in their Workforce Australia Online account or app.

Achieving a Goal

In the Department's IT Systems, a Mentor must reflect a goal as completed when a Participant communicates with them that they have achieved a goal. Only a Mentor can change a goal to achieved. An achieved goal can be changed back to in progress for any reason.

Mentors should review and celebrate achieved goal(s) with the Participant on each occasion, acknowledging the time and effort a Participant has invested to achieve their goals.

Participants can view their achieved goals within the Achieved Goal section in their Workforce Australia Online account or app.

Changing the Intention to use the Individual Fund

A Mentor can update the intention to use the Individual Fund to cover costs associated with a goal in an agreed Goal Plan. When a Mentor changes the intention to 'Yes', a notification is sent to the Participant to advise the Goal Plan has been updated and they need to review and agree to the amended Goal Plan.

Chapter 5. Activities

Supporting Documents for this Chapter:

Activities

- [Activities and Sub-activities supporting document](#)

CTA Supporting Documents (Information for Providers and Participants, Task Card and Referral Cap Support)

- [CTA - Information for Parent Pathways Providers](#)
- [CTA - Information for Participants](#)
- [Referrals to CTA and EST Task Card](#)
- [CTA- Referral Cap Support Document](#)

EST Supporting Documents (Criteria)

- [EST - Information for Parent Pathways Providers](#)
- [EST – Information for Participants](#)
- [Referrals to CTA and EST Task Card](#)

S-EA Supporting Documents (Factsheets)

- [S-EA Program Factsheet](#)

Voluntary Work Supporting Documents

- [Voluntary Work Host Organisation Agreement template](#)

OWE Supporting Documents (Agreement Template, Contact Card, Factsheet)

- [OWE Host Organisation Agreement Template](#)
- [OWE - Contact Card](#)
- [OWE- Factsheets](#)

SEE Supporting Documents (Criteria, Capability Guide, Task Cards)

- [SEE-Factsheet](#)
- [Referrals to SEE Task Card](#)

TtW Supporting Documents (Task Card)

- [Referrals to TtW Task Card](#)

Risk Assessment

- [Activity Participant Risk Assessment Template](#)
- [Competent Person\(s\) Register template](#)

5.1. Overview

Mentors are encouraged to identify and facilitate suitable Activities that will help their Participants achieve their identified goals in their Goal Plan. Mentors must work with each Participant to identify Activities which are appropriate to their personal circumstances and align with their goals and strengths. Mentors must also consider whether the Activity is appropriate for the Participant, including whether the Participant has sufficient time to complete the Activity.


Activities can include access to other government or non-government employment services or programs where Participants meet eligibility requirements. Participants can choose to participate in these services or programs as an Activity whilst participating in Parent Pathways.

Providers should develop and maintain effective relationships with other organisations in the Employment Region to ensure the successful delivery of programs and Activities.

5.1.1. Arranging Activities

Providers must arrange Activities for Participants to meet their individual needs, in accordance with what was discussed while developing the Participant's Goal Plan. The Parent Pathways service allows for a wide range of Activities including:

- Accredited Education and Training (such as secondary school, certificates through TAFE, diplomas, or degrees)
- Non-Accredited Training (such as pre-employment training, work-related training or work-related licences)
- Non-Vocational Assistance (such as careers counselling, parenting courses, financial counselling, driving lessons, digital literacy or language literacy and numeracy courses)
- Child Playgroups
- Interventions and Support Services (such as referrals to counselling, medical services, homelessness services, LGBTIQ+, DV services or addiction treatment)
- Research and Preparation activities (such as exploring work, study or childcare options)
- Observational Work Experience
- Voluntary work in the Community or the Non-Profit Sector
- Other Government Programs or Employment Services that Participants may be eligible for (including but not limited to Workforce Australia Services, Transition to Work, Adult Migrant English Program, WorkFoundations, and the Skills for Education and Employment program)
- Any other activity that helps Participants work towards their goals, that is not listed in the 'Inappropriate and Excluded Activities' section of the Guidelines.

 Providers must comply with its obligations relating to work health and safety set out in Chapter B3.2 of the Deed and must ensure that Activities do not proceed where work health and safety issues cannot be addressed.

Providers must record activities in the Department's IT Systems. For guidance on establishing and managing Activities in the Department's IT Systems please refer to the [Activities - Adding and Editing Activity Placements Task Card](#) on the [Digital Solutions Support Forum](#). Parent Pathways Activity types and sub-type codes can be found in the Activity and Activity Sub-type Supporting Document on the [Provider Portal](#).



Link each Activity placement to a Goal ID in the Department's IT Systems.



Indicate attendance frequency in the Department's IT Systems.

5.1.2. Inappropriate and excluded Activities

Mentors must discuss the suitability of Activities that Participants are interested in to ensure that Goal Plans do not include Activities that are unsuitable for the Participant. This includes Activities which will place unreasonable demands on a Participant, including their caring responsibilities. Mentors must ensure the following are not included in Goal Plans:

- Activities that the Participant does not wish to engage in
- Activities that are not linked to a Participant's identified goals
- Activities that may aggravate a Participant's illness, disability or injury
- Activities where the appropriate support or facilities (that take account of a person's illness, disability, injury, culture, gender or language requirements) are unavailable

- involuntary medical, psychiatric, or psychological treatment
- an Activity involved in the sex or adult entertainment industry
- an Activity outside Australia
- an Activity that is unlawful or criminal, including an Activity that would contravene Commonwealth, state or territory laws relating to discrimination or workplace health and safety
- Activities which a Participant is restricted from participating in due to a court order or criminal conviction. For example, where a court order/ruling restricts a person from working with children, being within a certain distance of institutions such as schools, day care centres or churches, driving certain classes of vehicles, or being involved in certain types of industries, such as the finance industry.

5.2. Managing work health and safety for Activities

5.2.1. Managing work health and safety

The Provider must at all times deliver Services in a safe manner, including ensuring that all Participants are in a safe environment when participating in Activities (including Specified Activities and any other activities that the Provider has arranged or referred a Participant to). In addition, the Provider must comply with, and ensure that its Personnel, Subcontractors and agents comply with, all relevant laws and requirements of any Commonwealth, state, territory or local authority, including the WHS Laws when carrying out obligations or activities under the Deed.

The Provider is required to ensure that each Participant is aware of the process to lodge a complaint to, or voice safety concerns about an Activity with, the Provider. Where the Provider becomes aware of safety concerns, including those raised by a Participant, that cannot be addressed, the Provider must ensure that the Participant immediately ceases participation in the Activity. For more information how a Participant can lodge a complaint about a Provider/Activity see [Making a complaint about Employment Services and Parent Pathways - Department of Employment and Workplace Relations, Australian Government](#).

5.2.2. Ensuring Work Health and Safety measures are in place

Before arranging or referring any Participant to an Activity, the Provider must confirm:

- that the Activity is not prohibited under relevant state and territory laws;
- its delivery is permitted under the Deed and any Guidelines;
- the Host Organisation, where relevant, is complying with all work health and safety requirements in the relevant state and territory; and
- its delivery is in line with any advice provided by local authorities.

Example: Host Organisations must have COVID-Safe plans (or similar) in place in accordance with the requirements specified by the relevant state or territory. The Provider must take all reasonable steps to minimise the likelihood of injury to Participants and any other people at any location at which an Activity is being conducted. Depending on the Activity, support may be available to assist Participants with costs related to engaging in

an approved Activity through the Parent Fund, such as personal protective equipment. The Provider must consult, coordinate and cooperate as appropriate with relevant parties including but not limited to the Department and Host Organisations to ensure that any work health and safety issues in relation to an Activity are appropriately managed.

5.2.3. Managing work health and safety on Specified Activities

The Provider must, in accordance with the Deed and these Guidelines, meet their obligations to ensure work health and safety measures are in place for Specified Activities.

Specified Activities include:

- Observational Work Experience Placements
- Provider Sourced Voluntary Work
- Local Jobs Program Activity (if advised by the Department that the Local Jobs Program Activity is a Specified Activity)

The Provider must ensure that there is a safe system of work in place for each Specified Activity, both prior to the commencement of and throughout the Specified Activity. This includes, where a Host Organisation is engaged by the Provider, that the relevant Host Organisation is complying with all work health and safety requirements in the jurisdiction in which the Specified Activity occurs.

The Provider must take all reasonable steps to minimise the likelihood of injury to Participants and any other people at any location at which a Specified Activity is being conducted.

(Deed Reference(s): Clause 119.2)

5.3. Risk Assessments

The Provider must meet their Deed and Guideline obligations with regards to Risk Assessments.

The Provider must ensure that Activity Risk Assessments and Participant Risk Assessments are undertaken by Competent Persons, updated as necessary, and meet relevant laws and departmental policies and procedures on work health and safety. If the Provider does not itself have a Competent Person, it must engage a Competent Person for this purpose.

There are 2 types of Risk Assessment that must be conducted in relation to Specified Activities:

1. Activity Risk Assessment - a risk assessment in relation to a potential or actual Specified Activity, which is undertaken and/or updated in accordance with any Guidelines (including these Guidelines).
2. Participant Risk Assessment - a risk assessment in relation to each Participant's involvement in a Specified Activity, which is undertaken and/or updated in accordance with any Guidelines (including these Guidelines).

Note: Where the term Risk Assessment is used, it refers to the Activity Risk Assessment and a Participant Risk Assessment. The Competent Person arranged by the Provider to undertake the Risk Assessments may document an Activity Risk Assessment and a Participant Risk Assessment in a

single document, so long as all requirements specified in these Guidelines in relation to the documentation of both Risk Assessments are met.

The purpose of the Risk Assessment process is to:

- determine whether an Activity is suitable to proceed, before the Provider refers any Participants to the Activity;
- identify potential risks associated with the tasks that will be undertaken by Participants while they are participating in the Activity; and
- identify if the Activity is suitable for relevant Participants who are referred to the Activity, including identifying any risks that may arise from a Participant's personal circumstances.

The Provider must ensure a Competent Person conducts and documents the Risk Assessment before a Specified Activity commences.

(Deed Reference(s): Clause 119)

Activity Risk Assessment

The Provider must, in accordance with any Guidelines (including these Guidelines) ensure an Activity Risk Assessment is undertaken of every Specified Activity it has arranged before the start of the Specified Activity.

The Provider must confirm that an Activity Risk Assessment has been undertaken for any Specified Activity conducted by any Local Jobs Program Activity Host in which a Participant on the Provider's Caseload has been placed.

Participant Risk Assessment

The Provider must, in accordance with any Guidelines (including these Guidelines), ensure a Competent Person conducts a Participant Risk Assessment before referring Participants to Specified Activities.

5.3.1. Risk Assessment Considerations

The Provider must ensure that each Risk Assessment undertaken or arranged by the Provider takes into account, where applicable:

- relevant Participant(s)
- the role of the Host Organisation or Local Jobs Program Activity Host
- the relevant working or education environment
- the role of the relevant training or education provider

Each Risk Assessment should have regard to the following factors:

- the nature and location of the tasks to be undertaken by a Participant, such as whether the Activity is:
 - in a non-public area (for example a private residence worksite with a tradesperson)

- with a sole trader (for example a butcher or hairdresser who operates from a small shop or private residence)
- working alone with another person
- with alternative hours of work (for example, early starts, night work)
- working in a labour hire environment in one or more different workplaces.
- the Participant's personal circumstances (that is, working capabilities, any health or other personal issues and level of experience)
- the level of Supervision required
- the nature, cause, and likelihood of any risk(s)
- the consequences of an incident
- effective controls, including training and Personal Protective Equipment.

Example: The Provider would need to consider the risks of placing a Participant with medical needs in an Activity in an isolated location to ensure this is a suitable placement for the Participant and there is no risk to their health.

5.3.2. Reviewing, Maintaining and Updating Risk Assessments

The Provider must review risks regularly and take appropriate action to address those risks where required.

As part of its obligation to ensure that there is a safe system in place for each Activity, the Provider must determine and ensure that appropriate actions are implemented to mitigate the identified risks after conducting or updating any Risk Assessment.


Where the Provider becomes aware (including based on an Activity Risk Assessment) that it cannot ensure that there is a safe system in place at an Activity, the Provider must:


- not refer any Participants to the Activity
- if the Provider has already referred any Participant to the Activity, immediately ensure that the Participant ceases participation in the Activity.


Where the Provider becomes aware (including based on a Participant Risk Assessment) that it cannot ensure that there is a safe system in place for any Participant participating in any Activity, the Provider must:

- not refer the Participant to the Activity
- if the Provider has already referred the Participant to the Activity, immediately ensure that the Participant ceases participation in the Activity.

The Department may, at any time, and at its absolute discretion, give a direction to the Provider in relation to an Activity, proposed Activity or type of Activity, including a direction that an Activity must be ceased or varied.

 The Provider has the discretion to determine how it documents its Risk Assessments. A verbal Risk Assessment does not meet the Department's requirements.

 The Provider must retain Records of each Risk Assessment and any action taken in accordance with each Risk Assessment. The Provider must provide these Records to the Department if requested.

 The Provider must retain Records identifying any competent person(s) that it engages to conduct any Risk Assessment. These Records must include the name and a description of the training, qualification or experience of the competent person. The Provider must provide these Records to the Department upon request.

The Provider must create and maintain a Record identifying any Competent Person(s) that it engages to conduct any Risk Assessment. Providers must maintain a structured register of Competent Person(s) engaged.

This record must contain:

- the full name of the Competent Person,
- a description of the qualification, training or experience (and its relevance, if this is not clear from the qualification, training title, or experience) held by the Competent Person, including:
 - the qualification they hold, including course ID (if formal qualification undertaken),
 - internal or informal training name, and/ or
 - the number of years of relevant experience
 - date of qualification/training completion (if applicable)
 - refresher due date (if relevant)
 - the Employment Region/s the under which the Competent Person can undertake Risk Assessments

Providers must provide a Record of this format to the Department upon request. A [Competent Person\(s\) Register Template](#) is available on the Provider Portal, however, use of this template is not mandatory. If the template is not used, Providers must use their own structured register which includes at a minimum all the same headings as in the template.

(Deed Reference(s): Clause 119)

5.4. Managing Activity-related Incidents

The Provider must Notify the Department as soon as possible of any incident involving an Activity where a Participant is in attendance (including travel to, from or during an activity), including:

- any Critical WHS Incidents (including in relation to a Participant or member of the public), which must be reported within one hour
- any Non-critical WHS Incidents, which must be reported on the same day.

Example: A 'Critical WHS Incident' has the same definition as a Notifiable Incident under the WHS Act and means an incident that results in the death of a person, a serious injury or illness of a person, or a dangerous incident.

A dangerous incident is an incident that exposes a person to a serious risk to health or safety due to an immediate or imminent exposure to electric shock, spillage/leakage of a substance, uncontrolled implosion, explosion or fire.

Examples of Critical WHS Incidents include: injuries requiring immediate treatment as an in-patient in a hospital, a serious head or eye injury, a serious burn, spinal injury, or amputation of any part of the body. Please refer to the relevant clauses in the WHS Act.

A 'Non-critical WHS Incident' is any incident that relates to a work, health and safety issue or near miss, but is not a Critical WHS Incident. Non-critical WHS Incidents include incidents such as those involving: non-serious injury requiring first aid and/or assistance from a medical practitioner, minor property damage, or near misses that could have resulted in serious or non-serious injury, and any other WHS incidents that are non-critical that may impact a Participant or the Department or bring the Provider or the Services into disrepute.

(Deed Reference(s): Clause 120.1)

- ✚ The Provider is required to Notify the Department of all Activity-related accidents or near misses that happen to Participants or other people in accordance with these Guidelines. Refer to the [WHS Incidents and Insurance Readers Guide - Providers](#) available on the Incidents and Insurance page on the Provider Portal).

When an incident occurs:

- appropriate medical attention, including contacting emergency services depending on the nature of the incident, should immediately be provided by the Supervisor
- the Supervisor must try and protect any other Participants and other people at the Activity from unnecessary trauma, where possible
- the relevant WHS Regulator must be notified of the incident if it results in the death or serious injury, in accordance with laws of the relevant state or territory
- the relevant WHS Regulator must be notified of any dangerous incident that exposes someone to a serious risk, even if no one is injured, in accordance with laws of the relevant state or territory
- any directions by a WHS Regulator must be followed
- a [WHS Employment Assistance Program Incident Report](#) available on the Incidents and Insurance page (on the Provider Portal), must be completed by the Host Organisation when the incident involves a Participant's accident, injury, death or near miss
- the Provider must complete a [Public and Products Liability Incident Report](#), available on the Incidents and Insurance page (under 'Provider Operations' tab of the Provider Portal), when a

third party alleges a Participant has been negligent and caused accident, injury or death, or property damage. The [Public and Products Liability Incident Report](#) must be completed by the Provider and signed by the Participant when a third party is making an insurance claim as a result of a reported incident. The signed [Public and Products Liability Incident Report](#) should be sent to the Department, who will submit the form as a claim to the insurer.

Following submission of any incident reports, the Provider will receive confirmation of successful submission, and a copy of the information will be sent to the relevant areas of the Department.

An incident may result in the Department issuing safety recommendations to the Provider and/or Host Organisation to ensure the risk of the same incident being repeated is reduced or eliminated, if possible. The Provider has an obligation to comply with the Department's directions relating to any Activity (see Deed clause 117.5).

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

(Deed Reference(s): Clauses 30.1, 71.6, 71.7 and 120.1)



The Provider is required to submit the WHS Incident Report form on the Department's IT Systems on the same day the Provider becomes aware of any incident referred to in this section. In the event the WHS Incident form is unavailable, the Provider must complete and submit the WHS Employment Assistance Program Incident Report form.

5.4.1. Work health and safety incidents

Where an incident includes any accident, injury or death occurring during the Activity, or direct travel to or from an Activity, including in relation to a Participant or a member of the public, the Provider must also, as soon as possible, and on the same day, give full details of the accident, injury or death to the Department in the form specified in these Guidelines.



Detailed information on notifying the Department with regard to WHS Incidents is included in the [WHS Incidents and Insurance Readers Guide - Providers](#) on the Incidents and Insurance page under the 'Provider Operations' tab of the Provider Portal.

(Deed Reference(s): Clause 120.2)

The Provider must notify the Department of Critical WHS Incidents within one hour via telephone, followed by formal written notification to the Provider Lead that give full details of the accident, injury or death to the Department. See [Incidents and Insurance](#) for more information on reporting incidents.

The Department must be notified of Non-critical WHS Incidents by the Provider as soon as possible and on the same day by completing the WHS Incident Report Form.



The Provider is required to submit the WHS Incident Report form on the Department's IT Systems on the same day the Provider becomes aware of any incident referred to in this section. In the event the WHS Incident form is unavailable in the Department's IT Systems, or the Provider is having difficulty reporting the incident through the Department's IT Systems, the Provider must complete and submit the WHS Employment Assistance Program Incident Report form instead. The WHS Employment Assistance Program Incident Report form and other relevant forms to

support Supervisors and Host Organisations are available on the [Incidents and Insurance page on the Provider Portal](#).

 The Provider must maintain records of WHS incidents.

Other Incidents

Any other incidents that are non-serious that may impact upon a Participant or the Department or bring the Provider, the Service or the Department into disrepute must be reported to the Department within 24 hours. A WHS incident may also be considered a challenging behaviour incident. In these cases, the Provider may need to submit a WHS Incident form and Incident Report in accordance with Deed requirements. For more information see [Incidents and Insurance](#).

The Provider must report any instances of misconduct or threatening behaviour via the 'Incident Report'. See [Part A Guidelines: Servicing Participants with Challenging Behaviours Chapter](#).

All Incidents – both Personal Accident and Public and Products Liability


Providers must Notify the Department of any incident that may result in a liability claim (irrespective of whether a claim is being made at the time).


The Provider must also comply with any instructions issued by the Department or the Department's insurance broker. Detailed information in relation to the process for reporting incidents that may result in liability is available in the [WHS Incidents and Insurance Readers Guide - Providers](#).

The Department's personal accident liability insurance provides coverage when a Participant is injured while participating in an approved Activity, including direct travel to, from or during such Activities.

The Department's public and products liability insurance provides coverage when a third party alleges a Participant has been negligent and caused an accident, injury or death, or property damage, while participating in an Activity.

The Provider must, when requested by the Department's insurance broker, provide full details to the insurance broker of any incident that may or does result in a liability claim. The insurer is responsible for determining liability. The Providers must not admit fault or accept responsibility for any alleged negligence that may or does result in a third party claim.

 Forms for the Provider to complete to Notify the Department of any personal accident or public and products liability incidents are available on the [Incidents and Insurance page on the Provider Portal](#).

 The Provider must maintain a copy of all incident notifications and records for supporting evidence in any insurance claims.

5.4.2. Insurance coverage for Participants

The Provider must, in accordance with the Deed, comply with any instructions issued by the Department or the Department's insurance broker, and these Guidelines, in relation to insurance purchased by the Department for Participants involved in Activities.

The Department purchases the following insurance policies to cover Activities:

- Personal Accident insurance - covers the Participant in respect of personal injury or death that occurs while undertaking Activities, including direct travel to, from or during such Activities
- Public and Products Liability insurance for Participants - covers the legal liability of the Participant arising out of their negligence that causes personal injury to a third party, or damage to a third party's property, while participating in approved activities
- Public and Products Liability insurance for Work for the Dole Activities - covers the legal liability of Host Organisations who are receiving assistance from Participants undertaking Community Support Projects which would otherwise be denied under the Host Organisation's own insurance policies.

Further information on the insurance purchased by the Department to cover Participants undertaking Activities is in the [WHS Incidents and Insurance Readers Guide – Providers](#), with copies of the insurance policies also on the [Incidents and Insurance page of the Provider Portal](#).

Information for Participants about insurance is included in the [WHS Incidents and Insurance Readers Guide – Participants](#) which is available on the Provider Portal for Providers to give to the Participants and is published on the Department's website under 'Insurance arrangements for Employment Services activities'.

The Provider should note the Department's policies have standard exclusions. The Department's purchased insurance policies:

- do not cover illness or sickness contracted by a Participant during an Activity, including COVID-19
- do not cover any Activities that would have been prohibited under these Guidelines
- may have time limits that apply for claims
- do not cover any other exclusions listed within the terms and conditions of each insurance policy.

If alternative insurance is in place, Providers can still deliver Activities where tasks are excluded under the Department's policies.


In addition, Providers are contractually obligated to maintain various insurances as outlined in the Deed and understand the coverage available to them under their own insurance policies as outlined in the Deed.

Providers are also required to confirm that the Host Organisation has appropriate insurance coverage, and where coverage is insufficient the Provider can decide to purchase or fund additional insurance for the Activity.

(Deed Reference(s): Clauses 44, 119.5(f) and 120.3)

Sourcing additional insurance coverage

The Provider must purchase additional insurance as required to ensure adequate coverage of the Participant. Where this insurance is being purchased with the Pooled Fund, Providers must comply with all requirements in the [Parent Funds chapter](#) and [Attachment B. Parent Fund categories and additional Documentary Evidence requirements](#).

 The Provider must retain a full copy of any insurance policies relied upon by the Provider to be compliant with the requirements for additional insurance.

As an alternative to purchasing insurance, the Provider may consider modifying the tasks in the proposed Activity so that no part of the Activity would be excluded under the Department's insurance coverage.

(Deed Reference(s): Clause 44.13)

5.5. Complementary Activities

Participants can participate in other pre-employment or employment programs/activities/services offered by the Department of Employment and Workplace Relations whilst they are participating in Parents Pathways including:

- Career Transition Assistance (CTA)
- Employability Skills Training (EST)
- Skills for Education and Employment (SEE)
- Voluntary Work
- Observational Work Experience (OWE)
- Transition to Work (TtW)
- Self-Employment Assistance
- Local Jobs Program

Prior to referring a Participant to another program or service, Providers must:

- check the Participant is eligible
- confirm the program is suitable including that the Participant has capacity to complete the program/course and
- confirm that consent has been received to disclose required personal information.

The Provider must ensure Risk Assessments are completed where required. If the Participant has been participating in a program or service that requires personal handovers, the Provider should make sure they are available to view if requested by a Participant.

Providers must continue to service the Participants as per the Parent Pathways Guidelines when they are participating concurrently in another program.

If the Participant is not eligible, the Provider must assist the Participant to look for another appropriate program or training.

Individual or Pooled Fund credits must not be utilised for payment of CTA or EST course fees. For each Participant that is referred, the service fees will be covered by that program.

(Deed Reference(s): Clause 93.3, 96.2(d), 107, 117, Attachment 1)

5.5.1. Self-Employment Assistance

Background

Self-Employment Assistance supports people in starting, developing, or growing their small business through individual mentoring and group workshops.

Self-Employment Assistance offers 6 flexible services to both new and existing business owners:

- Exploring Self-Employment Workshops
- Business Advice Sessions
- 12 Months of Small Business Coaching
- Business Plan Development Coaching
- Business Health Checks
- Accredited Training

Referral

To be eligible for Self-Employment Assistance, the Participant must:

- Be at least 15 years of age (or 18 years of age to enrol in Small Business Coaching)
- Not be enrolled in full-time secondary education
- Be allowed to legally work in Australia
- Not be an undischarged bankrupt
- Meet any additional eligibility criteria specific to the Service(s) which they have chosen, including any criteria outlined in the Part B: Self-Employment Assistance Guidelines.

Payments

Further information about Self-Employment Assistance can be found at:

- [Self-Employment Assistance - Department of Employment and Workplace Relations, Australian Government](#) and
- [Self-Employment Assistance - Guidelines and Supporting Information](#)

5.5.2. Career Transition Assistance (CTA)

Background

Career Transition Assistance (CTA) is a fully funded, voluntary pre-employment program supporting people 45 years and over to build their skills and confidence to re-enter the workforce or change career.

Courses run for at least 75 hours, with a minimum of 50 hours in a small group setting. Content is tailored to meet the individual needs of each Participant and delivered in an interactive and collaborative manner. Courses run for 3 – 8 consecutive weeks, either in-person, or in a hybrid format.

CTA provides practical assistance to Participants in a small group setting to:

- identify existing skills and how they transfer to a new job or industry
- explore goals and motivations
- improve digital literacy skills, including:
 - using technology found in different workplaces
 - setting up and using an email account
 - setting up and using a myGov or Workforce Australia account
- better understand job opportunities in the local area and the different strategies needed to search for these jobs
- prepare job applications and resumes that are tailored to a specific role or range of jobs
- practice interview techniques, both in-person and online
- develop an individual plan that includes steps on how to market themselves to employers and boost their chances of getting a job.

Referral

- CTA Providers will make CTA available as an Activity in the Department's IT Systems.
- Parent Pathways Providers will determine if the CTA course is suitable for the Parent and whether they will benefit from participating in the course.
- Parent Pathways Providers, via the Activity Management screen, will establish a CTA Activity for the Parent (the referral) and select the appropriate schedule.
- Once the CTA Provider receives the referral, the CTA provider will contact the Parent.
- Parent Pathways Providers should not mark placement as confirmed.
- CTA Providers will record Participants' commencement and attendance.
- Once the Parent has completed the course, the Parent Pathway Provider will participate in a Personal Hand Over with the CTA Provider where they will discuss the Parent's next steps and be given an updated resume and career pathway plan.

Referral Cap

Parent Pathways Providers who are also CTA Providers are subject to a Referral Cap. This means no more than 50 per cent of total referrals to CTA Courses resulting in a commencement within an Employment Region may be made by a Provider to its Own Organisation, Related Entity or Subcontractor. The Provider must not refer a Participant to a CTA Course if by doing so would exceed the Referral Cap.

The Referral Cap will not apply where the only CTA Providers in an Employment Region are also the Provider's Own Organisation, Related Entity, or Subcontractor.

The Referral Cap applies at the Employment Region level and is measured on a cumulative basis over the length of the Deed. Compliance will be reviewed by the Department on a regular basis. Any Provider that has exceeded the Referral Cap in accordance with these Guidelines may be directed by the Department to cease referrals to those entities. This direction will remain in place until the Provider is below the Referral Cap, or unless otherwise advised by the Department.

A temporary exemption to the Referral cap can be requested using the [Referral Cap Temporary Exemption Request Form](#). Refer to the Referral Cap Supporting Document for further information regarding the application and review of the Referral Cap



The Provider can use Qlik report cREF01 to monitor adherence to the Referral Cap.

(Deed Reference(s): Clause 125, Attachment 1)

Payments

The Department will cover the cost of the course fees for Parent Pathways Participants which will be paid to the CTA Provider.

5.5.3. Employability Skills Training (EST)

Background

Employability Skills Training (EST) is a pre-employment program to support people to become more competitive in their local labour market by developing the skills employers are looking for, build job search, workplace and industry-specific skills, and explore career options.

Courses run for 75 hours across 3 or 5 consecutive weeks.

Participants can undertake EST in-person, online or in a hybrid format. There are two training blocks, with Participants able to undertake one or both blocks, in any order:

- Training Block 1 courses can cover topics such as:
 - communication skills and teamwork
 - identifying and solving problems
 - managing career and work life
 - using digital technology
 - managing how businesses perceive you online
 - tailored resumes and job applications, and prepare for specific job interviews
- Training Block 2 courses build industry-specific knowledge and skills for the local job market such as:
 - exploring career options in different industries
 - learning industry-specific skills, including obtaining micro-qualifications
 - improving their job seeking skills to target a specific industry exposure to employers within particular industries.

Participation in EST is voluntary for Parents Pathway Participants; however, other attendees of the course may be undertaking EST to fulfil an activation and/or mutual obligation requirement.

Referral

Parent Pathways Providers will determine if EST is suitable for the Participant and whether they will benefit from participating in the course.

- EST providers will make EST available as an Activity in the Department's IT Systems.
- Parent Pathways Providers will establish an EST Activity for the Parent (the referral) via Activity Management.
- Once the EST provider receives the referral, the EST provider will contact the Parent.
- Parent Pathways Providers should not mark placement as confirmed.
- EST Providers will record Participants' commencement and attendance.

Referral Cap

Parent Pathways Providers who are also EST Providers are subject to a Referral Cap. This means no more than 50 per cent of total referrals to EST Courses resulting in a commencement within an Employment Region may be made by a Provider to its Own Organisation, Related Entity or Subcontractor. The Provider must not refer a Participant to an EST Course if by doing so would exceed the Referral Cap.

The Referral Cap will not apply where the only EST Providers in an Employment Region are also the Provider's Own Organisation, Related Entity, or Subcontractor.

The Referral Cap applies at the Employment Region level and is measured on a cumulative basis over the length of the Deed. Compliance will be reviewed by the Department on a regular basis,

Any Provider that has exceeded the Referral Cap in accordance with these Guidelines may be directed by the Department to cease referrals to those entities. This direction will remain in place until the Provider is below the Referral Cap, or unless otherwise advised by the Department.

A temporary exemption to the Referral cap can be requested using the Referral Cap Temporary Exemption Request Form. Refer to the Referral Cap Supporting Document for further information regarding the application and review of the Referral Cap.



Providers can use Qlik report WREF03 to monitor adherence to the Referral Cap.

(Deed Reference(s): Clause: 124.3(b), Attachment 1)

Payments

The Department will cover the cost of the course fees for Parent Pathways Participants which will be paid to the EST Provider.

5.5.4. Voluntary Work

Background

Voluntary Work is a work experience placement which gives Participants the opportunity to gain skills to improve their employment prospects, while also benefiting the community.

In these Guidelines, Voluntary Work refers to Provider Sourced Voluntary Work (arranged by the Provider).

Some of the potential benefits of Voluntary Work for eligible Participants include:

- developing practical employability skills such as attendance and communication
- increasing networks, updating referees and building confidence
- demonstrating their skills, knowledge, experience and attitude, and gaining valuable exposure to workplaces to help them understand workplace expectations
- providing service to a Participant's community, such as State Emergency Service and volunteer firefighting.

Voluntary Work Placements can be hosted by a:

- not-for-profit organisation/charity, or
- not-for-profit arm of a for-profit organisation, or
- community service (examples include firefighter reserves, State Emergency Service, school canteen, etc.)

Voluntary Work can be conducted in an eligible Host Organisation's place of business where all other requirements specified in the Deed and Guidelines have been met.

Referral

Parent Pathways Participants are eligible to undertake Voluntary Work, if they are aged 15 years or over and registered in the Service.

For each Voluntary Work Placement, an Activity record must be created in the Department's IT Systems.

The Voluntary Work Placement should not be changed to 'Placement Confirmed' until the Host Organisation has confirmed the Participant attended their first day of the Activity.

Note: Participant Sourced Voluntary Work does not need to be recorded in the Department's IT Systems.

Role of Providers

When arranging a Voluntary Work Placement, the Provider must:

- ensure the Participant is eligible and suitable for Voluntary Work

- ensure the Host Organisation is eligible to host a Voluntary Work Placement
- ensure the Voluntary Work Placement meets the requirements set out in these Guidelines
- ensure an Activity Risk Assessment and Participant Risk Assessment have been completed by a Competent Person
- negotiate and enter into a Voluntary Work Host Organisation Agreement
- monitor the Voluntary Work Placement for its duration and respond to any issues that arise.

The Provider must ensure Voluntary Work Placements:

- are of benefit to the Participant and the local community and offer no financial gain to the volunteer organisation
- provide the Participant with the opportunity to gain vocational and nonvocational skills that will directly improve their Employment prospects, such as the ability to work as part of a team, take directions from a Supervisor, work independently, communicate effectively, and become more motivated and dependable
- do not primarily promote a particular religious or political view
- do not involve more than 50 hours of attendance per fortnight, and not more than 25 hours per week
- do not include participation outside core business hours, including on a public holiday, unless a Participant chooses to do so and has agreed in advance.
- should not exceed 26 weeks unless the Provider determines this is the best participation option under the circumstances.

Note: Unpaid work performed under a Community Service Order (CSO) is not considered to be Voluntary Work

Funding

Providers may use the [Individual Fund](#) or [Pooled Fund](#) to help meet eligible costs of a Participant's Activity such as appropriate clothing or uniforms and travel costs.

Risk Assessments can be funded under the Activity costs category which should come from the Pooled Fund.

Completion

When a Voluntary Work Placement ends, the Provider must end the placement in the Department's IT Systems and provide an Exit reason. When a Voluntary Work activity ends, the Provider must end the activity in the Department's IT Systems.

5.5.5. Observational Work Experience (OWE)

Background

Observational Work Experience (OWE) offers short-term, unpaid placements which allow Participants to build soft skills and gain a better understanding of the workplace or potential career opportunities. Observational Work Experience is targeted to Participants who are not yet job-ready and have limited, or no experience in the workplace.

Some of the potential benefits of OWE include it being:

- an opportunity for the Participant to gain valuable exposure to workplaces and learn what Employers expect of their workers
- an opportunity to enhance Participants' awareness of different careers
- an effective tool to assist Participants to build employability skills, such as attendance and communication.

Observational Work Experience placements can be hosted by:

- for-profit organisations
- not-for-profit organisations
- the Provider's own organisation, related entities, or subcontractors.

Referral

Parent Pathways Participants are eligible to undertake OWE, if they are aged 15 years or over and registered in the Service.

For each OWE Placement, an Activity record must be created in the Department's IT Systems.

The OWE Placement should not be changed to 'Placement Confirmed' until the Host Organisation has confirmed the Participant attended their first day of the Activity.

Role of Providers

When arranging an OWE Placement, the Provider must:

- ensure the Participant is eligible and suitable for OWE
- ensure the Host Organisation is eligible to host an OWE Placement
- ensure the OWE Placement meets the requirements set out in these Guidelines
- ensure an Activity Risk Assessment and Participant Risk Assessment have been completed by a Competent Person
- negotiate and enter into an OWE Host Organisation Agreement with the Participant and the Host Organisation

- monitor the OWE Placement for its duration and respond to any issues that arise.

The Provider must ensure OWE Placements:

- only involve observation (allowing for participation in meetings and discussions where relevant), with no tasks to be undertaken by the Participant
- are no more than 4 weeks in duration
- do not involve more than 50 hours of attendance per fortnight, and generally not more than 25 hours per week
- do not involve more than 8 hours of attendance per day (excluding breaks)
- include at least one 30-minute break every 5 hours
- do not include participation on a public holiday

Participants may participate in OWE placements outside of core business hours. However, the

Participant needs to agree to this before being referred.

Funding

Providers may use the [Individual Fund](#) or [Pooled Fund](#) to help meet eligible costs of a Participant's Activity. Participants are not required to cover the costs of Activities.

Risk Assessments can be funded under the Activity costs category which should come from the Pooled Fund.

5.5.6. Skills for Education and Employment (SEE)

Background

The Skills for Education and Employment program (SEE) helps Participants gain the skills they need for the job they want through stronger reading, writing, maths, and computer skills.

SEE training is tailored to Participant's abilities and goals and is delivered flexibly across Australia, on both a part-time and full-time basis, from metropolitan and regional areas, through to remote communities.

SEE Training is also available via Distance Learning (virtual/remote learning) for individuals who have primary caring responsibilities.

SEE assists individuals by providing:

- overall improvement in language, literacy, numeracy and/or digital literacy skills
- improved confidence and ability to engage in the community
- increased confidence to undertake further study
- new or improved vocational skills for further study or employment

- VET contextualised delivery can include (but is not limited to) courses up to and including Certificate level III in a range of industries
- pathways to more stable, appropriate, long-term employment.

Participants may also be eligible for the Additional Child Care Subsidy (ACCS) – Transition to Work through Services Australia.

SEE Participant Support Officers will be able to assist participants to apply for the subsidy. More information about eligibility is available at [Transition to Work activity requirements additional child care subsidy - Additional Child Care Subsidy - Services Australia](#).

Language, Literacy and Numeracy Supplement (LLNS)

Participants may also be eligible for the Language, Literacy and Numeracy Supplement of \$20.80 per fortnight.

Referral

Parent Pathways Participants are eligible to undertake the SEE program when they meet all the following criteria:

- aged 15 years and over and have left school
- deemed suitable for training without any barriers that would prevent successful participation
- either an Australian citizen or permanent resident or on eligible¹ provisional or temporary visas



Parent Pathways Providers refer Participants to SEE via the Department's IT Systems as an Activity. The steps for referring a Parent Pathways Participant to SEE training is outlined in the Knowledge Base Article KB0014580 - [Workforce Australia/Parent Pathways/Transition to Work – Activities – Adding a Referral to Skills for Education and Employment \(SEE\)](#).



Parent Pathways Providers book a Pre-Training Assessment for a Participant via the Department's IT Systems. For detailed system steps refer to Knowledge Base Article [KB0017021 - Activities – Adding a Pre-Training Assessment \(PTA\) booking for a Skills for Education and Employment \(SEE\) referral](#).



SEE placement information must be entered in the Activity Management screen to ensure eligible Participants receive the Language, Literacy and Numeracy Supplement from Services Australia.

SEE First Nations

SEE includes a training stream for First Nations communities. This stream supports the development of local, First Nations-led solutions addressing barriers to access and delivery in First Nations communities.

¹ provisional or temporary visa with working rights and eligible for the Adult Migrant English Program

SEE First Nations is a competitive grant opportunity and there are a limited number of projects. Additionally, as SEE First Nations projects are community designed and led, they will be aligned to the needs of each community and may not all be directly related to employment outcomes. Projects may also have identified the potential cohort for their respective projects.

Due to the community-led nature of these projects, Providers cannot initiate referrals under this stream. If First Nations Participants enquire about SEE First Nations training:

- Providers may advise them if there is a SEE First Nations project in their community. A list of approved First Nations Delivery Grants is available on the Department's website.
www.dewr.gov.au/skills-education-and-employment/see-first-nations
- If there is a project in their community, Providers must contact the SEE First Nations Delivery grantee to discuss referral, participation requirements and eligibility, prior to any referral being entered into the Department's IT Systems.

Note: both the Participant and grantee must agree to a referral.

- Providers may also offer to explore other options available in General SEE, which is also available to First Nations Participants, should a SEE First Nations training project be unsuitable.

Where an individual has been identified by a SEE First Nations Delivery grantee and is registered with a Parent Pathways Provider, the SEE First Nations Delivery grantee may contact their Parent Pathways Provider to discuss the job seeker's interest in the project and seek your assistance with a referral to the Activity.

Funding

Providers may fund Activities, refer to existing funded Activities, or use the [Individual Fund](#) to help meet eligible costs of a Participant's Activity. Participants are not required to cover the costs of Activities, such as enrolling in an education course.

Risk Assessments can be funded under the Activity costs category which should come from the Pooled Fund.

(Deed Reference(s): Clause: 127, Attachment 1)

5.5.7. Transition to Work (TtW)

Background

Transition to Work helps young people aged 15-24 into work (including apprenticeships and training) or education. Transition to Work Participants receive intensive, pre-employment support to develop practical skills to get a job, connect with education or training, find local job opportunities, and connect with relevant local community services.

Parent Pathways Providers must continue to provide services to Participants who have been referred to Transition to Work to ensure they remain connected and supported.

Referral

Parent Pathways Participants are eligible to undertake TtW when they meet the following criteria:

- aged between 15 and 24 years old and
- either:
 - an Australian citizen, or
 - an appropriate Visa holder.



Providers must only refer a Participant to TtW if the Participant's goal is to gain employment or the Participant wants to be with a youth cohort.



Parent Pathways Providers must add a TtW special placement flag and concurrently refer Participant to TtW.

Payments

This is a free service.

(Deed Reference(s): Attachment 1)

5.5.8. Local Jobs Program

Background

The Local Jobs Program is a collaborative place-based initiative to ensure local labour markets work well for all Australians, in partnership with business and communities. The program supports tailored approaches to skilling individuals to meet local workforce needs.

Local Jobs Program Activities are locally driven and aligned to a region's employment and skills needs. Activities include:

- Local Jobs Program Activities funded through the Local Jobs, Local People grant, which are delivered by a Local Jobs Program Activity Host, funded through a grant agreement.
- other activities that do not receive funding through the Local Jobs, Local People grant but which are coordinated and delivered by Job Coordinators under the Local Jobs Program
- activities that leverage funding being provided by existing programs and services, including state and territory government programs, coordinated through Local Jobs Program.

Referral

The Department will set up Local Jobs Program Activities funded by the Local Jobs, Local People grant in the Department's IT Systems. The Department and/or Job Coordinators and Support Officers will provide relevant Activity IDs to Providers.

Providers must, in accordance with work health and safety requirements, refer eligible and potentially suitable Participants for Local Jobs Program Activities.

Providers should work with Job Coordinators to refer Participants to Local Jobs Program Activities not funded by the Local Jobs, Local People Grant.

Payments

This is a free service.

(Deed Reference(s): Attachment 1)

5.5.9. Workforce Australia Digital Platform Online Individuals

Background

The Workforce Australia website has job search resources and tools which are free to access.

The Workforce Australia Digital Platform is the online IT system used by the Department's programs. At the Initial Discussion, Providers should encourage Participants to Register for a free account. This account will provide the Participant with access to:

- Parent Pathways information including details about their Goal Plan
- their Individual Fund balance (instructions on how to access can be found here [Parent Pathways - Tracking your Individual Fund balance](#))
- free tools and features.

If the Participant is interested in employment the Participant can create a profile that can be used for receiving:

- job alerts
- job advertisements
- recommended jobs.

Referrals

Referrals are not required to use this service, however, it is recommended that Participants create an account to access Parent Pathways information and tools. To register, Participants will need a myGov account to link to Workforce Australia.

Payments

This is a free service.

(Deed Reference(s): Attachment 1)

Chapter 6. Pauses, Transfers, Exits and Post Placement Support

Supporting Documents for this Chapter:

- [Pause Reasons](#)
- [Letter Prior to Exit template](#)
- [Exit Reasons](#)
- [Transfer Reasons](#)

6.1. Overview

This section provides guidance for Providers and Mentors to manage Pauses in the service, Transfers between Providers and Exits from the service. Participants can choose when they want to participate and do not wish to participate in the service. Participants can Pause their participation in the service at any time for a temporary period. This flexibility is intended to support Participants to prioritise their parenting and caring responsibilities, and to balance their participation in the service with these responsibilities.

6.2. Pauses

A Participant may need to Pause their participation in the service for a period of time. At any time during the period of service, a Participant may request a Pause from the Service. A Pause must be actioned by the Provider by recording the reason and the start and end dates of the Pause in the Department's IT Systems.

An initial Pause Period can be granted for between 1 and 3 months based on the Participant's advice and preference. The Pause may be extended for additional periods of up to 3 months if required by the Participant. The total Pause Period must not exceed 12 months.

Where a Participant is Paused, the Provider must contact the Participant at least one week prior to the Pause expected end date recorded in the Department's IT Systems to confirm whether the Participant intends to re-Commence participating in Parent Pathways or requires the Pause to be extended. The Department's IT Systems will provide a reminder for the Mentor.



The Provider must record in the Department's IT Systems any reason and/or changes in the Participant's circumstances that may result in a Participant being Paused, no longer being Paused, or Exited. Please refer to the Task Card outlining Pauses.

The Department's IT Systems will identify if a Participant has Paused or Exited.

(Deed Reference(s): Clause 110,111,113, Attachment 1)

6.2.1. Effect of Pauses

Where a Participant is Paused, the Participant's current Period of Service and current Period of Registration are halted and re-commence when the Pause ends. A Participant can Pause for any reason, but the reasons below are captured in the Department's IT Systems.



Reasons to Pause that are specified in the Department's IT Systems include:

- the Participant wants a break to focus on caring for their child or other family members; or
- the Participant's caring arrangements have changed
- the Participant is experiencing family or domestic violence
- due to temporary medical condition or illness of the Participant or child or a family member
- due to pregnancy
- due to a bereavement
- due to a relationship breakdown
- due to Jury duty
- due to a natural disaster
- due to disruption to the Participant's home
- due to a personal crisis
- due to the Participant undertaking cultural business
- other (to be specified by the Mentor).

Where appropriate, Mentors may offer support to a Participant at the time that the Participant indicates the need for a Pause in their engagement.

Example: The Participant requests a Pause due to experiencing family and domestic violence. The Mentor records the reason for the Pause in the Department's IT Systems but is also required to ask whether the Participant would like a referral to a family and domestic violence service.

There is no requirement for the Participant to provide Documentary Evidence to substantiate the reason for their Pause in Parent Pathways.

(Deed Reference(s): Clause 111, Attachment 1)

6.2.2. Management during a Pause

The Department and the Provider acknowledge and agree that, where a Participant is Paused:

- the Participant's current Period of Registration and Period of Service are halted and recommence when the Pause ends in accordance with these Guidelines; and
- the Participant will remain Paused until the Participant decides to recommence their participation in the Parent Pathways, or the Participant is Exited.

If the Provider identifies, or the Provider is notified by Services Australia, that a Participant has experienced a situation which means they are unable to continue participating in the service for a

period of time, the Provider must immediately record in the Department's IT Systems that the Participant is no longer participating in the Service and a further Pause is recorded.

The Provider should check the cumulative period of Pauses to ensure it does not exceed 12 months. If the Pause Period is longer than 12 months, the Provider must contact the Participant to inform them of this and advise the Participant that they will be Exited from Parent Pathways, if they are not going to recommence immediately. The Provider should then Exit the Participant and the reason for Exit should be Participant chose to Exit.

Providers should advise Participants that if they are participating in CTA or EST, a Pause in Parent Pathways will result in an Exit from CTA or EST. If a Pause occurs, the Parent Pathways Provider will contact the CTA or EST provider to request that the Participant is Exited from the course.

(Deed Reference(s): Clause 113, Attachment 1)

6.2.3. Delivery of Service following cessation of a Pause

After a Pause, the Provider must immediately resume providing services to the Participant, review and discuss with the Participant their servicing needs and whether their Parent Snapshot and/or Goal Plan need updating.

Update the Parent Snapshot and/or Goal Plan if required.

(Deed Reference(s): Clause 114, Attachment 1)

6.3. Transfers

Transfers may occur under certain circumstances; however, all changes and transfers must better assist the applicant to achieve their aspirations (See [task card](#) for a list of transfer reasons).

A Participant must have a 'Commenced' Status to be manually transferred to another Provider. This means for a Participant to transfer Providers at the start of their journey they have to agree to Participate in the Parent Pathways Service and be Commenced

If the Parent or Carer has a Pending Status the Provider can be transferred within the same Employment Region.

Mentors can assist Parents and Carers to find another Provider by assisting them to check Workforce Australia or the Department's webpage. If the Parent or Carer already has a preferred Provider, check they know how to visit or contact the preferred Provider to either directly register or make an appointment to register (to do this they need to have been Exited from the service).

6.3.1. Transfers to and from Providers

The Provider must agree to a Participant being transferred to another Parent Pathways Provider if:

- the Participant changes address
- it is more convenient for the Participant (for example; public transport, proximity)
- the relationship between Provider and Participant has broken down

- any other reason, at the discretion of the Department.

If a transfer is initiated by the Participant, the previous Provider must provide assistance and cooperate with the new Provider to ensure they meet all the Participant's needs.

After the Participant transfers to a new Provider, the new Mentor must review the Participant's servicing needs, conduct a new Parent Snapshot and review and update the Goal Plan (refer to Goal Plan section) regardless of whether the Participant had an agreed Goal Plan with their previous Provider.

Providers should advise Participants that if they are participating in CTA or EST, that transferring between Parent Pathways Providers will Exit the Participant from CTA or EST.

(Deed Reference(s): Clause 92)

6.3.2. Transfers between Provider Sites

A Participant can transfer between Sites while remaining with the same Provider for reasons such as a change in address. There must not be any change to the Services they receive. Any fees or additional costs associated with this transfer are an internal matter for the Provider. The Participant's Individual Fund will be transferred to the new Site.

The new Mentor at the new Site must review the Participant's servicing needs, conduct a new Parent Snapshot and review and update the Goal Plan (see Goal Plan section) regardless of whether the Participant had an agreed Goal Plan at the previous Site.

(Deed Reference: Clause 92.4)

6.4. Exits

Participants will be automatically 'Exited' from the Service for a number of reasons, including:

- Participant no longer meets the core Eligibility criteria such as their youngest child turns 6 years old
- Participant has relocated to a remote region
- Participant has not engaged with the Provider for 6 months
- Participant has been Paused but does not re-engage within 3 months after the expected Pause End Date
- Participant completes 6 months of Post-Placement Support
- Participant's Pause period exceeds 12 months
- Participant is commenced in another employment service they cannot be concurrently serviced in, including Workforce Australia Online and Provider Services and Inclusive Employment Australia.

Income Support Participants will automatically Exited if:

- they are deceased

- they are incarcerated or imprisoned
- they move overseas permanently
- their Income Support Payment is cancelled, unless they are under the age of 22 or a First Nations Australian

The Provider must manually Exit Participants from the Service for a number of reasons, including:

- Provider has attempted to contact the Pending Parent or Carer 3 times via phone and sent a letter, but contact has not been made within 8 weeks.
- Participant has transferred to another Provider and not contactable
- Participant no longer wishes to engage in Parent Pathways
- Participant commences employment and does not want to participate in Post-Placement Support
- Participant commences study and does not want to participate in the Service
- Participant withdraws consent

Non-Income Support Participants will be manually Exited if they:

- are deceased
- are incarcerated or imprisoned
- move overseas permanently

See [Exit Reasons Task card](#) and Parent Pathways Exit Reasons supporting document for more information.

Where a Participant chooses to Exit, the Mentor must inform the Participant that Exiting the service may impact their eligibility for Child Care Subsidy and refer the Participant to Services Australia for more information.

If the Participant is intending to meet the Disability Support Pension Program of Support requirements, the Mentor must inform them that, by Exiting the Service, they will no longer be meeting the Program of Support requirements. The Mentor must also inform the Participant to contact Services Australia to seek advice.

Where a Participant is Exited, the Provider must cease providing Services to the Participant.



Where a Provider Exits a Participant, they must record the Exit reason in the 'Participant Summary' tab using the Exit Reason comment field. See [Exit Reasons](#) section.


Providers should advise Participants that if they are participating in a CTA or EST course and Exit from Parent Pathways they will also be Exited from CTA or EST.


If a Participant Exits and then subsequently advises the Provider of their wish to return to the Services at 13 Consecutive Weeks or more after the date of the Exit, the Provider must:


- check the Participant's Eligibility again

- follow steps as a new Participant (refer to Connection section).

The Parent Snapshot and Goal Plan previously created cannot be updated, however, they may be viewed by the Provider and discussed when creating a new Parent Snapshot and Goal Plan.

 Participants who are due to Exit for a known reason will receive a notification at least 7 Calendar days prior to their Exit being completed.

 Manual Exits must be entered in the Department's IT Systems.

 Mentors must add a comment in the Department's IT Systems using the 'Exit Reason' comment topic on the Participant summary screen to record the actual reason for Exit.

(Deed Reference(s): Clause 97.1 (c))

6.4.1. Parent or Carer not yet Registered

Where a Parent or Carer who has self-presented to a Provider decides before registration that they do not wish to participate in the Service, the Provider accepts this and is not required to do anything further.

Any personal information provided by a Parent or Carer to the Provider as part of their self-presentation should be appropriately disposed of or returned to the Parent or Carer (not retained by the Provider).

6.5. Recommencements

In some circumstances, a Participant who Exits Parent Pathways may wish to resume Participation in the Service later. This is allowed if they meet the Eligibility criteria. Refer to the Eligibility, Connections to Parent Pathways and Registration sections of this guideline.

Where an Exited Participant returns to the Services less than 13 consecutive weeks after the date of the Exit, the Participant's Period of Registration and Period of Service continues from the last commencement date prior to Exiting (deemed as not to have Exited). The Participant's Snapshot and Goal Plan can be reinstated, and they Recommence.

The Provider must immediately resume providing Services to the Participant, unless the Participant was Exited for the following reasons:

- ceased to participate appropriately in the Services
- completed their Period of Service.

6.6. Vacancy Management

Participants are not required to look for, or accept, Employment, however, Providers should help Participants find suitable Employment opportunities if they are ready and want to work.

Where a Participant gains Employment, Providers must record Employment as a Vacancy and create a placement in the Department's IT System, expected hours must be recorded.

Providers may assist Participants to identify and apply for suitable Vacancies. Providers must not refer or place Participants in Unsuitable Employment. When sourcing or referring to Vacancies, Providers should:

- engage local Employers to understand their needs and identify job opportunities, including those with flexible working arrangements or within school hours
- consider a Participant's family and personal circumstances, including child care and transport arrangements.

Providers should remind Participants to contact Services Australia if they get a job to advise they are working and earning an income.



Where a Participant is successful in gaining Employment, Providers must create an Employment Vacancy and placement. Refer to Task Card on Creating Vacancy.



When entering the Vacancy in the Department's IT Systems, Providers must enter a range of information including a job description, Employer details, hours, salary and whether the job was sourced by the Participant.

6.6.1. Checking Minimum Wage

Where a 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.

Providers must give Participants information relating to the National Minimum Wage and the Fair Work Ombudsman when they Commence. 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.

(Deed Reference(s): 106.4 (a), Attachment 1)

6.6.2. Placing a Participant in a Vacancy

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 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 Provider is still required to create a Vacancy if the Participant is working more than 15 hours a week and has accepted Post Placement support. Support to pay for training may be offered to the Participant through the Parent Funds.

The Provider must update the Department's IT Systems by:

- updating the Participants Goal Plan
- create an Activity Referral for paid employment
- create a Vacancy and a Placement, and
- create a Post Placement Period.



The Job Placement Start Date must be recorded within 56 calendar days of the Participant commencing in the job. The Department's IT Systems will not allow Providers to backdate a Job Placement Start Date by more than 56 days. The Department expects Providers to remain in regular contact with their 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.

6.7. Post Placement Support

6.7.1. Post Placement Support Overview

Providers must offer Participants a 6 month period of Post Placement Support once they commence in paid employment of more than 15 hours per week. During this period, a Provider must assist the Participant to settle into the job.

6.7.2. Offering a Period of Post Placement Support

When a Participant commences in paid employment, the Participant should advise the Mentor as soon as possible. This information may also be transacted from Services Australia (for Services Australia connected Participants) and made available in the Department's IT Systems.

At this time, the Mentor must confirm with the Participant to find out how many hours a week they expect to work.

- If the number of working hours is unknown, or expected to be less than 15 hours per week then:
 - the Provider must update the Goal Plan, add an Activity referral and place the Participant in an Employment Vacancy in the Department's IT Systems
 - normal servicing continues. Participants will remain connected to the service unless they choose to Exit or are no longer eligible.
- If the number of working hours is expected to be more than 15 hours per week on average, the Provider must offer the Participant the choice between:

- Exiting the service due to employment, or
- receiving a period of Post Placement Support.

Post Placement Support can be provided for a period of 6 calendar months after the Participant commences in work. During the Post Placement Support period, the Providers must support Participants to maintain their employment. If a Participant is no longer eligible for Parent Pathways during the period of Post Placement Support, they will be Exited from the service and the Post Placement Support will end. [See Exit Reasons.](#)

Providers should ensure that Participants in receipt of an Income Support Payment are aware that they must report their income to Services Australia during the period of Post Placement Support.



Where a Participant chooses to receive Post Placement Support, the Provider must:

- ensure the Goal Plan is updated with the Participant to include employment and any work-related support the Participant may need to settle into their job
- create an Activity referral for paid employment
- create an employment vacancy and placement in the Department's IT Systems including expected hours
- create a Post Placement Support period.



If the Participant is expected to work more than 15 hours and does not wish to receive Post Placement Support, the Provider must:

- update the Goal Plan, to record achievements, if required
- create an employment vacancy and placement in the system including expected hours
- exit the Participant from the service.

6.7.3. Post Placement Support Period

During Post Placement Support, Mentors must:

- assist the Participant to settle into their new job, help to address any issues or barriers they may face, and discuss support needs with the employer where necessary
- check in with the Participant (via phone calls/Appointments) to support them to resolve any issues or questions
- update the Goal Plan with the Participant, to reflect any new circumstances, and any additional support provided as per the Participant's request
- update the Goal Plan to record the Participant's employment as an achievement so that the Participant can see that they have achieved a goal and that their success is acknowledged
- discuss that support through the Individual Fund, Pooled Fund, Wage Subsidy and Relocation Assistance is still available. For example, if financial assistance is required to pay for Child Care bond costs, work/protective clothing, or transport to attend work.

- help Participants and their employer identify whether any training is needed and potentially pay for the training with the Individual Fund or Pooled Fund
- make referrals to Activities and support services and request additional assistance if the Participant needs it.

Participants will remain 'Commenced' on the Caseload and Providers will continue to receive Service Fees during the Post Placement Support period.

Participants still have the option to Pause their participation in the program during a period of Post Placement Support. The Pause will not affect the duration of the Post Placement Support period which is for 6 calendar months.

Participants also retain the option to Exit the service at any stage during a Period of Post Placement Support. Providers should record an exit due to employment (that is, Provider initiated manual employment Exit) should a Participant choose to Exit during Post Placement Support.

6.7.4. Ending a Post Placement Support Period - resume normal servicing

If the Participant advises the Mentor that their employment has ended or their working hours are expected to be less than 15 hours per week moving forward, the Provider must end the period of Post Placement Support and resume normal servicing.



In this situation a Provider must:

- update the Goal Plan to reflect the Participant's current situation
- end the employment Activity referral (if required)
- update the job placement and end the period of Post Placement Support.

Ending a Post Placement Support period does not preclude the Participant from receiving Post Placement Support in the future should their employment status change. The Provider can add a period of Post Placement Support any time the Participant is in Employment and is expecting to work more than 15 hours per week. This will create a new 6 month period of Post Placement Support (rather than continuing the previous period).

6.7.5. Automatic Exits following Post Placement Support

Participants will automatically be Exited by the Department's IT Systems after 6 months of Post Placement Support has passed (Department automatic Exit). See [Exits](#) section for more information.

Two weeks before the automatic Exit occurs, Providers will receive a Provider Task and Participants will receive a notification advising that the period of Post Placement Support is coming to an end.

Mentors should contact Participants during the 2-week period to confirm employment details are correct. The Job Placement must be updated if needed. If the Participant is still in Employment that is expected to be more than 15 hours a week moving forward the Provider must discuss if there is a need for any final assistance before the Participant Exits.

Note that if a Participant's employment ends after they have been Exited from Parent Pathways, the Participant will need to check with a Provider to see if they are still eligible and then re-Register if they want further assistance from the service.



Record any details from Contact with Participant in the Department's IT Systems.

(Deed Reference(s): Clause 94)

6.8. Transition Support and Warm Handovers for Participants moving to employment services

The Mentor should identify and provide Transition Support and offer Warm Handovers to Participants Exiting Parent Pathways and transitioning to mainstream employment services when their youngest child turns 6. Mainstream employment services include Workforce Australia Services, Inclusive Employment Australia and Remote Australia Employment Service.

These arrangements will mostly apply to Participants who receive an income support payment such as, Parenting Payment and Special Benefit, as these are the cohorts who will become subject to mutual obligations requirements when their youngest child turns 6. However, some employment services also support non-income support recipients who generally commence in the service by direct registration.

6.8.1. Transition Support

The purpose of providing Transition Support is to help Participants to prepare for the move to mainstream employment services and to make the transition smoother.

Mentors must provide transitional support from when a Participant's youngest child turns 5 years and 6 months. The Mentor must provide the following advice and assistance to Participants:

- Participants may have to meet mutual obligation requirements to continue receiving their income support payment, which are aimed at increasing their chances of finding work. Services Australia will notify Participants when their youngest child turns 5 years and 9 months, if they will be subject to mutual obligation requirements when their youngest child turns 6 years.
- Services Australia will require Parents or Carers in receipt of a Parenting Payment Single or Special Benefit to attend a compulsory Participation Interview when the youngest child turns 6 years (See: [SA Op Blueprint notification to PP recipients when youngest child is 5 years and 9 months](#)).
- Services Australia will check whether Participants are already meeting mutual obligation requirements (for example, through 15 hours per week of work, or study, or a combination) in which case, they may not need to participate in an employment service and will be managed by Services Australia.
- Services Australia may require Parents or Carers to attend a Compulsory Participation Interview once their youngest child turns 6 years, to assess the Parent or Carer's circumstances, discuss their mutual obligation requirements and refer them to the relevant employment service or, if appropriate, to an Employment Services Assessment (ESAt).

- Provide a brief overview of the services offered by Workforce Australia, Inclusive Employment Australia and the Remote Australia Employment Service, and about mutual obligation requirements.
- Discuss with the Participant whether there is any additional support they would like in the 6 months before they move to employment services.
- Offer Participants the option of having a Warm Handover at their first Appointment with their new employment services provider. For Participants who accept, advise they must contact their Parent Pathway Mentor as soon as they know the details of their first Appointment with the new provider (time, date and location).

6.8.2. Warm Handovers

Warm Handovers are a 3-way meeting between the Parent or Carer, the Parent Pathway Mentor and the employment services provider (either Workforce Australia Services Provider or Inclusive Employment Australia Provider, or Remote Australia Employment Service Provider) and are intended to improve the Participant's experience with their new provider.

The purpose of a Warm Handover is to improve the Parent or Carer's experience with their new Provider by sharing appropriate information about their support and progress in Parent Pathways and to inform the continuity of support in the employment service. Where the Participant accepts the offer of a Warm Handover, the Mentor is required to attend a Warm Handover meeting with the Parent or Carer and their new employment services provider at their first Appointment (Initial Interview).

The Parent Pathways Mentor will not be acting as an advocate for the Parent or Carer and will not have any role in making decisions on the Parent or Carer's behalf. Rather, the Parent Pathways Mentor will discuss the support provided to the Parent or Carer in Parent Pathways.

6.8.3. Initiating a Warm Handover

As part of Transition Support, Mentors must offer the Participant the option of having a Warm Handover as part of their first Appointment with their new employment services Provider. The Mentor is required to:

- offer Participants the option of a Warm Handover, explain what it is, the benefits and advise that it will be part of the Initial Appointment/Interview with the new employment services provider
- discuss with the Participant the type of information they may consider sharing at the Warm Handover to support their continuity of service. For example, this might include their goals and achievements and progress in Parent Pathways, their career goals and future aspirations. Inform Participants that they may provide a copy of their Goal Plan if they wish to do so
- ask the Participant whether there is any information that the Participant does not wish to share at the Warm Handover
- advise Participants that they will need to contact their Mentor as soon as they are advised of the details of the Initial Appointment/Interview (time, date, new Provider name and location), and advise their Mentor if this Appointment is rescheduled

- attend the Initial Appointment with the Participant and employment service provider to deliver a Warm Handover even though the Participant will be Exited from Parent Pathways at the time of the Appointment.



The Mentor must record the details of the Warm Handover Appointment off-Calendar as the Participant will be Exited from Parent Pathways when the Appointment details are set.

6.8.4. The Warm Handover Appointment

Parent or Carers will generally be required to attend the Initial Interview with their employment services provider face-to-face, except in exceptional circumstances. Mentors are required to attend the Warm Handover in person where possible.

As the Remote Australia Employment Service operates in remote locations, it may not be practical for the Mentor to attend in person, due to distance and cost of travel. As such, the Mentor may provide the Warm Handover by phone or online where feasible depending on phone or internet connection, or as a last resort, the Mentor may provide advice by email for the Participant to provide to their new Provider.

At the Warm Handover, the Mentor may only share information that the Participant has agreed to share about their goals, progress and achievements in Parent Pathways, as well as their career goals and future aspirations.

The employment services provider will:

- facilitate the attendance of the Parent Pathways Mentor with the Parent at the Initial Interview and consider the advice and information provided about the Parent or Carer's achievements and goals in Parent Pathways.
- take account of, and build on, the Parent or Carer's achievements in the Parent Pathways when tailoring support, developing the Job Plan, and determining/advising on appropriate Activities or interventions.

The Participant may consider taking a copy of their Parent Pathways Goal Plan with them as it lists their goals, Activities, and achievements from participating in Parent Pathways.



The Mentor must enter a system note that "the Warm Handover was completed", along with any other appropriate information, on the Participant's record generally within 28 days of the Participant Exiting Parent Pathways, where the Warm Handover has occurred within this timeframe. If the Warm Handover occurs after more than 28 days of the Participant Exiting Parent Pathways, the Mentor must enter this information in the Department's IT Systems (in the comments section) as soon after the meeting as possible.

Chapter 6A. WorkFoundations

6A.1. Chapter Overview

WorkFoundations is a 2-year grant initiative that funds businesses to offer tailored, paid employment placements for Participants facing complex barriers to employment. These WorkFoundations Placements include integrated wrap-around services to support Participants in entering or re-entering the workforce.

The program targets individuals who are not yet competitive in the open labour market and require additional support to become job ready. All WorkFoundations Placements are real jobs, paid at the relevant award or enterprise agreement rate, with legal entitlements including superannuation and leave.

Unlike employment Activities, WorkFoundations Placements are job vacancies, with durations ranging from two weeks (14 days) up to six months (181 days). Participation is voluntary for eligible Parents and Carers.

Placements may span across financial years or be completed within a single financial year.

6A.2. Objectives of WorkFoundations

The objectives of WorkFoundations Placements are to fund paid employment vacancies that:

- **Support Participants with complex barriers:** by addressing challenges such as long-term unemployment and limited work experience by helping individuals build work readiness.
- **Provide tailored, paid employment placements:** by offering real-world work experience through paid roles, enabling Participants to develop practical skills and demonstrate their potential to employers.
- **Deliver integrated wrap-around services:** by offering coordinated support, including vocational and non-vocational training, allied health services, and personal development programs, to address individual barriers to employment.
- **Foster inclusive employment pathways:** by partnering with businesses committed to inclusive recruitment and retention practices to create sustainable employment opportunities.

6A.3. Outcomes of WorkFoundations

WorkFoundations is designed to deliver meaningful and measurable outcomes for Participants, WorkFoundations Employers, and the broader community. These outcomes reflect the program's commitment to inclusive, supportive, and sustainable paid employment pathways.

WorkFoundations Placements are expected to provide Participants with a range of personal and professional experiences, including:

- **Development of foundational employability skills:** WorkFoundations Participants will build essential workplace competencies such as communication, time management, teamwork, problem-solving, and adaptability.
- **Increased confidence, self-agency, and motivation:** Through structured support and real work experience, Participants will gain a stronger sense of self-worth, independence, and belief in their ability to succeed in the workforce.
- **Improved understanding of workplace culture and expectations:** WorkFoundations Participants will learn about employer expectations, workplace norms, and professional conduct, as well as their rights and responsibilities.
- **Clarification of career goals and pathways:** Exposure to different roles and industries will help WorkFoundations Participants identify their interests, strengths, and long-term career aspirations, enabling more informed decisions about future employment or training.
- **Pathways to sustainable outcomes:** Upon completing a WorkFoundations Placement, individuals can transition into ongoing employment, pursue further education or training, or continue receiving tailored support from their Provider to overcome barriers and pursue their employment goals.

6A.4. Program Duration and Structure

WorkFoundations Placements are voluntary, paid employment opportunities of up to six months in duration.

The Department will negotiate with WorkFoundations Employers and approve an Activity Work Plan at the beginning of an agreement or reporting period. The Activity Work Plan details how WorkFoundations Employers will deliver services to Participants and Providers under WorkFoundations Placements.

The 4 stages of WorkFoundations Placements:

WorkFoundations follows a structured 4-stage journey to ensure a consistent and supportive experience for each Participant:

Referral: Eligible Participants who are commenced in Transition to Work, Parent Pathways, or Workforce Australia Services can request to be referred into a WorkFoundations Placement vacancy by their Provider. WorkFoundations Employers, Providers and Participants should work together to assess eligibility and identify the types of wrap-around services required to support their success.

Placement: Once a Participant agrees to undertake a Placement, they receive a WorkFoundations Participant Handbook outlining:

- placement role and location
- key contacts and support personnel
- details of wrap-around services to be provided
- information on workplace rights and responsibilities

Commencement: The Participant enters into a formal Employment Agreement with the WorkFoundations Employer and begins their WorkFoundations Placement. Paid work and wrap-around services commence simultaneously. During this period, Providers should work closely with the Participant to prioritise the Placement experience, which may include temporarily pausing Provider Appointments, Check-ins and Reviews and other scheduled activities.

Completion and Transition: Approximately two to four weeks before the Placement ends, the WorkFoundations Employer and Participant meet to discuss future pathways. Providers and WorkFoundations Employers should work together to ensure a warm handover during the transition stage to ensure continuity of service. Upon Placement completion, Participants may decide to:

- transition into ongoing employment with the WorkFoundations Employer
- be supported into employment with another organisation, or
- resume engagement with their Provider for further support, training, or job search assistance, or until ongoing employment with the WorkFoundations Employer is arranged.

6A.5. WorkFoundations Employer Responsibilities for Ongoing Employment

The responsibility for supporting ongoing employment will differ based on the specific type of WorkFoundations Employer providing the Placement. The Department will conduct regular reviews of employment outcomes to maintain accountability and drive continuous program improvement.

The responsibilities for supporting ongoing employment vary depending on the type of organisation delivering the Placement. The two distinct WorkFoundations Employer organisation types are the Business Stream and Social Enterprise Stream.

6A.5.1. Business Stream

WorkFoundations Employers in the Business Stream must show how completing a Placement leads to an offer of ongoing, sustainable employment within their organisation.

6A.5.2. Social Enterprise Stream

Social enterprises provide Placements and connect with local employers. If they cannot offer ongoing employment directly, they must demonstrate strong links with local employers who can.

6A.6. Role of Parent Pathways Service Providers

Providers play an important role in the Placement process, especially at commencement and completion. At the beginning, they work with WorkFoundations Employers to understand the vacancy, check who is eligible, and explain what support is available. Providers will look at their Caseloads, identify suitable WorkFoundations vacancies, manage referrals and help prepare and approve the Participant Handbook. During the Placement, Providers will remain available to help both Participants and WorkFoundations Employers when needed. After the Placement, Providers will support Participants as they resume engagement with servicing or move into an ongoing job.

6A.6.1. Provider Workflow for WorkFoundations Placements

Engaging with WorkFoundations Employers and identifying Participants

WorkFoundations Employers will maintain regular communication with Providers to help them stay informed about the WorkFoundations Program. This ongoing engagement helps Providers monitor their Caseloads and identify Participants who may be eligible and interested in the program.

Introducing the program and arranging interviews

Once a Participant is introduced to the WorkFoundations opportunity and agrees to proceed, Providers must arrange an interview with the WorkFoundations Employer at a mutually convenient time.

Post-Interview decisions and feedback

Following the interview, the Provider and WorkFoundations Employer discuss whether to offer a WorkFoundations Placement. If the Participant is not selected, the Provider must collect feedback to refine future support strategies. If the Placement is confirmed, the Provider must work closely with both the WorkFoundations Employer and the Participant to move forward.

Creating and referring to a Placement vacancy

If the Placement is confirmed and a WorkFoundations Placement Vacancy has not yet been created, the Provider will need to initiate one in the Department's IT Systems and refer the Participant to it. The Department's IT Systems will then prompt the creation of the WorkFoundations Participant Handbook.



See the [WorkFoundations Supporting Documents](#) for more information

Completing the WorkFoundations Participant Handbook

Providers must complete the WorkFoundations Participant Handbook in collaboration with the WorkFoundations Employer. This document includes key details such as Placement information, contact details for the WorkFoundations Employer and Provider, wrap-around services, and any relevant notes.

After both parties approve the Handbook, Providers must update the Participant's status in the Department's IT Systems. At this stage, Providers' active involvement pauses unless additional support is requested during the Placement.



See the [WorkFoundations Supporting Documents](#) for more information

Concluding the Placement and re-engaging the Participant

At the end of the Placement, including if it concludes earlier than expected, Providers must follow up with the WorkFoundations Employer to gather feedback on the Participant's experience and, if necessary, understand the reasons for early termination. Providers must then update the Participant Handbook and close the vacancy in the Department's IT Systems.

To complete the process, Providers must schedule a follow-up appointment with the Participant to resume servicing if requested by the Participant.

6A.6.2. Notifications and tasks

Throughout the duration of a WorkFoundations Placement, WorkFoundations Employers, Providers, and Participants will receive notifications and tasks through the Department's IT Systems. These notifications and tasks are designed to support the review and completion of key actions required for the Placement to begin, progress, and conclude successfully.



See the [WorkFoundations Supporting Documents](#) for more information

6A.6.3. Participant Engagement

Participation in WorkFoundations is voluntary. When engaging with Participants who may be interested in participating in WorkFoundations, Providers must explain the benefits of the service, including the paid work experience, wrap around support services and options to pause Appointments, Check-ins, Reviews and activities (where applicable and if requested) to encourage participation. However, Providers must accept the Participant's decision if they do not wish to participate in a WorkFoundations Placement.

6A.6.4. Wrap-around Support Services

When promoting WorkFoundations Placements, WorkFoundations Employers will inform Providers about the wrap-around supports they offer and may adjust these based on future Participants' needs. Providers must use this information to match suitable Participants from their Caseload.

Acknowledging that each Participant may require targeted services dependent on their personal situation and circumstances, the range of wrap-around services could include:

- developing the Participant's capability to engage in employment through:
 - assistance to access suitable housing and transport and meet food and clothing needs
 - addressing substance misuse or addiction issues
 - developing knowledge around health (including mental health), fitness and hygiene
 - growing their social and psychological well-being
 - guiding the development of goals and aspirations
 - building core skills such as language literacy and numeracy
- assisting the Participant to understand employment-related matters, including:
 - wages, onboarding, workplace rights (educating to understand employer and employee rights), obligations and entitlements including pay conditions and superannuation
 - the reporting requirements of receiving income support whilst being in paid employment
- improving their financial literacy and ability to manage money

- engaging with the Participant during the Placement through regular check-in and feedback mechanisms (e.g. to identify and facilitate additional development needs)
- collaborating with the Participant to increase their hours of employment and scope of responsibility as they gradually grow capability and capacity for work.

When the wrap-around services that will be offered are agreed to, the Provider will enter them into the WorkFoundations Participant Handbook. Once the WorkFoundations Participant Handbook has been approved it is then up to the WorkFoundations Employer to implement the delivery of these wrap-around services to assist the Participant resolve their barriers to employment and work towards improving their employability.

6A.6.5. Referrals and Eligibility Requirements

During the referral process Providers will engage with potential Participants to determine eligibility, suitability and commitment to see the WorkFoundations Placement through to completion and towards on-going employment. Once the eligibility criteria have been determined, Providers will meet with the Participant to explain the WorkFoundations Placement, including Mutual Obligations Requirements (only where applicable), income reporting to Services Australia, and the expectations of the WorkFoundations Placement.

The Participant will then meet with the WorkFoundations Employer to complete an interview to determine suitability. The WorkFoundations Employer will then inform the Participant and Provider of the outcome. If the Participant was successful, the Provider must create the vacancy in the Department's IT Systems and refer the Participant.

Once referred to the vacancy, the Provider will be able to create the WorkFoundations Participant Handbook in the Department's IT Systems. The Provider must populate the WorkFoundations Participant Handbook with the required information and send it to the Employer to review and approve in the Department's IT Systems.

Once approved by the WorkFoundations Employer, the Participant receives a notification through the Department's IT Systems that a copy of the WorkFoundations Participant Handbook is available.

Eligibility Requirements

All WorkFoundations Participants must meet the below eligibility criteria and be Commenced with a relevant Workforce Australia Services, Transition to Work or Parent Pathways Provider.

Before referring a Participant to a WorkFoundations Placement Vacancy, the Provider must be satisfied that the Participant is eligible by checking the eligibility requirements outlined below.

Eligible Participants

To be **Eligible** to participate in WorkFoundations, Participants must meet the following minimum eligibility criteria:

- must be Commenced with a Workforce Australia Services, Transition to Work, or Parent Pathways Provider,

- have a minimum of one (1) barrier to employment which they are open to address through support,
- have a positive attitude towards understanding their skills, abilities and aptitude for work, as well as undergo employment related testing if required,
- must have employment included in their Goal Plan and be able to accept an ongoing paid employment opportunity if offered.

Eligibility for WorkFoundations may expand to other Participants over time. The Department may, under extenuating circumstances, consider approving participation for Participants who do not meet all eligibility requirements. Providers may contact the Department to request approving participation for Participants who do not meet all eligibility requirements. The Department will make a decision based on the information provided by the Provider. Any decision will be final, and no dispute process will be made available.

 See the [WorkFoundations Supporting Documents](#) for more information

Ineligible Participants

Participants who are ineligible to participate in WorkFoundations Placements include those who are registered with:

- Inclusive Employment Australia (delivered by the Department of Social Services),
- Workforce Australia Online Base Services
- Remote Australia Employment Service (delivered by the National Indigenous Australians Agency)

In addition, people registered with Yarrabah Employment Services, Broome Employment Services or Norfolk Island Employment Services are not eligible to participate in WorkFoundations.

 See the [WorkFoundations Supporting Documents](#) for more information

6A.6.6. Participant Referrals to a WorkFoundations Vacancy

Providers must refer eligible Participants to a WorkFoundations Placement flagged Vacancy in the Department's IT Systems. WorkFoundations Employers are responsible for promoting their Placements directly to local Providers. Providers will then review their Caseloads to identify suitable Participants and discuss the opportunity during scheduled appointments. Alternatively, if a Participant learns about WorkFoundations independently, they may contact their Provider to assess their eligibility.

Before referring a Participant to a WorkFoundations Placement vacancy, the Provider must ensure the opportunity is appropriate, and likely to support the Participant's progress toward employment. The Provider must confirm that the Participant meets the general eligibility criteria, as well as any specific requirements for the Placement.

In assessing suitability, the WorkFoundations Provider must consider the Participant's education, experience, skills, and capacity to undertake the Placement. They must also consider the Participant's strengths, any barriers to participation, and how those barriers may impact their ability to engage.

Where possible, the Participant's preferences and employment goals should be considered, along with any other relevant personal circumstances.

Once a suitable WorkFoundations Placement is identified, the Provider must clearly explain the details to the Participant. This includes the expected start date and the consequences of not commencing on time, the wrap-around services that will be provided and their frequency. The Provider must also outline the required frequency of their contact with the Participant during the placement based on the Participant's preference, the importance of reporting income to Services Australia even if their earnings reduces their payment to a nil rate, and the available complaints processes.



See the [WorkFoundations Supporting Documents](#) for more information

6A.6.7. Creating a WorkFoundations Placement Vacancy

Providers are responsible for creating a WorkFoundations-flagged Vacancy in the Department's IT Systems. They must work closely with Employers to ensure all vacancy details—such as the WorkFoundations Employer name, job description, position attributes, and key contact information—are accurately recorded.

Providers should note, that when WorkFoundations Vacancy flag is selected in the Department's IT Systems, the Outcome will not be tracked using the same features as a standard employment position.

See the [WorkFoundations Supporting Documents](#) for more information.

6A.7. WorkFoundations Participant Handbook

The purpose of the WorkFoundations Participant Handbook is to provide eligible Participants with information about their WorkFoundations Placement and Employer. It helps Participants understand what to expect, their rights and responsibilities, and where to find further support.

The WorkFoundations Participant Handbook is the foundation of the WorkFoundations Placement.

The WorkFoundations Participant Handbook is not a legal document and does not replace:

- the Goal Plan the Participant has with their Provider
- the Employment Agreement the Participant has with the WorkFoundations Employer.

The WorkFoundations Participant Handbook is developed in consultation with the WorkFoundations Employer and the Participant. It contains key information such as:

- Placement Overview: Details about the practical skills and experience the Participant will gain during the Placement.
- Award Wage and Entitlements: Information on payment at award or enterprise agreement rates, including legal entitlements such as superannuation and leave.
- Tailored Placement: How the Placement is adapted to suit the Participant's personal circumstances. This includes negotiating work type, schedule, and duration and providing personalised support and wrap-around services to support ongoing employment.

- **Contacts or Appointments with the Provider:** To ensure Participants are supported in their WorkFoundations Placement. Participants may choose to reschedule any to other activities, unless they are continued as part of the wrap-around servicing.

Once all required information has been gathered, the Provider will finalise the WorkFoundations Participant Handbook in the Department's IT Systems. The completed WorkFoundations Participant Handbook is then submitted to the WorkFoundations Employer for review. If any revisions are needed, the WorkFoundations Employer will request changes from the Provider, who will update and resubmit the document in the Department's IT Systems.

After the WorkFoundations Employer approves the WorkFoundations Participant Handbook in the Department's IT Systems, the Provider is notified. A final version is then shared with the Participant through the Department's IT Systems, along with a notification that it is available in their personal account.

See the [WorkFoundations Supporting Documents](#) for more information

6A.8. Employment Agreement

Before a Participant begins their WorkFoundations Placement, the Employer ensures they complete all necessary employment documentation. This includes, at a minimum:

- an Employment Agreement outlining the terms and conditions
- superannuation nomination forms
- a Tax File Number Declaration

6A.9. Appointments, Check-ins and Reviews

Providers will not schedule Appointments, Check-ins or Reviews in the Participant's Electronic Calendar during the WorkFoundations Placement, unless the Participant voluntarily chooses to continue with the appointments and agrees to a schedule for contact.

See the [WorkFoundations Supporting Documents](#) for more information

6A.10. Funded Assistance during WorkFoundations Placement

All costs associated with the WorkFoundations Placement will be covered by the WorkFoundations Employer. This includes funding all items listed within the wrap-around support services section of the WorkFoundations Participant Handbook, which could include clothing (uniforms), travel costs or allied health services, as examples. If there was an agreement for support in place prior to commencement, then this agreement would continue through to completion.

If a Participant requests additional assistance from a Provider during the WorkFoundations Placement, the Provider must review the WorkFoundations Participant Handbook to verify if the support is already funded. If not, the Provider should consult with the WorkFoundations Employer to confirm whether the cost is already being covered. Only after these steps should a decision be made to approve or deny the request in accordance with the Individual and Pooled Fund guideline provisions.

See the [WorkFoundations Supporting Documents](#) for more information.

6A.11. Supporting Participants with Income Reporting

Participants will earn income during their WorkFoundations Placement, which may impact payments from Services Australia. Providers are responsible for supporting Participants in understanding and managing this process.

6A.12. Providing support to a Participant in a WorkFoundations Placement

Once the Participant commences their WorkFoundations Placement, the responsibility for the Participant transitions to the WorkFoundations Employer. The WorkFoundations Employer must support each Participant to fully engage in the Placement.

While the Participant is undertaking a WorkFoundations Placement, Providers must:

- pause all appointment types during the Placement period, unless the Participant requests that these continue
- receive feedback from the WorkFoundations Employer and Participant on progress and be available to support Participants if they reach out
- contact the Participant to discuss options for returning the Participant to servicing on completion of the WorkFoundations Placement if an on-going employment opportunity is not offered.

6A.13. Monitoring Participant participation

The WorkFoundations Employer is responsible for actively monitoring each Participant's attendance and engagement throughout the WorkFoundations Placement. If a Participant fails to attend as outlined in the WorkFoundations Participant Handbook and cannot be contacted, the WorkFoundations Employer must notify the Participant's Provider promptly.

The Provider is responsible for taking appropriate action when notified of a Participant's non-attendance or disengagement. If necessary, the WorkFoundations Employer must contact the Provider to request that the WorkFoundations Placement be ended in the Department's IT Systems. The Provider can action this by updating the end date in the Participant Handbook, which will automatically trigger a notification to both the WorkFoundations Employer and the Participant.



The Provider is required to update the Department's IT Systems when a Participant withdraws from or completes a WorkFoundations Placement. This includes the date the Participant ended the Placement and the Exit reason.

See the [WorkFoundations Supporting Documents](#) for more information.

6A.14. Challenging Behaviours

WorkFoundations Employers must promptly notify the Participant's Provider in writing (e.g., via email) of any incidents where a Participant displays challenging behaviour, in accordance with established processes.

Providers must then complete an Incident Report for each such incident, following the appropriate reporting procedures.

[See the Servicing Participants with Challenging Behaviours Chapter in the Part A: Universal Guidelines for more information.](#)

6A.15. Ending the WorkFoundations Placement prior to Completion Date

If a Participant is no longer participating in a WorkFoundations Placement, the WorkFoundations Employer must:

- contact the Provider to request that the WorkFoundations Placement be ended in the Department's IT Systems
- provide this notification in writing (e.g. email) on the same Business Day they are informed
- include any reasons given by the Participant or the reason the WorkFoundations Employer ended the Referral

The Provider is responsible for taking appropriate action when notified of a Participant's withdrawal, non-attendance or disengagement. The Provider can end the WorkFoundations Placement prior to the completion date by updating the end date in the WorkFoundations Participant Handbook, which will automatically trigger a notification to both the Provider and the Participant. The Provider must contact the Participant to schedule a time to discuss the WorkFoundations Placement and outline the servicing options.



Where a Participant is no longer participating in the WorkFoundations Placement, the Provider must end the Participant's Placement in the Department's IT Systems by updating the Vacancy and WorkFoundations Participant Handbook and recording an end reason against the Placement record.

See the [WorkFoundations Supporting Documents](#) for more information.

6A.16. Preparing for Placement Completion and Transition

A key objective of WorkFoundations is to transition Participants into sustainable, ongoing employment following the completion of their WorkFoundations Placement.

Approximately two to four weeks prior to the end of a WorkFoundations Placement, the WorkFoundations Employer and Participant must meet to:

- Review progress and readiness for ongoing employment.

- Discuss potential employment opportunities within the host organisation or externally.
- Review the WorkFoundations Participant Handbook and Employment Agreement if transitioning to a new role.
- Notify the Provider of the outcome and next steps.

If ongoing employment is not secured:

- The Provider must contact the Participant to discuss options for resuming servicing.
- Seven days prior to the scheduled WorkFoundations Placement completion date, the Provider and WorkFoundations Employer will both receive a notification confirming the Placement will conclude.



When a WorkFoundations Placement ends, the Provider must end the Placement in the Department's IT Systems and provide an Exit reason.

See the [WorkFoundations Supporting Documents](#) for more information.

6A.17. Provider Payments during the WorkFoundations Placement

Participation in a WorkFoundations Placement will be recognised as contributing towards the Participant's Period of Service, provided criteria outlined in the [Pauses, Transfers, Exits and Post Placement Support Chapter](#) are met.

6A.18. Transitioning from Placement completion to ongoing employment

After a Participant successfully completes a WorkFoundations Placement and is offered ongoing employment, the Provider must support their transition by creating a new Vacancy in the Department's IT Systems that reflects the ongoing role.

Once the Vacancy is created, the Provider must refer the Participant to it and facilitate their continued employment pathway.

See the [WorkFoundations Supporting Documents](#) for more information.

6A.19. Post-Placement Support

Providers must deliver tailored post-Placement support after a Participant completes a WorkFoundations Placement and enters ongoing employment.

6A.20. Aggregator Models

For situation where the Employer is using an Aggregator Model to deliver WorkFoundations Placements, there will be a number of additional steps that the Provider will need to include in the vacancy and the Participant Handbook to ensure all involved parties are included in the Placement.

6A.20.1. Creating the vacancy

Providers will need to create a WorkFoundations flagged Vacancy by entering key details such as the employer, job description, position attributes, and contact information. For an Aggregator Model vacancy, the Provider will need to create the vacancy with the WorkFoundations Employer (Placement) and add the WorkFoundations Employer (Aggregator) to the additional employer section of the vacancy.



See the [WorkFoundations Supporting Documents](#) for more information.

6A.20.2. WorkFoundations Participant Handbook

The Provider must liaise with the WorkFoundations Employer (Aggregator) to create and populate the WorkFoundations Participant Handbook. The WorkFoundations Employer (Aggregator) will need to have spoken to the WorkFoundations Employer (Placement) to ensure they have all the required information.

It will be at the discretion for the WorkFoundations Employer (Aggregator) if they would like the Provider to liaise with the WorkFoundations Employer (Placement) to populate the WorkFoundations Participant Handbook. This will need to be negotiated prior to creating the WorkFoundations Participant Handbook, noting that the Participant Handbook will be sent to the WorkFoundations Employer (Aggregator) as listed as the Employer in the Participant Handbook.

During the creation of the WorkFoundations Participant Handbook, the Provider will need to enter the following for the WorkFoundations Employer (Aggregator) and the WorkFoundations Employer (Placement):

- **Placement details section:** Employer and Address will be the WorkFoundations Employer (Placement)
- **Supervisor details section:** Name, Phone and Email will be the WorkFoundations Employer (Placement)
- **Employer contact details section:** Name, phone and email will be the WorkFoundations Employer (Aggregator)

Once the WorkFoundations Participant Handbook has been created, it will be sent to the WorkFoundations Employer (Aggregator) to review and approve as they hold the responsibility for the grant. It will then be the WorkFoundations Employer (Aggregator) to liaise with the WorkFoundations Employer (Placement) to ensure the information in the WorkFoundations Participant Handbook is correct before approving.

Once the WorkFoundations Participant Handbook has been approved by the WorkFoundations Employer (Aggregator), the WorkFoundations Employer (Aggregator) will need to send a copy of the Participant Handbook to the WorkFoundations Employer (Placement) so they have a copy and can provide a copy to the Participant on commencement of the WorkFoundations Placement.

See the [WorkFoundations Supporting Documents](#) for more information.

6A.21. WorkFoundations Performance

The Department will monitor and evaluate the WorkFoundations Employers' delivery of WorkFoundations Placements, focusing on milestones and Key Performance Indicators (KPIs) as outlined in the Grant Agreement and Activity Work Plan. Performance monitoring will support continuous improvement through structured feedback and evaluation processes. Providers' engagement in the WorkFoundations Program may also contribute to overall performance outcomes within the relevant Performance Framework.

Please see the [Provider Performance Chapter](#) for more information.

6A.22. Assurance Activities, Feedback and Evaluations

The WorkFoundations Program maintains quality and integrity through regular assurance activities, including compliance checks and quality reviews.

Regular program evaluations are also conducted to assess impact, identify areas for improvement, and guide future planning.

6A.23. Managing Work Health and Safety

WorkFoundations Employers are responsible for ensuring a safe working environment for all WorkFoundations Participants by complying with all applicable WHS laws, including conducting relevant risk assessments.

If the Provider is notified by the WorkFoundations Employer, or otherwise becomes aware, of any incident involving a WorkFoundations Placement, including:

- (a) any accident, injury or death occurring during, or as a result of, the WorkFoundations Placement, including in relation to a WorkFoundations Participant or a member of the public;
- (b) any incident which relates to a work, health and safety issue; and
- (c) any incident that may negatively impact upon the Department or bring the Provider, the Services or the WorkFoundations program into disrepute,

the Provider must Notify the Department as soon as possible, and on the same day, of becoming aware of the incident.

Chapter 7. Provider Payments

Supporting Documents for this Chapter:

- [Community and Parent Engagement Fund Supporting Document](#)

7.1. Overview

This chapter outlines payments available to Providers. The Department will make payments to Providers in accordance with the Deed. An overview of each Payment type is detailed below:

Table 7-A: Payment Types

Service Fees	\$1,500 at the beginning of the Participant's Period of Service, and then once every 6 months during the Participant's Period of Service.
Community and Parent Engagement Fund	\$25,000 per Full-time and Part-time site per year \$10,000 per Outreach Site (Payments for Outreach Sites capped at \$200,000 per contract per financial year).

7.2. Service Fee Entitlements

Providers are entitled to Service Fees for each Participant they service:

- In full after:
 - an initial commencement in the service
 - when a Participant reaches their 6 month servicing anniversary. This anniversary is calculated based on the days a Participant is commenced in the service (that is, days spent Paused, Pending or Exited are excluded from this calculation).
- Pro-rata after:
 - a post-transfer commencement, for the remainder of a Participant's 6 month servicing period.

7.2.1. Service Fees Overview

The following principles apply to Service Fees:

- Service Fees are paid at contract level (that is, Service Fees are calculated and paid separately for each Employment Region a Provider is contracted to service).
- Each contract is paid an Advance Payment (that is, a partial upfront payment) at the start of the Payment Period, as per the Deed.
- A Provider's entitlement is offset against their Advance Payment until it has been fully offset. Once the Advance Payment has been fully offset, subsequent entitlements are paid to Providers as they are earned for the remainder of the Payment Period.

- The Department will not recover any Advance Payments that have not been offset by the end of the Payment Period, should there be any. The Department may recover Advance Payments that have not been offset, in the instance that a Deed is terminated before the end of a Payment Period.

(Deed Reference(s): Clause 134)

7.2.2. Payment Periods

The first Payment Period was from 1 November 2024 to 30 June 2025. Subsequent Payment Periods run from 1 July to 31 December and 1 January to 30 June.

7.2.3. Advance Payment Calculations

The Advance Payment in the first Payment Period (November 2024) was based on the Provider's expected Caseload, based on contracted Service Areas and indicative Caseloads from the Request for Tender.

Example: If a Provider had an expected Caseload of 160 Participants, their Advance Payment for the first Payment Period would be calculated as:

$$160 \times \$1,500 \times 90\% = \$216,000$$

The Advance Payment in subsequent Payment Periods will be based on the Provider's actual Commenced Caseload, at the start of the Payment Period.

Example: If a Provider had 200 Commenced Participants on their Caseload on the first day of the Payment Period, their Advance payment would be calculated as:

$$200 \times \$1,500 \times 90\% = \$270,000$$

7.2.4. Offsetting the Advance Payment

The Advance Payment will be offset by service fees the Provider earns over the course of the Payment Period. The Advance Payment needs to be fully offset by the Provider's entitlement before they can receive subsequent payments in the Payment Period.

Example: A Provider has 200 Commenced Participants on their Caseload on the first day of the Payment Period and is paid an Advance Payment of \$270,000.

Over the Payment Period:

25 Participants reach their service fee anniversary each month

10 new Participants commence in the service each month

2 Participants commence each month after transferring from another Provider

20 Participants (in total) have a Pause in servicing and do not reach an anniversary payment

30 Participants (in total) Exit the service and do not reach an anniversary payment

Table 7-B: Entitlement vs Subsequent Payments

Payment Period Month	Servicing Anniversary Entitlements	Initial Commencement Entitlements	Pro-Rata Entitlements^ (Post-Transfer Commencements)	Total Monthly Entitlements	Payment-Period-to-date Entitlements	Subsequent Payments*
1	25 x \$1,500 = \$37,500	10 x \$1,500 = \$15,000	2 x \$750 = \$1,500	\$54,000	\$54,000	\$0
2	25 x \$1,500 = \$37,500	10 x \$1,500 = \$15,000	2 x \$750 = \$1,500	\$54,000	\$108,000	\$0
3	25 x \$1,500 = \$37,500	10 x \$1,500 = \$15,000	2 x \$750 = \$1,500	\$54,000	\$162,000	\$0
4	25 x \$1,500 = \$37,500	10 x \$1,500 = \$15,000	2 x \$750 = \$1,500	\$54,000	\$216,000	\$0
5	25 x \$1,500 = \$37,500	10 x \$1,500 = \$15,000	2 x \$750 = \$1,500	\$54,000	\$270,000	\$0
6	25 x \$1,500 = \$37,500	10 x \$1,500 = \$15,000	2 x \$750 = \$1,500	\$54,000	\$324,000	\$54,000

^In this example, it is assumed that all Participants have half of their 6 month servicing period remaining when they commence with the new Provider. In practice pro-rata payments will vary from participant to participant, depending on how long remaining until their next anniversary payment is due.

*Excludes Advance Payments

In the above example, the Advance Payment has been fully offset by the end of the fifth month of the Payment Period. All service fees entitlements in the sixth month of the Payment Period are paid to the Provider's bank account as they are earned.

(Deed Reference(s): Clause: 134)

7.3. Community and Parent Engagement Fund

7.3.1. Community and Parent Engagement Fund Overview

The Community and Parent Engagement Fund is a resource that Providers can utilise to promote the Parent Pathways service to Parents or Carers in their contracted Service Areas.

Community and Parent Engagement Fund payments are made annually. Providers will receive:

- \$25,000 per permanent Full-time Site
- \$25,000 per permanent Part-time Site
- \$10,000 per Outreach Site

While funding for permanent Sites is uncapped, funding for Outreach Sites is capped at \$200,000 per contract, per financial year.

7.3.2. Timing of Payments

Payments will be made at the contract level. This means payments will be calculated and paid separately for each Employment Region a Provider is contracted to service.

The first Community and Parent Engagement Fund payment is made as soon as practical after a Deed is executed by the Department. Subsequent payments will be made at the start of each financial year.

The Department will make an additional pro-rata payment to a Provider changing from an Outreach Site to a Full-time or Part-time Site for the outstanding amount. Payments will be made as soon as practical.

7.3.3. Site changes

If a new Site opened between the initial execution of the Deed and 30 June 2025, an additional Community and Parent Engagement Fund payment was made in full for that Site. From 1 July 2025, if a new Site opens part way through the year, an additional pro-rata payment will be made for the Site, for the days remaining in the Financial Year.

If an Outreach Site changes to a Full-time or Part-time Site, the Department will make an additional pro-rata payment to the Provider for the outstanding amount. Payments will be made by the Department as soon as practical.

If a Site ceases operating during the financial year, the Department will recover any Community and Parent Engagement Fund payments relating to the Site that were not acquitted before the Site closure. Funds already acquitted in line with these Guidelines requirements will not be recovered.

If a Full-time or Part-time Site changes to an Outreach Site during the Financial Year, the Site can only acquit a maximum of \$10,000 over the course of the Financial Year. The exception to this is in the instance where more than \$10,000 has been acquitted before the Site change. If this occurs, the expenditure will be considered permissible, where it meets all other Guideline requirements. However, no further funds will be able to be acquitted against this Site for the remainder of the Financial Year.

(Deed Reference(s): Clause 135, Attachment 1)

7.3.4. Eligible purchases

The Community and Parent Engagement Fund can be used for the following:

- advertising (for example local radio, TV, print, billboards, social media, other internet, local notice boards)
- branding of organisational assets (for example vehicle signage/wraps) and branding of promotional materials (for example brochures, packs of coloured pencils). Where funding is used for this purpose, the official Australian Government's Parent Pathways Logo must also be displayed and be given equal prominence to the Provider's logo. See [Brand Resources](#) for information.

- costs for employing a staff member to conduct promotional activities. This includes recruitment and onboarding costs, and overtime costs but it does not cover the Reimbursement of standard wages while conducting promotional activities.
- materials for local face-to-face promotion, such as brochures, t-shirts, magnets, pencils, pens, activities for children to attract parents and carers to the stall (for example painting, or colouring activities)
- promotional activities and engagement (including venue hire costs) events that are held on site or in local community locations where parents or carers are likely to be present. This may include morning teas, pop-up stalls, stands, tents, or picnics in Child and Family Centres, Community Hubs, local service Providers (such as family and domestic violence services, or First Nations services), Early Childhood Education and Care services, health and allied health services, shopping centres or parks. Gift cards may also be purchased from this category for:
 - Participants referring other parent(s) to the service
 - for parents or carers who attend activities and are interested in joining the service but have not yet Commenced and are experiencing hardship and need a gift card for essential items
- transport costs for promotional events (for example car hire, petrol, parking, public transport costs)
- other activities, which includes website development. Where funding is used for this purpose, the official Australian Government's Parent Pathways Logo must also be displayed and funding from the Australian Government recognised. See [Brand Resources](#) for more information on requirements.

All purchases must provide value for money, uphold the integrity of the service and comply with any applicable work, health and safety laws.

Providers are encouraged to create expenses and upload Documentary Evidence in the Department's IT Systems as purchases are made throughout the year, before submitting the acquittal report within 56 days of the end of the financial year.

For further detail and information on Documentary Evidence and expenditure caps per category, refer to the [Community and Parent Engagement Fund Supporting Document](#).

7.3.5. Ineligible Purchases

The Community and Parent Engagement Fund cannot be used for the following:

- purchases related to the promotion of Provider services outside the Provider's Service Area
- purchases that do not relate to promoting the service to the target cohort of parents or carers in the local community
- costs that are for the infrastructure/capital works or administration related to establishment or operation of an Outreach Site
- to purchase items that can predominantly be used for non-promotional activities (for example laptops)
- costs that represent employee remuneration (for example wages, salary bonuses)

- costs that form part of participant servicing, which should be paid for with Services Fees, the Individual Fund or the Pooled Fund
- purchases that may bring the service or the Government into disrepute
- items that are funded through other Government programs or grants
- purchases that were made prior to the Deed being executed by the Department
- purchases that were made prior to the Department approving the opening of a new Site
- purchases that were made after a Site is shut down
- promotional activities in a Parent's or Carer's home.

Providers must spread their expenditure over a variety of different promotional activities and should not exhaust the Fund on a single or limited number of purchases.

7.3.6. Separate Bank Account

The Provider must deposit and hold relevant monies in a separate account that has been established solely for the purposes of the receipt, custody and payment of the Community and Parent Engagement Fund. This is to ensure that the monies and any interest earned can be properly accounted for.

The monies must be paid into and held in the Provider's Community and Parent Engagement Fund bank account until such time that it is necessary to pay relevant vendors.

If the Provider transfers Community and Parent Engagement Fund monies through another bank account before paying a vendor, the Provider will need to ensure that it keeps accurate records of:

- any monies transferred from the separate Community and Parent Engagement Fund bank account to the other bank account; and
- payments to vendors using Community and Parent Engagement Fund monies,

so that the Community and Parent Engagement Fund monies can be traced and accounted for in accordance with the Deed.

Providers must keep financial accounts and Records of its transactions and affairs regarding Payments received from the Department in a way that such Payments are 'clearly and separately identified' from each other and from other money of the Provider.

(Deed references 37.3 and 135).

7.3.7. Acquittal Process

The Provider is required to submit one acquittal (acquittal report) per Employment Region, per acquittal period. Acquittal periods run in line with Financial Years. Acquittal reports must be created and submitted in the Department's IT Systems. The Provider must submit this acquittal report within 56 calendar days of the end of an acquittal period. The acquittal report must include all expenditures (meaning monies paid out of the Community and Parent Engagement Fund not incurred) during the acquittal period (financial year). Only eligible purchases can be acquitted.

Expenditure must be acquitted at Site level.

Providers cannot acquit more than:

- \$25,000 per permanent Full-time Site
- \$25,000 per permanent Part-time Site
- \$10,000 per Outreach Site, and \$200,000 for the sum of all Outreach Sites a Provider operates in an Employment Region.

If goods or services purchased are being used to promote multiple Sites (for example, advertising that promotes multiple Provider Sites), Providers can apportion expenditure across multiple Sites when recording the purchases in the Department's IT Systems.



To record purchases, Providers should regularly create their expenses against a Community and Parent Engagement Fund payment:

- From the Payments Hub landing page, select Community and Parent Engagement Fund acquittal.
- Enter Contract ID and Financial Year
- Create Expense
- Upload Documentary Evidence.



Upon recording all purchases (funds used) for the current financial year, Providers must submit an acquittal report:

- From the Payments Hub landing page, select Community and Parent Engagement Fund acquittal.
- Enter Contract ID and Financial Year
- From Manage Acquittals menu, select Submit.

Note that departmental staff will be reviewing the submitted acquittal reports.

7.3.8. Documentary Evidence



When creating expenses and prior to submitting their acquittal reports, Providers must upload evidence, for example receipts, in the Department's IT Systems, to demonstrate that purchases and the acquittals have been made in accordance with Guidelines and the [Community and Parent Engagement Fund Supporting Document](#). Providers must consider the [Community and Parent Engagement Fund Supporting Document](#) an extension of the Parent Pathways Deed and Guidelines.



The Department may request Providers to provide further evidence related to acquittals at any time in accordance with the Deed.

(Deed Reference(s): Clause 135.4)

7.3.9. Recovery of Funds

Some or all of the Community and Parent Engagement Fund monies may be recovered or offset by the Department where:

- an amount of the Community and Parent Engagement Fund payment received for a financial year has not been used.
- Funds have not been acquitted within 56 calendar days of the end of an acquittal period
- Funds have not been acquitted in accordance with the Deed and Guidelines
- a Site closes prior to the end of the acquittal period/financial year and has an unacquitted Community and Parent Engagement Fund payment.

7.4. Capacity Building Fund

7.4.1. Overview

The Capacity Building Fund (CBF) has been established for Parent Pathways to help smaller Providers establish themselves and create greater diversity in the pre-employment service market. The CBF provides eligible organisations with up to \$60,000 (GST inclusive) over the funding period.

7.4.2. Organisational eligibility

To be eligible, Providers must be:

- a small to medium enterprise, i.e. an Australian or New Zealand firm with fewer than 200 full-time equivalent employees; or
- a First Nations-Owned Organisation; or
- partnering with a small to medium enterprise or First Nations-Owned Organisation delivering Parent Pathways.

7.4.3. Accessing the Fund

Eligible Providers will receive information on the CBF and a funding proposal template with the letter of offer, as well as instructions on applying for funding.

To access the CBF eligible Providers must submit a funding proposal to the Department for approval. CBF funding proposals must:

- Specify the goods or services the Provider intends to purchase (including costs).
- Explain how these purchases will enhance the Provider's capabilities.
- Include a budget, setting out anticipated expenditure.

Providers must have received an approval letter and short funding agreement from the Department before purchasing relevant goods or services. The Department will provide written advice of approval as well as instructions for agreeing to the funding agreement, the process for claiming the CBF payment as well as documentary evidence requirements.

The Department will work with Providers to resolve any issues that may arise throughout the CBF payment process. Providers will be informed of the CBF payment result (whether claim for CBF payment is valid, invalid, incomplete or partially valid). The Department will make payments to the Provider within 30 days.

Providers will be required to submit an acquittal report, within 3 months of the end of the capacity building activities. This acquittal report must show how the CBF funding was expended in accordance with the short funding agreement.

For Group Respondents, payment can be claimed for any of the Group members; however, the \$60,000 cap applies collectively to the Group.

7.4.4. Eligible expenses

Providers may *only* seek CBF funding for the following expenses:

- costs associated with attaining Information Security accreditation, for example:
 - expenses relating to the design and implementation of a system to meet relevant information security requirements
 - software upgrades, new hardware or other IT infrastructure to comply with information security requirements
 - purchase of ICT equipment required to meet cyber security accreditation requirements
 - hiring additional staff specifically to obtain certification/accreditation
 - engaging a third party/IT company to assist with the accreditation process
- goods or services directly related to improving the Provider's business performance including:
 - costs associated with building organisational leadership or optimising governance
 - business advisory and management consulting services
 - financial planning, risk management, tax strategies, and business operations
- costs associated with improving the capacity of Mentors to deliver personalised support to Participants, including:
 - professional development such as the attainment of relevant tertiary, Diploma or Certificate III or IV level qualification
 - staff training courses relating to Parent Pathways
 - any courses funded via the CBF for this purpose must not be delivered directly by the Provider or by a related entity of the Provider, as defined by the Deed.
- servicing innovation that will create new or improved services that deliver tailored servicing to meet current and emerging Participant needs.

7.4.5. Cyber security costs

Providers may not be eligible to funding under the Parent Pathways CBF where the Provider has:

- previously entered into a contract to deliver Australian Government employment services (included pre-employment services) in the last 5 years

- already met the Right Fit For Risk (RFFR) accreditation requirements

However, the Department will consider, on a case-by-case basis, requests for reimbursement under the Parent Pathways CBF where the Provider is a First Nations-Owned Organisation or can demonstrate costs associated with RFFR accreditation have increased due to the Provider delivering Parent Pathways.

7.4.6. Right Fit for Risk

Providers are required to meet the Department's External Systems Accreditation Framework (ESAF) to ensure confidential data stored outside of the Department's IT Systems, i.e. in a Provider's IT system, is secure.

Under ESAF, Providers are required to undertake a RFFR accreditation process that provides a tailored assurance approach to inform the Department's accreditation decision. To obtain RFFR accreditation the Department requires Providers to complete a set of milestones within a prescribed period that demonstrates the Provider's IT system meets the RFFR requirements. The accreditation and milestone process for each Provider will depend on their size and risk profile. For further information refer to External Systems Assurance Framework Chapter in Part A of the Parent Pathways Guidelines.

Providers are encouraged to contact the Department's Digital Information Assurance Section through the SecurityComplianceSupport@dewr.gov.au mailbox for additional support and guidance towards meeting the RFFR accreditation requirements.

(Deed Reference(s): Section B1.5, Attachment 1)

Chapter 8. Parent Funds

Supporting Documents for this Chapter:

- [Claiming a reimbursement Task Card](#)
- [Engagement Support Voucher Task Card](#)

8.1. Overview

Parent Funds refer to the Individual and Pooled Funds; two Funds that Providers can access to assist Participants work towards their goals.

The Individual and Pooled Funds both operate on a Reimbursement model. Providers are required to purchase the goods or services (or reimburse Participants if they have purchased these themselves) then claim Reimbursement for the purchases through the Department's IT Systems.

All claims for Reimbursement must be made within 56 days from the date the goods were purchased.

Providers must reimburse Participants for out of pocket, agreed purchases within 7 days of a Participant presenting their receipt to the Mentor.

All purchases made through either Parent Fund must help a Participant indirectly or directly work towards the goals outlined in the Participant's Goal Plan at the time of commitment. Exceptions to this include Engagement Support Vouchers, certified interpreter services and emergency support for crisis including rent and accommodation; these can be purchased without an agreed Goal Plan.

In exceptional circumstances, Providers can request the Department provide an exemption to make purchases outside the eligible purchase list. In the first instance, please contact your Provider Lead for advice.

8.1.1. Parent Funds Eligibility

Participants are eligible for assistance through Parent Funds via their Provider. A Provider may claim Reimbursement for purchases if the Participant received the goods or services when they were:

- Commenced with the Provider with or without an agreed Goal Plan
- Paused after Commencement with the Provider
- Pending after previous Commencement with the Provider
- Not Commenced with Provider and requires either Certified Interpreter services, crisis support or gift voucher for essentials (please see [Community and Parent Engagement Fund Supporting Document](#))
- within 183 calendar days after being transferred from one Provider to another provider (after previous Commencement with the Provider)
- within 183 calendar days after being Exited from a Provider (after previous Commencement with the Provider).



Providers can claim Reimbursement at the Site level for any of their Participants, regardless of the Participant's Site.

Participants concurrently serviced by other programs are also eligible for assistance, as well as Participants that have commenced Small Business Coaching in Self-Employment Assistance. The [Prohibited Purchases](#) section lists the exceptions.

8.1.2. Parent Funds Principles

Providers must ensure all Individual and Pooled Fund purchases meet the following principles:

- provide the Participant with the tools, skills, and experience to help them achieve their goals as outlined in their Goal Plan at the time of purchase
- provide value for money, this means the Provider must consider:
 - the comparative price of the good and services;
 - the availability of comparable good and services; and
 - the extent to which the relevant goods and services assist Participants.
- comply with any state or territory work, health and safety laws that may apply
- withstand public scrutiny
- uphold the integrity of the Parent Pathways service and not bring the service or the Government into disrepute.

Parent Fund purchases must be tailored to individual Participant needs. Parent Funds are not intended to be used for regular and ongoing costs and Providers should seek to address, in a sustainable way, any underlying challenges as part of their servicing. Consistent with the Service Guarantee, a Provider should make each Participant aware of the supports available through the Parent Funds and consider every request for support made by Participants. Providers are discouraged from requiring Participants to purchase items themselves ahead of reimbursing the Participant, as this may create additional challenges or unnecessary financial hardship for the Participant.

8.1.3. Eligible Purchases

An eligible purchase is any good or service that:

- meets the Parent Funds Principles
- the Provider does not already receive a payment from the Department for such as a Service Fee or Community and Parent Engagement Fund or any other payment
- is not prohibited
- satisfies any specific Parent Fund category requirements.
- the Provider does not already receive a payment, funding or subsidy from another entity, community organisation or charity for the same goods or service

(Deed Reference(s): Clause 130)

8.1.4. Privacy considerations when making purchases

When engaging with suppliers and purchasing goods, Providers must ensure that they only share the minimum amount of Participant information that the supplier needs. Providers can only supply personal details if consent has been given by the Participant and if the goods and services cannot be supplied or received without it.

8.1.5. Creating commitments

Providers must pay for eligible purchases and commit purchases in the Department's IT Systems before claiming Reimbursement from the Individual and Pooled Funds.



Providers must create a commitment in the Commitment Details section, in the Department's IT Systems. The commitment must include information such as category, supplier name, supplier ABN, purchase details, invoice details and Participant information.



Providers must link a goal (ID) to Individual or Pooled Fund purchases (no more than one goal can be linked to a Participant's expenditure in a commitment, at any given time). The goal status options available to select include active, updated (for current approved Goal Plan), achieved and deleted /removed.

Exceptions to this include the following categories/scenarios (where no linked goal is required):

- Categories that can be purchased without an agreed Goal Plan:
 - Engagement Support Vouchers (also see [Community and Parent Engagement Fund Supporting Document](#) for some gift card purchases)
 - Certified Interpreter Services (Pooled Fund category)
 - Rent and Crisis Accommodation Assistance Type only (Pooled Fund category - under Non-Vocational Support)
- Transferred and Exited Participants.

Providers can create a commitment in the Department's IT Systems either before making the purchase or in anticipation of the purchase.

Providers must not make commitments in anticipation of future Parent Fund credits.

8.1.6. Claiming Reimbursement

All claims for Reimbursement on purchases made from the Individual and Pooled Funds must be made within 56 days from the date the Provider paid for the goods or services. For information on Wage Subsidy claim timeframes, see [Time requirements for claiming a Reimbursement](#).

If a supplier has charged a layby fee or credit card surcharge for a purchase, then the Provider may claim Reimbursement for the full amount (that is, the cost of the item or service and the fee or surcharge).

Prior to Claiming Reimbursement



Providers must record the following information in the Department's IT Systems prior to claiming Reimbursement:

- the supplier name and ABN or, if applicable, whether the payment was made to a Provider's Related Entity or Own Organisation
 - if Documentary Evidence from a government organisation does not contain an ABN, and the Provider is unable to determine the government organisation's ABN, the Provider may use the generic ABN 99 999 999 999.
 - the Provider must use the generic ABN 99 999 999 999 when reimbursing a Participant directly or when the supplier does not have an ABN such as an international supplier.
- the total invoice amount and whether the payment was GST-free
- the date the supplier was paid
- the Participant's Job Seeker Identification Number (JSID)
- the date the good/s or service was provided to the Participant. The date will be:
 - the date the goods or services were given to the Participant
 - the date the Participant attended an Appointment
 - the date the Participant started in the Activity.



Providers must record additional information in the Department's IT Systems for some Parent Fund categories. Additional requirements are listed in [Attachment B. Parent Fund categories and additional Documentary Evidence requirements](#).

(Deed Reference(s): Clause 131, Attachment 1)

Determining the correct GST treatment

All Reimbursements constitute 'consideration for a taxable supply made by a Provider to the Department' in line with the Australian Taxation Office (ATO) Private Ruling 1011478547799.

The relevant 'taxable supply' is the supply of contracted services to Participants as described under the Deed. This means Providers need to remit 1/11th of all Reimbursements from the Individual Fund as GST to the ATO.

Purchases from international suppliers

International suppliers are not likely to have an ABN nor be registered for GST. Receipts from international suppliers will therefore not meet the minimum Tax Invoice requirements stipulated by the ATO. As a result, a Provider will likely not be able to claim any input tax credit from the ATO for these purchases. As a Provider cannot claim an input tax credit, the reimbursement should be treated as GST free. The Provider selects GST Free as the GST determination and enters the total cost of the item into the Total GST free invoice amount field. Other fields will populate automatically.

The explanations below are provided as examples only and do not constitute tax advice. Providers must obtain independent tax advice relevant to their own situation.

Examples:**Example 1) Reimbursing goods or services purchased from a third-party supplier**

Providers claiming Reimbursement for a purchase on behalf of a Participant that includes GST can usually claim an input tax credit for the GST component of the purchase cost.

The Department reimburses the Provider the amount paid, less the input tax credit amount. However, the Department adds GST because the Reimbursement is 'consideration for a taxable supply made by the Provider to the Department' (Australian Taxation Office (ATO) Private Ruling 1011478547799) and therefore a Provider must remit GST to the ATO with respect to the Reimbursement. This means the original GST is taken off (via the input tax credit), but then GST is added on (that is, the GST on the service supplied to the Department). The final Reimbursement is equal to a Provider's original cost for the item.

If the Individual or Pooled Fund is used to pay for the purchase of an item that is GST-free, the Provider cannot claim an input tax credit, as there is no GST component of cost of the purchase.

In this case, the Department reimburses the Provider the amount paid and adds GST, as the Reimbursement is a separate taxable supply. The Provider then must remit GST to the ATO with respect to the Reimbursement. This means nothing is taken off, but 10 per cent GST is added. The final Reimbursement is equal to a Provider's original cost plus 10 per cent.

Example 2) Reimbursing goods or services purchased directly by a Participant

Providers cannot claim an input tax credit when seeking Reimbursement to cover reimbursement for a Participant who has paid for the cost of goods or services as the Provider has not made a purchase.

The Department reimburses the Provider the amount paid and adds GST because the Reimbursement is a separate taxable supply. The Provider then must remit GST to the ATO with respect to the Reimbursement. This means nothing is taken off, but 10 per cent GST is added. The final Reimbursement is equal to the Provider's original cost plus 10 per cent.

Purchasing Items for Multiple Participants

Providers are prohibited under the Parent Pathways Deed from reimbursing commitments in advance of assigning Participants to the commitment.

Providers can, however, assign multiple Participants against a single commitment. If this is the case. Providers should:

- Purchase multiple, identical goods from a supplier in the one transaction (for example, ten \$50 gift vouchers to be used for Engagement Support).
- Create a single commitment in the Department's IT Systems for that transaction.
- Assign Participants against that commitment one-by-one as they are provided with the goods.
 - note that the sum of the amounts assigned to each Participant must always equal the total commitment amount. If Providers are assigning Participants one-by-one, they will need to edit the commitment amount.

Providers should note they only have 56 days from the date they pay for the goods or services to submit all claims for Reimbursement purchases. If Providers are purchasing multiple goods with a view to hand them out to different Participants over time, they should ensure they do not buy more than they will be able to distribute and claim Reimbursement for within the 56 days limit.

Own Organisation and Related Entity purchases

Where a Provider is claiming Reimbursement from a Parent Fund for a good or service purchased from the Provider's Own Organisation or a Related Entity, the Participant must make an informed decision on whether they are comfortable with Funds being used in this way.

When Providers use the Individual and Pooled Funds to purchase goods or services from their Own Organisation or a Related Entity, they must:

- ensure all Parent Funds principles are being met
- declare to the Participant the goods or service being purchased are from the Provider's Own Organisation or an entity with which the Provider has a financial relationship
- advise the Participant of other options that are available to them to purchase the goods or service (where another supplier could deliver them)
- gain consent from the Participant to make the purchase using the [Own Org/Related Entity Parent Fund form](#)
- declare in the Department's IT System that the Participant has consented to being referred to a Provider's Own Organisation or Related Entity
- retain a signed copy of the [Own Org/Related Entity Parent Fund form](#).

If a Provider does not gain consent from the Participant for this purchase and does not declare such in the Department's IT System they cannot claim a Reimbursement.

8.1.7. Prohibited Purchases

Providers must not seek Reimbursement for prohibited purchases, prohibited purchases are:

- any goods and services purchased prior to the Deed Commencement Date
- goods and services for which a Provider is already entitled to a payment (including the Service Fee and a Community and Parent Engagement Fund payment) from the Department under the Deed
- goods or services directly funded through the Indigenous Advancement Strategy

- goods or services that are funded through other Government programs or grants
- assets, including any accumulation and servicing of assets and or maintenance that remain the property of the Provider
- assets for a Participant or Employer that are not primarily used to assist the Participant in accordance with the 'Parent Fund principles'
- any goods or services incurred before Participants were participating in Parent Pathways
- Youth Bonus Wage Subsidies
- child care gap fees
- gifts, cash and other incentives for Participants and Employers, including payout of loans, credit cards or other debts
- good or services which attract an incentive for a Provider or its staff
- goods or services which the Provider already receives funding, payments or subsidies from another entity for, such as community grants
- penalties, fines, and court fees (for example, penalties that include costs associated with participation in any Alcohol Interlock Program or Traffic Offender Intervention Program)
- any costs and overheads, such as travel time, travel costs and administration costs associated with:
 - providing the Parent Pathways services
 - covering the cost-of-service delivery on an outreach basis
 - administering the Pooled Fund or Individual Fund
- legal fees or security costs incurred by a Provider
- an Employer's workers compensation or insurance policy payments
- any interest incurred on a Provider's or Participant's credit cards, including account and credit card fees.

Where a Participant seeks Reimbursement for the purchase of prohibited goods or service the Provider should not claim a Reimbursement and should:

- notify the Participant that the purchase is prohibited and the reason why the purchase is not permitted
- discuss an alternative purchase and
- if the Participant disagrees with the decision, provide details for the Customer Feedback system.

(Deed Reference(s): Clause: 131)

8.1.8. Recovery of Payments

The Department may recover any Reimbursement made to the Provider where the Department determines, at its absolute discretion, that the Provider has not met the requirements of the Deed and or this Guidelines.

(Deed Reference(s): Clause: 131.11)

8.1.9. Summary of Documentary Evidence

Documentary Evidence

A Provider must have met all the Documentary Evidence requirements at the time of claiming Reimbursement.

All Claims

A Provider must retain items of evidence that in combination clearly identifies:

- the total invoice amount
- the details of the supplier (including ABN) (note: if the generic ABN is used, then the ABN is not required)
- the details of the items purchased and/or details of the service delivered,
- whether the purchase was GST inclusive or GST-free, and
- where a supplier charges a layby fee or credit card surcharge for the purchase, and the fee or surcharge does not appear on the Tax Invoice, the Provider must also retain Documentary Evidence which includes these additional costs.

External Suppliers

In addition to the above, if a Provider has paid an external supplier, the Provider must retain items of evidence that in combination clearly identifies:

- the Participant who received the goods or services (e.g. name, or address)
- prior payment from the Provider to the supplier which reflects payment in full or a zero-outstanding balance, and
- the date that the supplier was paid.

Internal Suppliers

In addition to the above, if the supplier is the Provider's Own Organisation or a Related Entity, the Provider must retain items of evidence that in combination clearly identifies:

- the Participant who received the goods or services (e.g. name, or JSID)
- the date the service was paid, and
- an [Own Org/Related Entity Parent Fund form](#) that has been completed by the Participant.

Suitable Evidence

Suitable items of evidence include a remittance advice, record of transaction or a Tax Invoice, receipt, layby docket, internal billing documentation or purchase order. One or more pieces of evidence may be required to demonstrate the Documentary Evidence requirements listed above.

A Provider should refer to the ATO website to determine what is considered a valid Tax Invoice. A Recipient Created Tax Invoice (RCTI) will be considered valid if it contains all the information required of a Tax Invoice (except for ABN if the recipient is not registered for GST). A written agreement between the Supplier and the Recipient does not need to be supplied to the Department.

Where a supplier uses another organisation to collect payments on their behalf (e.g. Australia Post) and the Tax Invoice does not clearly identify the supplier or detail the items to be reimbursed, the Provider must also retain Documentary Evidence which includes this information.

Additional Evidence



Providers must upload additional information in the Department's IT Systems for some Parent Fund categories. Additional requirements are listed in [Attachment B. Parent Fund categories and additional Documentary Evidence requirements](#).

Providers must retain additional information for most Parent Fund categories. Additional requirements are listed in [Attachment B. Parent Fund categories and additional Documentary Evidence requirements](#).

For additional Documentary Evidence requirements for Wage Subsidies, Providers must refer to the [Wage Subsidies Chapter](#).

Uploading Evidence

When uploading Documentary Evidence, Providers must ensure that they only share the minimum amount of personal information that the Department needs.

8.2. Individual Fund

8.2.1. Individual Fund Overview

The Individual Fund gives the Participant discretion, transparency and equity over up to \$1,250 (GST inclusive) per year of purchases related to building skills and capability and for assistance to attend Appointments or activities. This may include purchases from the following [categories](#):

- Accredited Training
- Communication and Technology
- Driver's Licence costs
- Engagement
- Non-Vocational Training
- Transport

- Work-Related Training and Licensing.

Please refer [to Attachment B](#) for more information on Individual Fund categories and Documentary Evidence requirements.

A Participant's Individual Fund is credited \$1,250 on their commencement in the service. The notional balance of a Participant's Individual Fund credits reduces each time a Reimbursement is made. If there are insufficient funds available in the Individual Fund to make a purchase the Provider can choose to use credits from the Pooled Fund to claim Reimbursement.

Every 12 months of active servicing:

- unused credits will be returned to the Department
- a new \$1,250 credit will be applied to the Participant's Individual Fund.

Active servicing is defined as days Commenced in the Service. Days spent Pending or Paused are excluded from Commenced days calculations.

8.2.2. Gaining consent through the Goal Plan

When developing a Goal Plan, Providers must seek consent from the Participant for the Individual Fund to be used to achieve specific goals in their Goal Plan. Regardless of a Participant's initial decision, consent, at a goal level, can be given or withdrawn at any time. When making an Individual Fund commitment, Providers need to ensure overarching consent has been given for the Fund to be used for purchases that help a Participant work towards a related Goal Plan goal. Providers do not need to obtain Participant consent for specific purchases, at time of commitment, unless the Reimbursement is for goods or service purchased from the Provider's Own Organisation or Related Entity.

When seeking consent to use the Individual Fund, the Mentor must explain to each Participant the Individual Fund and how it can be spent, including:

- the amount of funding available and how often the Individual Fund is topped up
- how to view the balance (see [Parent Pathways - Tracking your Individual Fund balance](#))
- the Individual Fund categories and examples of eligible purchases
- that the Individual Fund can only be used for purchases that relate to a Goal Plan goal (aside from Engagement Support Vouchers)
- Participants can provide consent to use the Individual Fund for some, all, or none of the Goals in their Goal Plan. They are entitled to change their decision about consent at any time and just need to update their Goal Plan to do so
- Participants are entitled to make requests about how the Individual Fund is spent. If the requested purchase aligns with Goal Plan goals, is an eligible purchase and there are sufficient credits in the Participant's Individual Fund, the Provider will make every attempt to make the purchase for the Participant.

(Deed Reference(s): Clause 128, Attachment 1)

8.2.3. Transfers and Exits and the impact on credits

Where a Participant transfers from the Provider's Caseload to another Provider, their Individual Fund balance will transfer with them. Participants can choose to view their own Individual Fund balance (instructions can be found here [Parent Pathways - Tracking your Individual Fund balance](#)).

Where a Participant has active Individual Fund commitment/s at the time of transfer, the Provider can still claim Reimbursement for this commitment.

Where commitments are inactivated or recovered after the Participant has transferred from the Provider's Caseload, those credits will be transferred to the new Provider servicing the Participant, unless a \$1,250 credit has subsequently been applied to the Participant's Individual Fund on reaching their 12 month servicing anniversary.

Where a Participant has transferred to a new Provider, and the previous Provider has purchased goods or services but has not created a commitment, the Provider can claim Reimbursement through the Pooled Fund in line with Guidelines.

Where a Participant Exits Parent Pathways, the Individual Fund credit balance remains available to access for 183 days (unless the Participant subsequently commences with another Provider). The Provider can claim Reimbursement for purchases, within Guidelines, up to 183 days of Exit.

Where a Participant Exits the service and recommences within the 91 days, their outstanding Individual Fund credit balance is reinstated, rather than a new \$1,250 credit being applied.

(Deed Reference(s): 131.9)

8.2.4. Engagement Support

Engagement Support is offered to Participants in the form of gift vouchers and should be promoted to Participants to encourage attending face-to-face Appointments with their Mentor and ongoing participation in the Service. Vouchers must be redeemable for essentials such as groceries or petrol or training (Providers should ask Participants which type of voucher they would prefer).

Table 8-A: Engagement Support Table

Engagement Support vouchers	Amount	Timing
Initial Engagement Support vouchers	\$100	The first voucher must be offered to a Participant at the Initial Discussion where the Initial Discussion has been face-to-face, on initial Commencement in the service.
Ongoing Engagement Support vouchers	\$50	<p>The first Ongoing Engagement Support Voucher must be offered to Participants at a face-to-face Follow-up Discussion (this can be within 28 days of the first voucher being issued).</p> <p>Subsequent Ongoing Engagement Support Vouchers can be offered to Participants at all other face-to-face Appointments (must be 28 days after the first ongoing Engagement Support Voucher is issued).</p>

An Engagement Support Voucher can only be provided to a Participants after attending a face-to-face Appointment. Providers can purchase and distribute these vouchers without the Participant having approved their Goal Plan.

Reimbursements for Engagement Support Vouchers come out of the Individual Fund (or Pooled Fund if the Individual Fund is exhausted) and are capped at \$250 per 12 month servicing period (that is, Commenced days).

Providers must offer Participants an Engagement Support Voucher at:

- the face-to-face Initial Discussion
- face-to-face Follow-up Discussions
- face-to-face Appointments including Check-Ins and 12 Month Reviews

Providers will be able to provide Participants with an Initial Engagement Support voucher of \$100 and then the first Ongoing Engagement Support voucher of \$50 for face-to-face appointments within a 28-day servicing period. This is to align with the Planning Phase of four weeks.

The Department recommends that Providers evenly space out the distribution of subsequent Engagement Support Vouchers, over the course of a 12 month servicing period, to maximise engagement over that time. Ultimately, however, Providers have discretion in terms of the frequency they distribute vouchers, as long they do not provide Participants more than one Ongoing Engagement Support voucher in the same 28 day servicing period.

Participants have the right to decline Engagement Support Vouchers should they prefer for their Individual Fund to be spent on other purchases. Providers should note they can also access the Pooled Fund for any purchases from the Individual Fund, including Engagement Support Vouchers, where a Participant's Individual Fund has been exhausted.



Providers must retain a completed [Engagement Support Participation Declaration form](#). See the [Attachment B. Parent Fund categories and additional Documentary Evidence requirements](#) for more details.

Commencing Participants that wish to transfer to another Provider

Participants who advise their Provider during the Initial Discussion they wish to transfer to another Provider, must still be offered an Initial Engagement Support Voucher (\$100). Once Commenced, the transfer can take place and a Participant's remaining Individual Fund credits will transfer to the new Provider.

Transfer from another Provider

Participants cannot receive more than one **Initial Engagement Support Voucher** (\$100) in the same Period of Service. Where the Participant has previously Commenced with another provider in the same Period of Service, Providers must offer the Participant an **Ongoing Engagement Support Voucher**, if they attend a face-to-face Initial Discussion Appointment and have not reached their Engagement Support Voucher Cap.

8.3. Pooled Fund

8.3.1. Pooled Fund Overview

The Pooled Fund supports a broader range of purchases or higher cost purchases for Participants who are most in need of assistance. This may include purchases from the following categories:

- Activity Costs
- Certified Interpreters
- Child Care Costs
- Non-Vocational Support
- Post Placement support
- Professional Services
- Wage Subsidies
- Work-Related Items.

Please refer to [Attachment B](#) for more information on Individual Fund categories and Documentary Evidence requirements.

The Pooled Fund supplements the Individual Fund and is managed in consultation with Participants. It allows Providers more discretion and flexibility on how purchases are made across their Caseload. Credits are managed at the contract level which means Providers can claim Reimbursement for any Participant on their Caseload, in the Employment Region they are contracted to service.

Providers are not required to seek Participant consent to make purchases from the Pooled Fund in the same way they are the Individual Fund, but Pooled Fund purchases must still take into account the Participant's views on the type of financial assistance they want in order to achieve the goals in their Goal Plan.

A \$600 Pooled Fund credit is allocated to the Provider's Pooled Fund balance at the Site level when a Participant commences a Period of Service. This means a Provider will not receive a \$600 credit if the Participant has previously Commenced with another Provider in their current Period of Service. However, Pooled Funds can be transferred from the previous Provider. See [Transfers](#) section below for details on the process for transferring Pooled Fund credits.

Unlike the Individual Fund, Pooled Fund credits do not expire. That is, unused credits will carry over to the next financial year and subsequent financial years, with no new credits being applied annually. The notional balance of Pooled Fund credits for the Provider reduces each time a Provider makes a commitment in the Department's IT Systems to purchase goods or services.

If a Participant has exhausted their Individual Fund credits, Providers can use the Pooled Fund to purchase goods or services from Individual Fund categories, including Engagement Support Vouchers.

(Deed Reference(s): Clause 131.4)

8.3.2. Transfers, Exits and the Impact on Credits

A Provider's Pooled Fund balance does not automatically update when a Participant transfers from one Site to another Site with the same Provider, or to a different Provider's Site. Nor does the Pooled Fund balance change when a Participant Exits the service. However, Providers can transfer Pooled Fund credits between any of its Sites within or across Employment Regions.

Providers should transfer Pooled Fund credits to another Provider when a Participant transfers to new Provider. The transfer of any credits is to be discussed between the current and gaining Provider. When deciding on the amount to transfer the following should be considered:

- the time the Participant has spent in Parent Pathways with their current Provider
- the amount of Pooled Funds spent on purchases for the Participant (up to date of transfer)
- credits are managed at the contract level and the Provider has discretion over expenditure of Pooled Funds

Note: Where a Participant Commences with their allocated Provider but wishes to transfer to a Provider of their choice immediately after Commencement, the entire \$600 Pooled Fund credit should be transferred to the gaining Provider.

The Department may, at any time, place limits on or restrict a Provider's ability to transfer amounts credited to the Pooled Fund between its Sites.

(Deed Reference(s): Chapter B4 FINANCIAL SUPPORT, Attachment 1)

Chapter 9. Wage Subsidy

Supporting Documents for this Chapter

- [Wage Subsidy Operations Guide](#)
- [Wage Subsidy Payment Template](#)
- [Wage Subsidy Calculator](#)

9.1. Overview

Wage Subsidies are a financial incentive Providers can offer to eligible Employers to encourage them to hire eligible Participants in ongoing jobs by contributing to the initial costs of hiring a new employee.

There are 2 Wage Subsidy types available:

- the Youth Bonus Wage Subsidy, funded from a demand-driven pool and managed via the Department's IT System, and
- the Workforce Australia Services Wage Subsidy, funded through the Pooled Fund and temporarily managed via a manual process.

Unless otherwise specified, all processes in this Chapter apply to both Wage Subsidy types.

Providers are expected to work directly with Employers to understand their recruitment needs, the needs of the job placement, and to recommend Participants whose skills and experience make them a good fit for the role. As part of these interactions, Providers should develop productive relationships with Employers and offer Wage Subsidies as part of an ongoing program of support to assist disadvantaged Participants into eligible jobs that are decent, safe, appropriately secure, and provide workers with the flexibility to balance their work and personal lives.

Providers are best placed to assess the needs of Participants and Employers in their local labour market and based on this, Providers can decide whether to offer a Wage Subsidy to an Employer. This means a Provider may choose not to offer a Wage Subsidy to an Employer even if all eligibility requirements are met.

In determining whether to offer a Wage Subsidy, Providers must ensure that the following principles are met:

- providing value for money, by ensuring a wage subsidy is used as an intervention to secure a suitable and decent job for an eligible Participant
- compliance with any work, health and safety requirements under the relevant state or territory legislation
- withstanding public scrutiny
- not bringing employment services or the Australian Government into disrepute.

Providers must ensure Employers are aware they are not entitled to receive a Wage Subsidy until such time as the Provider has decided to offer a Wage Subsidy to the Employer and the Employer has entered into a Wage Subsidy Agreement with the Provider approved within 28 days of the Participant commencing Employment (see [Head Agreements and Schedules](#)).

9.2. Wage Subsidy Eligibility Requirements

9.2.1. Participant Eligibility

Participant eligibility criteria for the available Wage Subsidies is detailed in [Attachment C](#).

The Department's IT Systems will assess a Participant's eligibility for a Wage Subsidy, based on their time spent participating in relevant employment services. Eligibility is determined based on the Job Placement Start Date.

If a Provider determines the Department's IT Systems have incorrectly assessed Participant eligibility, the Provider must contact their Provider Lead to discuss the issue.

As part of confirming a Participant's eligibility, Providers must check if the Participant has an active Wage Subsidy Agreement in place with their organisation that overlaps with any potential new Agreement. Where an overlapping Agreement is identified, Providers must confirm the Employment has ended and then end the existing Agreement in the Department's IT Systems with the correct Employment end date before creating the new Agreement within the 28-day timeframe.

If you identify an overlapping Wage Subsidy Agreement managed by another Provider, you must speak to your Employment Region Lead immediately who can assist with contacting the previous Provider to end the concurrent agreement. Refer to the [Wage Subsidy Operations Guide](#) for further details.

9.2.2. Employer Eligibility

A Wage Subsidy Employer must be a legal entity with a valid ABN which complies with all eligibility requirements under the Wage Subsidy Head Agreement terms and conditions. A Wage Subsidy Employer must also have a verified and active Workforce Australia Online for Business account before they can be offered a Wage Subsidy.

A Wage Subsidy Employer must not be:

- the Provider's Own Organisation
- a Related Entity of the Provider
- a [government entity, unless specified below](#)
- a [prior employer](#) or host business of the Participant (within the last 2 years)
- a Family Member of the Participant, to ensure there is no real or perceived conflict of interest or unfair advantage
- suspended or excluded from receiving Wage Subsidies
- a labour hire company or group training organisation, except where the requirements below are met, or
- as otherwise advised by the Department.

Labour Hire Companies and Group Training Organisations

A Wage Subsidy Employer can be a labour hire company or a group training organisation, provided the company is paying the Participant's wages and the placement/s with the host business/es meet all eligibility criteria of the Wage Subsidy Placement and Employer.

If a labour hire company or a group training organisation is receiving a Wage Subsidy for an employee, they must disclose:

- to the host business/es that they are receiving a Wage Subsidy for an employee. The Wage Subsidy Employer must retain Documentary Evidence of the disclosure and supply it to the Provider. See [Summary of Documentary Evidence](#) section for details the disclosure must contain.
- to the Provider, prior to being eligible for any Wage Subsidy payments, the ABN of the host business/es the Wage Subsidy Participant was placed with for the duration of the Wage Subsidy Agreement.

Host businesses that subsequently employ a Wage Subsidy Participant on an ongoing basis are not eligible to receive a Wage Subsidy for that Participant, where they hosted the same Participant within the previous 2 years. Likewise, a labour hire company is not eligible for a Wage Subsidy where they place a Participant with a host business that has previously employed the Participant within the past 2 years. See [Not eligible – Prior Employment](#) section for details.

Not eligible – Government Entities

A Wage Subsidy Employer or host business must not be an Australian Government or state or territory government entity.

Similarly, the Employment position cannot be funded by an Australian, state or territory government entity.

Example: A Wage Subsidy Agreement cannot be entered into for a labour hire company which places a Participant in an Australian Government-operated call centre, or a state government-operated manufacturer of ships.

A Wage Subsidy Employer can be a local government entity, provided the Employment position is not funded by an Australian, state or territory government entity.

Providers can use the Australian Government's website ABN Lookup (abr.business.gov.au) to determine if an Employer is a government entity, and/or request proof from the Employer.

Not eligible – Prior employment

An Employer will not be eligible to receive a Wage Subsidy where, prior to the Job Placement Start Date, the Participant has been employed by the Employer (including placements with host businesses via a labour hire company), or any other entities associated with the Employer, within the previous 2 years.

Paid work trials (up to a maximum of two weeks' duration) and periods of unpaid work (for example unpaid trials or voluntary work), whether recorded in the Department's IT Systems or agreed between an Employer and Participant, are not considered prior to Employment where they occur immediately prior to a Wage Subsidy Agreement.

Wage Subsidy Placements cannot include periods of unpaid work trials. Providers can use Wage Subsidies for Employment that starts after an unpaid work trial ends, if all other eligibility requirements for the Participant, Employer and Placement are satisfied.

Where a Wage Subsidy Participant commenced Employment up to 14 days earlier than the Job Placement Start Date recorded in the Department's IT Systems, Providers can allow the Wage Subsidy to proceed, where payroll evidence is provided, and the Participant was eligible on the actual start date of Employment.

Paid work trials that took place earlier than 14 days prior to the Wage Subsidy Agreement start date may be considered prior employment unless the Employer can provide a reasonable explanation for the delay between the paid work trial ending and ongoing, paid employment commencing. Providers can request assistance from the Department (via Question Manager) in assessing evidence where it is not clear whether this explanation can be accepted.



Providers must retain payroll evidence of the Wage Subsidy Placement start date, where it differs from the Job Placement Start Date recorded in the Department's IT Systems. Refer to the [Wage Subsidy Operations Guide](#) for further details on how to apply this approach.

9.2.3. Placement Eligibility

A Wage Subsidy Placement is an Employment position with an eligible Employer that meets all eligibility requirements. The Employment position can be:

- full-time, part-time or casual
- an apprenticeship or traineeship
- found by the Provider or by the Participant.

A Wage Subsidy Placement must:

- be a sustainable and ongoing position expected to continue indefinitely. This means the Employment is not intended to end when the Wage Subsidy ceases.
- offer at least the required minimum average hours per week which can be averaged over the duration of the Wage Subsidy Agreement to flexibly support the Wage Subsidy Participant and Wage Subsidy Employer's needs.
- comply with all Employment standards for the Employment position under any Commonwealth, state and/or territory laws, including but not limited to:
 - complying with the [National Employment Standards – Fair Work Act 2009 \(Cth\)](#).
 - complying with the minimum terms and conditions of employment prescribed in any Modern Award that covers or applies to the Wage Subsidy Placement.
 - paying the relevant Wage Subsidy Participant at least the equivalent of the minimum rate prescribed in any Modern Award that covers or applies to the Employment position or, if no Modern Award covers or applies to the Employment position, at least the equivalent of the [National Minimum Wage](#)
- comply with all relevant laws and requirements of any Commonwealth, state, territory or local authority, including work, health and safety legislation
- provide a safe system of work for the Wage Subsidy Participant at all times during the Wage Subsidy Placement
- not displace an existing employee

- not be a commission-based, self-employment or subcontracted position (excluding Placements with labour hire companies or group training organisations)
- not otherwise be an Unsuitable position as defined in the Deed.

9.3. Offering and Negotiating Wage Subsidy Agreements

Providers are responsible for negotiating and managing all elements of a Wage Subsidy Agreement including making payments to Wage Subsidy Employers. Providers must not charge Wage Subsidy Employers to manage Wage Subsidy Agreements.

Providers must ensure that Employers have an active Workforce Australia Online for Businesses account before they commence negotiating a Wage Subsidy Agreement.

In negotiating a Wage Subsidy Agreement with an eligible Employer, Providers must first confirm which Wage Subsidy a Participant is eligible to attract in the Department's IT Systems and that there are no other active Agreements for that Participant. Any advice to the Employer regarding the Participant's eligibility must be underpinned by advice that the Employer is not guaranteed a Wage Subsidy until the Provider offers a Wage Subsidy Agreement for the Employer to approve. Providers must ensure communication regarding the availability of a Wage Subsidy is clear and must ensure the Employer is provided with an outcome within a reasonable timeframe.

See [Attachment C: Wage Subsidy Types and Participant Eligibility Requirements](#) for further details.

For Workforce Australia Services Wage Subsidies, Providers must also check the Pooled Fund balances for their Site/s to ensure sufficient funds are available for Wage Subsidy Reimbursements before offering a Wage Subsidy. See [Managing Pooled Fund Credits for Workforce Australia Services Wage Subsidy Agreements](#) for further information.

Providers cannot enter into a Wage Subsidy Agreement in anticipation of future credits to the Pooled Fund, though Pooled Fund credits can be transferred between Sites to support a Wage Subsidy. Providers can check the balance of the Pooled Fund for their Site via the Parent Funds Hub. Balances are calculated in real time and populated to the page.

9.3.1. Head Agreements and Schedules

The Wage Subsidy Agreement consists of the general terms and conditions of the Head Agreement and the specific terms relating to the Wage Subsidy Placement, Wage Subsidy Participant, and the Wage Subsidy Period/s set out in the relevant Schedule.

The Wage Subsidy Period means the payment period for a Wage Subsidy, which are instalment payments of the agreed maximum amount.

For Youth Bonus Wage Subsidy Agreements, Providers must enter into a Head Agreement once with each Wage Subsidy Employer, via the Department's IT Systems and the Employer's Workforce Australia Online for Businesses account (refer to the [Wage Subsidy Operations Guide](#) for further information).

Once a Head Agreement has been entered into, a separate Schedule for each new Wage Subsidy Participant is attached to the Head Agreement. Schedules contain the specific details of the Wage Subsidy Placement for each new Wage Subsidy Participant.

Each Schedule the Provider attaches to the Head Agreement will relate to a single Wage Subsidy Placement and will create a separate contract (Wage Subsidy Agreement) between the Provider and the Wage Subsidy Employer in relation to that Wage Subsidy Placement. Both the Head Agreement and the Schedule must be in the form specified by the Department, created in the Department's IT Systems.



Where the Department changes the terms and conditions of the template Head Agreement, the Provider must enter into a new Head Agreement with each Wage Subsidy Employer in accordance with the updated terms and conditions before attaching any new Schedules in respect of Wage Subsidy Placements. This includes having to enter into a new Head Agreement with those Employers with whom the Provider already has a Head Agreement.

For Workforce Australia Services Wage Subsidy Agreements, Providers and Wage Subsidy Employers will complete both a Head Agreement and a Schedule for every Wage Subsidy the Wage Subsidy Employer accepts.

The Head Agreement and Schedule, along with instructions for completion and submission, can be found on the [Provider Portal](#). Providers must ensure they are using the most up-to-date Wage Subsidy Agreement form on the Provider Portal in the event the Department changes the terms and conditions of the Head Agreement.

9.3.2. Negotiating Terms of the Wage Subsidy

Providers must explain the terms and conditions of the Wage Subsidy Agreement to the Employer to ensure they fully understand their rights and obligations in accepting the Wage Subsidy. This includes explaining the Documentary Evidence required from the Employer to confirm the Employer's compliance with the terms and conditions over the course of the Wage Subsidy Agreement, and that the Employer must advise immediately if the Placement terminates early.

The Provider must consider the Participant's ability to meet a weekly average hour requirement when determining the suitability of the Wage Subsidy Placement for the Participant. Participants are eligible to attract a Workforce Australia Services Wage Subsidy where they work the minimum average weekly hours (at least 15) over the duration of the Wage Subsidy Placement agreed between the Provider and Wage Subsidy Employer and meet all other eligibility requirements for the relevant Wage Subsidy. Youth Bonus Wage Subsidy Participants must work a minimum average of 20 hours per week.

The term of a Wage Subsidy Agreement begins (Wage Subsidy Placement start date) on the Job Placement Start Date. The Wage Subsidy Agreement ends on the date agreed by both the Provider and Employer (that is, between six and 26 weeks following the Wage Subsidy Placement start date, subject to the Wage Subsidy type; see [Attachment C: Wage Subsidy Types and Participant Eligibility Requirements](#) for details), or on the date Employment ceases where a Wage Subsidy Placement terminates earlier than the agreed date.

The Provider must negotiate with the Wage Subsidy Employer a Wage Subsidy Period that works best for the Wage Subsidy Employer's business, subject to the agreed duration of the Wage Subsidy Agreement. A Wage Subsidy Period can be weekly, fortnightly, monthly, quarterly, on completion, or any other timeframe as agreed by the Provider and Wage Subsidy Employer. Wage Subsidy Periods must be recorded on the Schedule. See [Payments to Wage Subsidy Employers](#) section for more information.

Providers should refer Wage Subsidy Employers to the 'Manage Wage Subsidies' help guide (located on the [Workforce Australia website](#)) for details on how to manage their Youth Bonus Wage Subsidy Agreements, including submitting Documentary Evidence.



Youth Bonus Wage Subsidy Agreements must be created in the Department's IT Systems by the Provider and approved online by the Wage Subsidy Employer via their Workforce Australia Online for Business account.

For Workforce Australia Services Wage Subsidies both the Provider and Wage Subsidy Employer must complete the manual Workforce Australia Services Wage Subsidy Agreement form and email it to the Department's Wage Subsidy Team. Instructions are included with the Wage Subsidy Agreement form on the [Provider Portal](#).

Providers must not use the manual Wage Subsidy Agreement for a Youth Bonus Wage Subsidy, as Youth Bonus Wage Subsidies are not accepted in an offline format. Should the Provider or Wage Subsidy Employer experience difficulties using the Department's IT System and/or [Workforce Australia website](#) to approve the Youth Bonus Wage Subsidy Agreement, they must contact the Employer Hotline on 13 17 15 prior to the 28-day timeframe expiring.

9.3.3. Time requirements for approving a Wage Subsidy

In line with the policy intent of Wage Subsidies, Providers are expected to commence negotiating a Wage Subsidy Agreement with an eligible Employer prior to the Job Placement Start Date. Providers must ensure that the Wage Subsidy Agreement has been approved by the Employer within 4 weeks (28 days) of the Wage Subsidy Placement commencing, either online in the Department's IT Systems for a Youth Bonus Wage Subsidy, or by submitting the completed manual Workforce Australia Services Wage Subsidy Agreement to the Department's Wage Subsidy Team.

Wage Subsidy Agreements will not be approved outside of 28 days from the commencement of Employment, and Providers will not be Reimbursed for any payments made to Employers where there is not an approved Wage Subsidy Agreement in place. Providers must ensure Employers are aware of the 28-day timeframe and the consequences of not meeting it.

Providers are required to have appropriate administrative processes in place to meet the 28-day timeframe and must work with Wage Subsidy Employers to ensure that this timeframe is met. If the Department determines there is evidence (for example, correspondence and/or a draft Wage Subsidy Agreement in the Department's IT Systems) that the Provider delayed the Employer's approval the Department may take compliance action against a Provider. This includes but is not limited to delays caused by Providers:

- not confirming the Employer's eligibility prior to offering a Wage Subsidy
- offering a Wage Subsidy to an Employer until well after Employment commenced
- failing to respond to Employer enquiries in a timely manner.

In these cases, compliance action may include directing the Provider to make Wage Subsidy payments to the Wage Subsidy Employer without Reimbursement and/or blocking Outcome payments associated with the Employment position.

See [Head Agreements and Schedules](#) section for more information.

9.4. Payments to Wage Subsidy Employers

The Provider must have entered into a Wage Subsidy Agreement with the Wage Subsidy Employer and all terms and conditions of the Wage Subsidy Agreement must be satisfied before the Provider can make a payment to the Wage Subsidy Employer.

Wage Subsidy payments must not exceed 100 per cent of the Participant's wages at any point over the Wage Subsidy Placement period.



Wage Subsidy Employers must invoice the Provider to receive a Wage Subsidy payment and submit the required Documentary Evidence to support payment (see [Summary of Documentary Evidence](#) section).



Documentary Evidence from the Wage Subsidy Employer must confirm the Wage Subsidy Participant worked at least the minimum weekly hour requirement averaged over the Wage Subsidy Period being assessed. Where a Wage Subsidy Participant's hours worked are less than required for the Wage Subsidy Employer to be eligible for payment, Documentary Evidence must also include all periods of leave taken.

9.4.1. Assessing Periods of Leave

Where a Wage Subsidy Participant requests and has leave approved in accordance with entitlements under a relevant Modern Award or the National Employment Standards – Fair Work Act 2009 (Cth), and the leave is recorded in Documentary Evidence, it can count towards the minimum average hours per week requirement. However, a Wage Subsidy Employer cannot use approved leave to regularly supplement a Wage Subsidy Participant's work hours for the purpose of meeting the minimum average number of hours per week.

Refer to the [Wage Subsidy Operations Guide](#) for further details on considering approved leave when calculating payments to Wage Subsidy Employers.



Evidence of approved leave (paid or unpaid) must show that the Wage Subsidy Employer agreed to the leave at the time the Wage Subsidy Participant requested it, and either be:

- recorded on the Wage Subsidy Participant's pay slip; or
- on a written declaration from the Employer.

9.4.2. Change of Business Ownership

If a Wage Subsidy Employer changes ownership, the new owner is eligible to claim the remaining Wage Subsidy payment/s, provided all other eligibility requirements are met. The Wage Subsidy Agreement must be novated between the parties before the new owner can claim the remaining Wage Subsidy payment/s.

9.4.3. Calculating Payments for Early Terminations

If a Wage Subsidy Placement terminates early, Providers must calculate any outstanding payments based on the number of weeks the Wage Subsidy Participant worked for the required minimum average hours per week from the Wage Subsidy Placement start date.

If the Wage Subsidy Participant did not work the required minimum average hours per week throughout the Wage Subsidy Placement, the Wage Subsidy Employer will not be eligible to receive the full Wage Subsidy amount.

To work out the Wage Subsidy amount, the Wage Subsidy Employer is entitled to divide the total Wage Subsidy amount by the Wage Subsidy Agreement Term to calculate the weekly rate the Wage Subsidy Employer may be entitled to receive. Then multiply this amount by the number of weeks the Wage Subsidy Participant worked the minimum average number of hours per week.

9.4.4. Wage Subsidy Calculator

The Wage Subsidy Calculator is a tool that assists Providers to calculate the Wage Subsidy amount an Employer is eligible to receive, and the value of the Reimbursement the Provider can claim from the Department. Relevant information recorded on the Wage Subsidy Agreement and in the Documentary Evidence, can be entered into the Calculator to confirm:

- whether the Wage Subsidy Placement meets the required minimum average hours per week over the duration of the Wage Subsidy Agreement
- that Wage Subsidy payments do not exceed 100 per cent of the Participant's wages at any point over the Wage Subsidy Placement period.

The [Wage Subsidy Calculator](#) can be found on the [Provider Portal](#). Information about how to use the Calculator is located in the [Wage Subsidy Operations Guide](#).

9.4.5. Concurrent Funding

Under the General Terms and Conditions of the Head Agreement, Wage Subsidy Employers are required to notify Providers of any Australian Government or State or Territory government funding they receive for the Wage Subsidy Participant or placement.

Wage Subsidy Employers cannot access Wage Subsidies if they receive funding from other Australian Government, state or territory wage subsidies or similar employment program funding for the same Participant in the same Wage Subsidy Placement.

The Provider must continue to check whether the Wage Subsidy Employer is following the above requirements before making payments to the Wage Subsidy Employer.

9.4.6. Wage Subsidy Employers Not Registered for GST

The total maximum amounts of a Wage Subsidy specified in these Guidelines are GST inclusive. Where a non-GST registered Wage Subsidy Employer submits a tax invoice for the correct amount of a Wage Subsidy to a Provider, the Provider must pay the Wage Subsidy Employer the amount (GST Exclusive).

When the Provider submits a claim for Reimbursement, the Department will pay the full (GST inclusive) amount. The Provider is responsible for remitting the GST inclusive amount to the Australian Tax Office.

9.5. Claims for Reimbursement

The Provider can only claim a Reimbursement for a Wage Subsidy payment if:

- all terms and conditions of the relevant Deed, these Guidelines, the Wage Subsidy Operations Guide (where applicable) and Wage Subsidy Agreement have been met
- they have first made the relevant Wage Subsidy payment out of their own funds to the Wage Subsidy Employer
- the Reimbursement claim is for the same dollar value they paid the Wage Subsidy Employer
- they have sufficient Documentary Evidence to demonstrate the above which must be uploaded at the time of claiming Reimbursement.

9.5.1. Time requirements for claiming a Reimbursement

The Department permits claims for Reimbursement to be rendered:

- after each Wage Subsidy payment is made in accordance with the Wage Subsidy Period/s recorded in the Schedule of the Wage Subsidy Agreement, or
- collectively at the end of the Wage Subsidy Placement.

Providers must submit all claims for Reimbursement no later than 56 days after the end of the Wage Subsidy Placement. This includes where a Wage Subsidy Placement terminates early. Refer to the [Wage Subsidy Operational Guide](#) for details on how to submit Reimbursements for each Wage Subsidy type.

The Wage Subsidy Head Agreement (clause 6) requires Wage Subsidy Employers to notify Providers immediately if the Wage Subsidy Participant's Employment ends prior to the Wage Subsidy Agreement end date. In accordance with this, Providers must ensure that, where a Wage Subsidy Placement has terminated early, the correct Placement end date is recorded in the Department's IT Systems, and that claims for Reimbursement are submitted no later than 56 days from the end of the Wage Subsidy Placement.

Providers are required to have appropriate administrative processes in place to meet the 56-day timeframe. Providers must work with Wage Subsidy Employers to ensure that this timeframe is met. Providers who fail to meet the 56-day timeframe may not be Reimbursed.

Under the Head Agreement, Providers are required to make the final Wage Subsidy payment to the Wage Subsidy Employer where the Employer:

- requests the final Wage Subsidy payment, and
- supplies the required Documentary Evidence for that payment to the Provider within 28 days from the end of the Wage Subsidy Placement.

Providers may choose to make the final Wage Subsidy payment to the Wage Subsidy Employer where they submit the required Documentary Evidence after the 28-day timeframe, if all other eligibility requirements are met. However, the Provider must claim the Reimbursement from the Department no later than 56 days from the end of the Wage Subsidy Placement.

9.5.2. Managing Pooled Fund Credits for Workforce Australia Services Wage Subsidy Agreements

As Workforce Australia Services Wage Subsidies are managed via a manual process, the Department's IT Systems will not automatically commit the total Wage Subsidy amount from the relevant Site's Pooled Fund balance.

To ensure there is funding available to Reimburse Workforce Australia Services Wage Subsidy payments, the Department's Wage Subsidy Team will complete an adjustment to the Site's Pooled Fund balance to reduce the balance by the maximum amount of the Workforce Australia Services Wage Subsidy. This adjustment will occur on approval of the Workforce Australia Services Wage Subsidy Agreement.

If after the final Wage Subsidy payment, the full Wage Subsidy amount was not expended, the Department's Wage Subsidy Team will complete a second balance adjustment to the Pooled Fund (to increase the balance) as required. To action this, Providers must declare to the Department's Wage Subsidy Team that they will make no further claims for Reimbursement against that Workforce Australia Services Wage Subsidy Agreement.

9.5.3. Recovery of Reimbursement Claims Paid

The Department may recover any Reimbursements made to the Provider, where the Department determines, at its absolute discretion that the Wage Subsidy Employer has:

- misused the Wage Subsidy, including, but not limited to, breaching clause 12 of the Head Agreement
- not met the terms and conditions of the Wage Subsidy Agreement
- been suspended and/or excluded by the Department from participating in Wage Subsidies, or
- otherwise engaged in activity that may bring, or could be perceived to bring, the use of Wage Subsidies or the Commonwealth of Australia into disrepute.

The Department may also recover any Reimbursement made to the Provider where the Department determines, at its absolute discretion, that the Provider has not met the requirements of the Deed, these Guidelines and/or the Wage Subsidy Operations Guide.

9.6. Managing Wage Subsidy Agreements for Wage Subsidy Participants

9.6.1. Supporting Participants on Wage Subsidies

Providers are expected to provide Post-Placement Support to Wage Subsidy Participants and Wage Subsidy Employers to maximise the success of Wage Subsidy Placements, including after a Wage Subsidy Participant is Suspended or Exited from a Provider's Caseload.

Providers should immediately advise the Department if a Wage Subsidy Participant reports any incidents of inappropriate or unsafe workplace behaviour and follow the appropriate Departmental process and protocols.

9.6.2. Managing Wage Subsidy Agreements for Transferred Participants

When a Wage Subsidy Participant transfers to another Provider, the gaining and outgoing Providers must ensure both the Participant and Wage Subsidy Employer continue to be supported.

A Wage Subsidy Agreement must remain with the original Provider if the Participant transfers to another Provider, including if the Provider is Exiting the market completely, unless otherwise Directed by the Department.

9.7. Summary of Documentary Evidence

Providers must obtain, upload and retain sufficient Documentary Evidence which demonstrates the Wage Subsidy Participant was Employed by the Wage Subsidy Employer in the Wage Subsidy Placement in accordance with the terms and conditions of the Deed, Guidelines, and Wage Subsidy Agreement to process a Wage Subsidy payment to an Employer and to claim Reimbursement from the Department.

9.7.1. Wage Subsidy Agreements

For Youth Bonus Wage Subsidies, a Wage Subsidy Agreement, linking Vacancy, Employer and Placement details, must be entered into the Department's IT System and approved via the Wage Subsidy Employer's Workforce Australia Online for Business account.

For Workforce Australia Services Wage Subsidy Agreements, a manual Wage Subsidy Agreement which includes the Vacancy, Employer and Placement details, must be approved and registered by the Department's Wage Subsidy Team and assigned a Parent Pathways Manual Agreement ID.

Additionally, for Workforce Australia Services Wage Subsidies, the Wage Subsidy Agreement Schedule must also include the agreed:

- duration of the Wage Subsidy Placement
- required minimum average weekly hours, and
- maximum amount of the Wage Subsidy being offered.

The above terms are not negotiable for Youth Bonus Wage Subsidy Agreements and the Department's IT Systems will pre-populate this information.

See [Head Agreements and Schedules for more information](#).

9.7.2. Evidence from Wage Subsidy Employers – Participant Employment

Documentary Evidence must confirm the Wage Subsidy Employer's details (including name and ABN) and the Wage Subsidy Participant's name. Documentary Evidence must include:

- evidence to confirm the Wage Subsidy Participant's Employment which demonstrates the hours worked (including any periods of approved leave taken) and wages paid (including the relevant Award the Participant was paid under) for the entire Wage Subsidy Period, which may be in the form of (but is not limited to):

- a completed Wage Subsidy payment template (Refer to the [Wage Subsidy Operations Guide](#)), or
- pay slips or a printout from the Wage Subsidy Employer's payroll software, or
- a statutory declaration, email or other correspondence from the Wage Subsidy Employer, and,
- if the Wage Subsidy Employer is a labour hire company or group training organisation:
 - the ABN of the host business/es the Wage Subsidy Participant was placed with throughout the Wage Subsidy Agreement Term. This can be recorded on the [Wage Subsidy payment template](#), provided via email or included in the statutory declaration, and
 - evidence they disclosed to all host businesses the Wage Subsidy Participant is placed with that they were receiving a Wage Subsidy. The disclosure must include details of the sender and recipient, and demonstrate it was sent during the Wage Subsidy Participant's placement with the host business. Additional details can be found in the [Wage Subsidy Operations Guide](#), and
- where a Wage Subsidy Participant's Employment ends prior to the Wage Subsidy Placement end date, a written statement of the reason why Employment ended.

Providers may request the Employer provides additional Documentary Evidence relating to a Wage Subsidy Placement, Wage Subsidy Participant, and/or Wage Subsidy Agreement. In requesting additional Documentary Evidence, the Provider must ensure the Employer understands what evidence will be required, the purpose of the evidence, and the timeframe for providing the evidence, prior to approving the Wage Subsidy Agreement.

The Department can request additional Documentary Evidence from Providers relating to a Wage Subsidy Placement, Wage Subsidy Participant and/or Wage Subsidy Agreement from Providers, to support Program Assurance Activities. If Providers do not have this Documentary Evidence, they can request it from Wage Subsidy Employers, as per the Employer's obligations under the Wage Subsidy Agreement.

9.7.3. Evidence from Provider – Claims for Reimbursement

Providers must ensure Documentary Evidence demonstrates that payment was made to the Wage Subsidy Employer before claiming a Reimbursement. From 1 November 2025, Providers must upload all Documentary Evidence against the Wage Subsidy Agreement via either the Reimbursements screen (for Youth Bonus Wage Subsidy Agreements) or the Request Payment screen (for Workforce Australia Services Wage Subsidy Agreements) in the Department's IT Systems at the time of claiming Reimbursement.

As per Chapter 3.6.2 in Part A of the Parent Pathways Guidelines, Tax File Numbers must be redacted from any pay slips prior to being uploaded into the Department's IT Systems as Documentary Evidence to support Wage Subsidy payments.

Documentary Evidence may be in the form of a:

- record of transaction (bank statement or report from the Provider's financial system)
- tax invoice and corresponding receipt from the Wage Subsidy Employer

- tax invoice from the Wage Subsidy Employer and a remittance advice
- statutory declaration, email or other correspondence from the Provider.

The Documentary Evidence to support a claim for Reimbursement must confirm:

- the Wage Subsidy Participant's name and JSID
- the Wage Subsidy Employer's details (including name and ABN)
- the amount of the Wage Subsidy payment
- the date the Wage Subsidy payment was made.

While not mandatory, Providers are encouraged to include a copy of their results from the Wage Subsidy Calculator when uploading evidence. Refer to the [Wage Subsidy Operations Guide](#) for instructions on how to obtain these.

Providers are also encouraged to include other relevant evidence (correspondence or file notes) to support payment integrity activities, particularly if there were unusual or complex circumstances that require explanation. Documentary Evidence uploaded will be used to assess Providers' compliance with the Guideline requirements where a claim is selected for Continuous Assessment of Payment Integrity (CAPI) or other program assurance activities. Providers should ensure the evidence uploaded is sufficient for these purposes.

(Deed Reference(s): Section B4.2- Financial Incentive for Employers)

Chapter 10. Relocation Assistance

10.1. Overview

Relocation Assistance provides financial assistance to Participants who relocate to participate in employment. Relocation Assistance is funded through a demand-driven pool for Parent Pathways Providers. This Chapter outlines the eligibility requirements and process for seeking reimbursement for Relocation Assistance.

(Deed Reference(s): Clause 133.3)

10.2. Eligibility

10.2.1. Participant Eligibility

Participants will be eligible for Relocation Assistance immediately on commencement in Parent Pathways. In assessing a Participant's request for Relocation Assistance, Providers have discretion to consider the individual circumstances of the Participant and their suitability to relocate for work.

10.2.2. Placement Eligibility

Providers may assist a Participant taking up a job in another location with Relocation Assistance if the Participant has accepted an offer of employment more than 90 minutes away from their current residence. Before offering Relocation Assistance to a Participant, the Provider must verify the placement details with the Employer and enter a Vacancy in the Department's IT Systems. The Provider must also ensure the Placement is not a Non-Payable Outcome, self-employment or commission based.

10.3. Relocation Assistance Payments

Relocation Assistance can be used to pay a supplier directly or reimburse a Participant for costs incurred prior to and after relocating. Payments are flexible and can be used to help a Participant:

- prepare to move
- move
- settle into the new location.

Relocation Assistance can include, but is not limited to:

- removalist costs
- travel costs (including for verified dependents)
- disturbance costs (for example utility connections, licence and/or vehicle registration transfer costs where they are moving interstate)

- prepaid cards (excluding prepaid debit cards) to support Participants during their relocation, for example with fuel or food for the journey, and short-term (up to a maximum of two weeks) accommodation costs.

Before agreeing to provide Relocation Assistance, Providers must ensure that any support offered meets the following principles:

- provides value for money
- supports compliance with any work, health and safety requirements under the relevant state or territory legislation
- withstands public scrutiny
- will not bring the Services, the Provider or the Department into disrepute.

To ensure the above principles are met, Providers must exercise discretion and only agree to reasonable costs that are proportionate to the Participant's circumstances. This means that Providers can choose not to provide support or offer a lower amount of support in order to meet the principles.

Examples

Example 1) A Participant wants to move from Sydney to Newcastle to accept a casual job in a fast-food restaurant. The Provider confirms the position details with the Employer including that only limited shifts will be available for the Participant each week. The Provider agrees to pay for the Participant's bus fare to relocate to Newcastle.

Example 2) A Participant in Adelaide is offered ongoing employment at a new abattoir facility in Darwin. The Participant has two school aged children who will be moving with them. The Provider confirms the position details with the Employer who confirms the position is full time and ongoing. The Provider agrees to support their relocation with airfares for the Participant and their children, removalist costs and one weeks' accommodation until the Participant's new home is available.

In determining whether a Relocation cost is appropriate, Providers may request a Participant provide one or more quotes, prior to making payments.

Relocation Assistance must not be used for:

- assisting Participants to relocate overseas
- rental bonds
- Pre-paid debit cards
- ongoing costs (for example, utilities or school fees)
- purchasing assets (for example, whitegoods)

- a Participant who is a member of a couple as defined in 1.1.M.120 of the Guide to Social Security Law, and the other member has received relocation assistance for the same relocation.

10.3.1. Definition of a dependent

A dependent may include a member of the Participant's household who is a:

- dependent child/children under 24 years of age who is:
 - financially dependent on the relocating Participant
 - is the dependent child of the partner of the Participant where they are a member of a couple under social security law and the partner is receiving a government payment related to the child or children.
- spouse/partner of the Participant who is also receiving an Australian Government Income Support Payment or pension
- an elderly parent/s who:
 - has reached Australian Pension age
 - lives in the same residence as the Participant
 - is dependent on the Participant for day-to-day care
 - is relocating to reside with the Participant.

Where the dependent of the Participant does not meet these requirements, Providers can assess whether there is a genuine dependency relationship, for example if the Participant has legal caring responsibilities for an adult child with a disability.

10.4. Claims for Reimbursement

Prior to claiming Reimbursement, Providers must ensure they have paid the Supplier and/or reimbursed the Participant in full, from their own funds.

Providers must submit a claim for Reimbursement within 56 days of the purchase/payment date.

To claim reimbursement for Relocation Assistance, all relevant information and evidence must be entered into the Department's IT Systems. This includes items that, in combination, clearly identifies:

- prior payment from a Provider to the Participant or supplier which reflects payment in full or a zero outstanding balance the details of the supplier (including ABN)
- the details of the items purchased and/or details of the service delivered
- whether the purchase was GST inclusive or GST-free
- if quotes were requested, copies of the quotes
- the date the payment was made

- if a prepaid card was purchased for the Participant, evidence that the card was issued to the Participant (for example, the date issued, amount, card reference number).

Where a Participant receives assistance to relocate with a dependent, the Provider must retain a file note outlining the reason for their approval, based on their assessment of the genuine dependency of the relationship.



To claim Relocation Assistance:

- from the Payments Hub landing page, select Request payment
- select *Relocation Assistance Payment*
- enter the Contract ID
- add Payment Details (Jobseeker ID, Vacancy ID and Amount)
- upload Documentary Evidence
- review the Declaration and accept and submit. This will create an Unconfirmed Relocation Assistance Payment claim which needs to be reviewed and processed by your Provider Lead
- send an email to your Departmental Provider Lead advising that a Request Payment claim has been lodged and include the Payment ID to assist them to identify and process the claim.

(Deed Reference(s): Section B4.3 – Other Financial Support, Attachment 1)

Chapter 11. Sites

Supporting Documents for this Chapter:

- [Site Opening Checklist and Declaration](#)
- [Site Change factsheet and Request Form](#)
- [Site Closure Checklist and Declaration Form](#)

11.1. Overview

This Chapter outlines Provider Site types, definitions and Site requirements, including Site Manager presence.

11.2. Site types and definitions

A Site is categorised and defined in the following way:

Table 11-A: Site Definitions

Site Type	Definition
Full-Time Site	A permanent Site that operates from 9:00 am to 5:00 pm on Monday to Friday as a minimum, from a fixed location.
Part-Time Site	A permanent Site that has a regular weekly presence, with regular days and hours of operation less than that of a Full-Time Site, from a fixed location.
Outreach Site	A Site that has does not have a regular weekly presence, operating on a monthly, seasonal or 'as needed' basis, from a fixed location (for example, a local library, town hall or community hub).

(Deed Reference(s): clauses 5.1(b), 80.5 and Attachment 1)

11.3. Site requirements

Parent Pathways Providers must adhere to Site Requirements outlined in the Deed. These requirements range from accessibility to Site hours to Work Health and Safety.

All Sites must display the Service Guarantee in an accessible area.

There must be a Site Manager located at Full-Time Sites. Where there are no Full-Time Sites within an Employment Region, a Site Manager must be located in at least one of the Part-Time Sites. Given services may be delivered away from Full-Time and Part-Time Sites, Site Managers must be easily contactable. Dependent on the size of the Caseload and the number of staff, a Site may be unattended for short periods of time while still operating due to the staff member(s) undertaking community and parent engagement activities in the local community or Face-to-Face Appointments. If this occurs, the Provider must use multiple channels to communicate in advance:

- the specified days and/or hours the Site will be unattended
- the location of the community engagement activity
- a contact number and email

The message should be communicated via all social media platforms, email and signage at the Site.

If there is a shared receptionist, please inform them of the details mentioned above so they can inform anyone that enquires.

11.3.1. General requirements

All Provider Sites must:

- provide a welcoming, private, child friendly and safe environment for Participants and their children
- be presented in a manner that upholds and maintains the good reputation of the Services, as determined by the Department
- take all reasonable steps to avoid acts or omissions which the Provider could reasonably foresee would be likely to cause injury to Participants or any other individuals at the location

Example: All Sites must ensure there is space for prams, access to Parent's bathrooms with change tables and designated areas to feed children and infants.

11.3.2. Accessibility

Each Provider Site must maintain suitable accessibility requirements. Provider Sites must:

- be conveniently located close to and allow ease for accessing safe public transport and avoids transport mobility barriers
- be accessible to people with a disability
- have access to appropriate facilities for use by the Participant, including access to clean drinking water and toilets.

(Deed Reference(s): Clause 6.1(a))

11.3.3. Parent Pathways Material

Each Provider must display Parent Pathways communication material, including fact sheets and promotional flyers at each Site. Providers should also distribute and/or display Parent Pathways communication materials, as part of their outreach activities. Providers can find Parent Pathways communication material and other brand resources on the Department's website and Provider Portal.

(Deed Reference(s): Clause 61.1)

11.3.4. Co-located Sites

A co-located Site is a Full-Time, Part-Time or outreach Site, which is located with another service (for example but not limited to family and children support services, Workforce Australia).

Additional requirements may apply to co-located Sites.

- If a Site is co-located with an employment services provider, (for example but not limited to Workforce Australia and/or Inclusive Employment Australia), a separate entrance, reception and waiting area is required.
- If a Site is co-located with a support service such as family and children support service, consideration should be given to the availability of a separate entrance, reception and waiting areas that supports the Participant.

Outreach Sites, unless co-located with an employment services provider, will not require a separate entrance.

(Deed Reference(s): Clause 6.1(b)(ii),

11.4. Site details

All Provider Site locations must be provided to the Department by completing Schedule 1 - Deed and Business Details of the Deed.

Information that must be provided includes but is not limited to:

- Site location(s)
- Site type(s)
- Business days of operation for each Site provided
- Site opening hours for each business day
 - For Outreach Sites, include the hours of operation for the Parent Pathways service only, not the centre's broader operating hours.

For Providers delivering services in one Employment Region or Service Area, Providers must designate a Head Office in that Employment Region or Service Area and this must be a permanent physical Site.

For Providers delivering services in multiple Employment Regions, Providers must designate a Head Office in one Employment Region and this must be a permanent physical address.



List each Site for each Employment Region or Service Area in the Location Name field in the 360 Providers' Portal. Where a Provider has more than one Site, the Provider must note which Site is their head office for each Employment Region or Service Areas by putting 'Head Office' in brackets after the Location name.

(Deed Reference(s): Clause 6, Clause 13.2, Clause 80.5, Attachment 1)

11.5. Site visits

The Department can request a Site inspection at any time.

In accordance with requests submitted by the Department, Providers must give or arrange unrestricted access for the Department to any of its Sites or premises, including any of those of any Subcontractor or Third-Party IT Vendor.

Providers must provide assistance to the Department to inspect its Sites or premises and those of any Subcontractor or Third-Party IT Vendor.

11.6. Site Changes

Providers must seek the Department's permission to change their Site arrangements. Change requests include proposals to:

- increase or reduce the days/hours or frequency of operation at a Site(s) (for example change from full-time to part-time, reduce the days a Part-Time Site is open)
- close a Site(s)
- open a new Site(s)
- transfer/relocate a Site(s).

Providers must not make changes to Site arrangements until they have been advised by their Provider Lead that it has been approved by the Department's delegate.

Any approved Site changes must be updated in the Key Service Commitments.



Requests to change a Site's operation must be discussed and emailed to the Provider Lead for consideration.

(Deed Reference(s): Clause 57.1(a)(i), (ii), Attachment 1)

Chapter 12. Provider Performance

12.1. Overview

The Australian Government and the Department are committed to ensuring Participants receive a quality service that meets their needs. The Department's Performance and Quality Framework will involve the Department undertaking Performance Assessments and discussions with Providers to ensure they are delivering a quality service.

The Provider Performance Framework is intended to:

- ensure Participants are getting tailored and quality services
- ensure Providers are fulfilling their Deed obligations and meeting the required standards.

12.2. Performance Modules

Three modules will form the [Parent Pathways Performance and Quality Framework](#):

- **Operational efficiency** – this module measures how effectively the Provider meets key operational requirements relating to servicing, including commencing parents or carers in the Service, helping Participants develop Goal Plans, meeting Participants at regular Appointments, referring Participants to activities or community support services, and completing Parent Snapshots.
- **Service effectiveness** – this module measures how well the Provider is achieving the service objectives of helping Participants address barriers to education and employment and work towards their goals.
- **Service quality** – this module measures the quality of the Provider's service delivery based on departmental assessments of how well they are operating against the Deed, the Service Guidelines and their Key Service Commitments document.

12.3. Key Performance Indicators

Scores for each module will be calculated via smaller underpinning measures known as Key Performance Indicators (KPIs). Providers will have visibility over how their results for each KPI inform their scores for each module and their overall Performance Assessment. Performance Assessments will be undertaken at the contract level (that is, each Employment Region that a Provider operates in), however, Providers will receive underlying data at the Site level where available to assist in identifying areas of high and low performance. More information on KPIs can be seen in the [Parent Pathways Performance and Quality Framework document](#).

12.4. Frequency of Performance Assessments

Each Performance Period will run over a 12 month period (from 1 November to 31 October), with a mid-cycle Check-In at the 6 month mark (30 April). Providers will receive a formal assessment against each KPI at the mid-cycle Check-In and at the end of the Performance Period. The mid-cycle Check-In provides an opportunity for Providers to review their performance before the annual assessment and make improvements to ensure KPIs are met. There will be ongoing dialogue between the Department

and Providers between formal performance assessments to help drive continuous improvement and Providers can contact their Provider Lead at any time should they want to discuss performance.

12.5. Underperformance

If underperformance is identified, the Department will work with the Provider to implement strategies to improve performance. If underperformance is significant or ongoing, the Department reserves the right to take remedial action in line with the Deed.

(Deed Reference(s): Clause: 85.3)

Chapter 13. Provider Requirements

Supporting Documents for this Chapter:

- Key Service Commitments
- [Service Guarantee](#)
- [Services and Useful links](#)

13.1. Provider Level Servicing

Providers have access to up to date information about their Participant Caseloads in the Department's IT Systems. The Home Page will include information on:

- Caseloads Summary, including number of Participants Commenced, Paused, Pending, recently Transferred and Exited.
- Goal Plan Management
- Tasks that need to be completed.

13.1.1. Information Technology systems

For day-to-day operations, Providers must utilise and maintain accurate records in the Department's IT Systems, not an External IT System. The Department's IT Systems interfaces with Services Australia's IT System. The Provider must not allow Provider Personnel, Third Party IT Vendors or Subcontractors to have Access to the Department's IT Systems until they have successfully completed any onboarding processes and training. For more information see Provider staff training section and [Part A of the Parent Pathways Guidelines](#).

To ensure Participants are receiving trauma-informed servicing, and do not have to relive trauma by retelling their story, External IT Systems must not be used for Parent Pathways day-to-day operations. External IT Systems may be used if the Provider delivers a service under another Deed for that service. For more information see External Systems Assurance Framework in [Part A of the Parent Pathways Guidelines](#).

Once Parent and Carers commence in Parent Pathways the Department's IT Systems must be used. However, the Parent Pathways guidelines outline exceptional situations where a Provider may be permitted to use an External IT System to record day-to-day operational information. For example, where there is no functionality to use the Department's IT Systems, including if a Parent or Carer directly presents (via phone or in person) at a Provider's Site without a Connection from Services Australia and is not currently on the Department's Systems, the Provider may book an Initial Discussion in an External IT System. Privacy Notification and Consent Forms, can also be stored in an External IT System. For more information on how to store these records, see the Records Management Instructions in [Part A of the Parent Pathways Guidelines](#).


(Deed Reference(s): Chapter A3 – Information Management)

13.1.2. Staff Requirements

Providers must ensure staff are qualified and/or experienced to deliver high-quality services to attract Parents or Carers to voluntarily participate.

Providers should ensure there are 3 levels of staff, junior Mentors, senior Mentors, and a Site Manager at Full-time Sites.

Providers must ensure that a Site Manager is located at Full-Time Sites. Where there are no Full-Time Sites within an Employment Region, a Site Manager must be located in at least one of the Part-Time Sites.

 A Site Manager's duty of care to the safety and welfare of staff delivering the services of Parent Pathways will extend to all Sites and include any services and activities that are delivered off-Site.

Providers should use best efforts to ensure a Mentor remains assigned to a Participant for 12 months or longer for continuity.

13.1.3. Ratios

The Department has set Mentor to Participant ratios to ensure Participants receive quality services tailored to their individual preferences, and with the assistance of one Mentor who is familiar with their circumstances. Providers are required to maintain accurate and consistent Mentor assignment information in the Department's IT Systems, particularly the "Managed by" field, which must reflect the one Mentor who is actively and consistently providing services to the Participant.

Each Participant must be assigned one Mentor. Updates to the "Managed by" field are not required for one-off servicing or ad hoc contacts by interim Mentors (e.g., when the primary Mentor is on leave or temporarily unavailable).

Individual Mentors must not have more Commenced Participants assigned to them than their Provider's allowed Mentor to Participant ratio.

A Provider's allowed Mentor to Participant ratio is:

- 1 Mentor to 50 Commenced Participants (1:50)
- The stated ratio in the Provider's Key Service Commitments, where this ratio is less than 1:50

The Mentor to Participant ratio is not per Site. Mentors working at multiple Sites should not exceed the 1:50 Mentor to Commenced Participant ratio.

Some temporary flexibility is allowed to accommodate fluctuations in Mentor or Participant numbers. This is intended to avoid unnecessary recruitment during short term changes. Reasons for temporary flexibility include if a Mentor resigns unexpectedly, is on short-term leave, recruitment is currently underway or expected to start shortly, several Participants are not engaging for cultural reasons, or a number of Participants are expected to Exit in the next 4 weeks. The flexibility must not result in reduced quality of service to Participants.

Example: The caseload at a Full-time site increases due to a local engagement activity. This results in the Mentor to Participant ratio increasing to 1:55. However, the Mentor is aware that 5 Participants are due to Exit within the next month due to their youngest child turning 6, so there is no need to recruit additional Mentors to meet the ratio. This ratio is acceptable as it is short-term.

Providers must also ensure appropriate supervision of junior staff, with ratios captured in the Key Services Commitments, and must not exceed 1 Senior staff member (for example, the Site Manager or Senior Mentor) to 3 Junior staff (includes junior mentors and administrative staff) in Full-time and Part-time Sites.

(Deed Reference(s): Clause 92.4 and Clause 95.4 and Attachment 1)

13.1.4. Qualifications

Site Managers are required to possess relevant undergraduate certificate or higher qualifications or equivalent experience. Equivalent experience means the Site Manager has had previous experience working in a similar role with similar responsibilities for cohorts facing disadvantage and have transferrable skills to those they will have responsibility for in the new Service.

Senior Mentors must offer a more intensive level of support to assist Participants with more complex needs and barriers. Senior Mentors should possess at least a Diploma level or tertiary qualification at a minimum.

Junior Mentors should have or be working towards a Certificate III or IV level of accreditation.

Qualifications may include but not be limited to:

- Certificate IV in Youth Work CHC40421 - this qualification provides requisite skills, techniques and theories in youth work.
- Diploma of Community Services CHC52015 - this qualification provides the skills, techniques and theories in community welfare.
- Certificate IV in Employment Services CHC41115 – this qualification reflects the role of individuals who provide employment services to both job seekers and employers.

The qualifications list is not an exhaustive list. The department suggests Providers undertake their own research into the following fields and decide as to what would work best for the Provider workforce and Participant cohort's needs.

The recommended education fields are:

- Society and Culture
- Health
- Education

Qualification fields include, but are not limited to:

- Social Work
- Children's Services
- Youth Work
- Community Services (mental health, drug, and alcohol)
- Employment Services

- Counselling
- Human Welfare Studies and Services
- Psychiatry
- Mental Health Nursing
- Community Nursing
- Indigenous Health
- Community Health
- Public Health.

The aim of these areas of education is to develop an understanding of the social, political, and economic climate in which social policy is developed, administered, and implemented. There is a focus on the social needs of individuals, groups and communities within society, the resources available to meet these needs, and the social influences that affect the behaviour and social functioning of people. These areas of education also involve developing an ability to plan and deliver welfare programmes and organise resources to meet individual and community needs.

(Deed Reference(s): Clause 8.7)

13.1.5. Lived Experience and Lived Experience Expertise

Providers should aim to employ staff with lived experience. Someone with lived experience has had direct experience. That is, they know what it feels like to be in a similar position to the Participant and/or has knowledge, has been a Participant in employment services and values that can be transferred into practice, values about another human being and belief in another human being.

Mentors with lived experience need to have the following qualities: empathy, resilience, emotionally robust, patient, self-reflective, self-aware, able to recognise their limits and does not make assumptions or judgement.

13.1.6. Provider Staff - Training

Mandatory Training

To assist Providers to deliver a high-quality Service, staff are required to undertake mandatory training on the Learning Centre platform. Providers must ensure all staff complete the training modules relevant to their positions within the phased timeframes below.

All staff

Before being granted access to the Department's IT Systems and engaging with the Participants, each staff member must successfully complete the *Fraud and Corruption* and the *Information Exchange and Privacy* modules.

Mentors (including those that are Site Managers)

The following modules must be completed by Parent Pathways staff within 60 days of starting employment with Parent Pathways:

- Parent Pathways - Activities, Post Placement Support and Transitional Support
- Parent Pathways - An Introduction to the Mandatory Training
- Parent Pathways - Connections, Registration and Commencement
- Parent Pathways - Eligibility
- Parent Pathways - Goal Plans
- Parent Pathways - Opt In, Pauses and Exits
- Parent Pathways - Payments for Participants (Individual Fund, Pooled Fund, and supports)
- Parent Pathways - Provider Payments
- Parent Pathways - Transfers
- Introduction to Trauma informed care
- Career guidance.

The following modules must also be completed by Parent Pathways staff within 60 calendar days of either starting employment or from the date the training is first available:

- Mental health
- Cultural Competency
- Career Guidance
- Strengths based and parent Centred Servicing
- Domestic and Family Violence (the Department offered training via webinars between April and June 2025 for the 2024-25 financial year and will advise Providers of future training schedules for this module).

Reminders

- The above training modules are mandatory training for staff specified above, however it is strongly recommended that all staff members engaged with the Parent Pathways Service complete the mandatory training modules which have been designed specifically for Parent Pathways staff, particularly Participant facing staff and staff that process payments.
- Fraud and Corruption and the Information Exchange and Privacy modules must be renewed annually. For more information see the Fraud and Corruption and Training and Privacy sections in Part A of the Parent Pathways Guidelines.
- The Department will continue to roll out new and update existing training as required. The Department will advise Providers of these updates.
- The Department closely monitors the completion of mandatory training.

(Deed Reference(s): Clause 73.13 (d) Attachment 1).

13.1.7. General Assistance to Participants

Providers must deliver services in line with their Key Service Commitments and the Service Guarantee. In addition to the qualifications, training and experience listed above Mentors should be trained and/or experienced to support Participants in various situations including those listed below.

Participants subject to family and domestic violence

If a Participant discloses family and domestic violence, or a Provider has concerns that a Participant is experiencing or at risk of family and domestic violence, Providers must confirm the Participant is safe, the Provider is in a safe situation, discuss support options and services available to them and offer referrals. This includes support from a Services Australia social worker and national or state-based organisations that offer advice and information about family and domestic violence. Staff must also consider legislative framework that applies in their jurisdiction. See information on support services at [RESPECT.gov.au](https://www.respect.gov.au)

(Deed Reference(s): Clause 98.2)

Support for Participants who are ready to look for work

Mentors should support Participants who advise that they would like to look for work to find suitable and secure employment. Support provided may include:

- frequent engagement and regular Appointments with the Participant;
- support with job searching and interview coaching, including referral to online or physical job boards and support to update a Participant's résumé;
- referrals to other programs such as Transition to Work, Workforce Australia Online for Individuals, Self-Employment Assistance;
- Career Transition Assistance or Employability Skills Training, referral to training courses to gain employability skills and required industry qualifications;
- help finding suitable child care (if required) and financial support to cover the costs associated with finding or starting work.

Mentors should remind Participants that financial supports include the Individual Fund and Pooled Fund, Wage Subsidies and Relocation Assistance.

(Deed Reference(s): Clause 80)

Participants seeking assistance with early childhood education and care

Mentors should provide practical assistance to Participants to help them progress towards achieving their goals, this may include early childhood education and care (ECEC) related assistance and support including:

- support to access Australian Government assistance under the Child Care Subsidy including the Additional Child Care Subsidy, where they may be eligible. See [Child Care Subsidy - Services Australia](#) for more information

- assistance to source options for ECEC so the Participant can attend Activities and Appointments. Visit [Find children's education and care | StartingBlocks.gov.au](https://www.startingblocks.gov.au) for more information
- support and assistance to complete ECEC enrolment forms support and assistance with accessing the Pooled Fund and Individual Fund to pay for costs such as a child care centre's bond fee. The Pooled Fund and Individual Fund must not be used to pay for (or reimburse) families' co-contributions to their ECEC session fees.

Mentors must comply with the applicable 'working with children' laws in the relevant jurisdiction when assisting a Participant with a child present. For more information see [Part A of the Parent Pathways Guidelines](#).

(Deed Reference(s): Clause 98.3)

Trauma-informed Servicing

Mentors must provide trauma-informed servicing to Participants. Some Participants may have experienced trauma in the past and others are currently experiencing trauma. The Mentor must try and protect Participants from unnecessary trauma where possible.

Trauma is a response to a deeply distressing or disturbing event or experience which can be emotionally, mentally or physically overwhelming for a person. For example, bullying, neglect, abuse, assault, violence, or the death of a loved one. Trauma can sometimes lead to a person experiencing post-traumatic stress disorder (PTSD), anxiety, substance abuse, eating disorders, and borderline personality disorder.

Trauma-informed servicing is a strengths-based approach which emphasises physical and psychological safety. It seeks to support those people with lived experience of trauma to rebuild a sense of control and empowerment.

Effective trauma-informed servicing includes:

- recognising the diverse impacts and symptoms of trauma
- understanding the scope of causes which can lead to trauma
- integrating an understanding of trauma into all policies, procedures and practices which affect those who are experiencing or have experienced trauma
- actively seeking to protect individuals from the risk of reinforcing their trauma.

To enable the delivery of effective trauma-informed servicing, Provider staff are required to undertake the trauma informed servicing mandatory training module within 60 days of commencement. This module can be found on the Learning Centre platform.

Additionally, Providers should seek to ensure that Participants are connected with a single, consistent Mentor throughout their participation in the Service. Continuity of support provides the opportunity to build trusting relationships which is central to delivering trauma-informed servicing.

Interpreter services

Providers must provide an interpreter to facilitate communication with Participants where necessary or where a Participant requests an interpreter.

(Deed Reference(s): Clause 98.3)

Practical assistance

Providers should provide practical assistance to Participants to help them progress towards achieving their identified goals.

Practical assistance may include:

- support and assistance under the [Pooled and Individual Funds](#) and other funding such as Relocation Assistance (including reimbursement for Participant's out of pocket expenses for agreed purchases). Participants should be reimbursed within 7 days of presenting their receipt
- arranging child minding, crèche or babysitting services for a Participant's child/ren so the Participant can attend Activities
- supporting a Participant to obtain Australian Government child care assistance under the Child Care Subsidy including the Additional Child Care Subsidy, where they may be eligible. Refer to the [Services Australia website](#) for more information
- connecting a Participant to community networks and organisations.

Providers must comply with the applicable 'working with children' laws in the relevant jurisdiction when assisting a Participant with child minding, crèche or babysitting services.

(Deed Reference(s): Clause 98.3)

Engagement with other services in the community

Providers must maintain close connections with community support services in their local area. Not only are these connections important as referral channels of new Participants but ensure that referrals to these services appropriately supports the Participant with to address non-vocational and vocations barriers. Providers must work cooperatively to establish appropriate referral pathways before referring Participants to local services and Activities. These local activities and support services can include; counselling, financial advice, domestic and family violence support, parenting courses, child care, transport, further education, secure housing, training and volunteering.

More information on Programs and Services can be found on the [Department of Social Services website](#).

(Deed Reference(s): Clause 95.2(a)(i), Attachment 1)

13.2. Feedback and Continuous Improvement

The Department encourages all types of feedback and encourages an open communication between Participants, Providers, the Department and any other external stakeholders to support capacity building and continuous improvement.

13.2.1. Community of Practice

Providers must engage in the Parent Pathways Community of Practice. The Community of Practice principles developed in consultation with the Community of Practice will promote best practice Service delivery and collaboration to optimise Participant experience and Service outcomes.

The Community of Practice aims to facilitate collaboration between the Department and the Providers contracted to deliver Parent Pathways. It allows Providers to share ideas, skills and strategies related to Closing the Gap, as well as proposing solutions to issues that have been identified in the delivery of the program. This exchange enhances Service delivery from Providers to improve outcomes for Participants. As part of the Community of Practice, Providers contributed to the development of the Joint Charter.

13.2.2. Complaints and Participant Feedback Process

Providers must establish a Complaints handling process and Participant feedback register and:

- explain the process to each Participant at their Initial Discussion
- ensure all Complaints are investigated by an appropriately senior staff member who is not the subject of the Complaint
- promptly communicate the outcome of a Complaint investigation to the Participant, including any action the Provider will take in response
- if requested, advise the Department of the outcome of any Complaint investigations and the action the Provider is taking in response
- if requested, assist the Department in its investigation of any Complaint, including by:
 - responding to requests within required timeframes
 - assisting to negotiate a resolution
 - assisting any other authorities to negotiate a resolution to any Complaint, where the Participant uses legislative or other complaints mechanisms.

Providers must refer a Participant to the [Department's National Customer Service Line \(NCSL\)](#) if they are dissatisfied with the Participant feedback process, or their Provider's investigation of a Complaint.

Providers must establish feedback processes that encourage Participants to be actively involved in the delivery of Parent Pathways and the Provider's decision-making about the delivery of Service.

(Deed Reference(s): Clause 29 Attachment 1)

Chapter 14. Attachments

Attachment A. Goal Plan Categories

The table below outlines the Goal Plan categories with examples, these examples are not an exhaustive list and are stated to provide the Mentor with a list of some of the opportunities that the Participant can draw on.

Table 14-A: Goal Plan Categories

Goal Categories	Descriptions
Personal Health and Wellbeing	Goals associated with mental/physical health and wellbeing, weaknesses, fears, procrastination, motivation, isolation, self-esteem and confidence, drug/alcohol assistance, trauma and post-traumatic stress.
Parenting and Family	Goals associated with family/parenting skills for example- parenting courses, cooking classes, connecting with their children and family safety.
Education and Training (including schooling)	Goals aligned to study including finishing High school, completing Certificate I, II, III and IV, Diploma's, Advanced Diploma's, Graduate Certificate, Graduate Diploma and gaining qualifications and licences.
Employment	Goal associated with employment, work experience, preparing for employment (resume, interview preparation, researching positions)
Social and Networking	Goals associated with building social circles including joining playgroups, book clubs, mother's groups, sporting groups, parent groups.

Financial literacy	Goals aligned to strengthening financial literacy such as financial counselling, budgeting, expense management, debt management, managing your money and gambling.
Language, literacy and numeracy skills	Goals associated with reading, writing, listening, speaking and numeracy skills.
Driver licencing and transportation	Goals associated with transport accessibility options for example- driving lessons, driver licence, purchasing a bike or car.
Housing	Goals aligned to secure housing or changing housing situation.
Child care	Goals associated with Children attending Early Childhood education and learning centres.
Post placement support	Goals associated to post placement support in education and or employment only, for example - employment support, navigating tax systems.
Digital Literacy	Goals associated with computer skills for example- digital essentials, building confidence in accessing and using technology.

Volunteering	Goals associated with volunteering to share skills, build confidence, contribute to community and develop new skills.
Career guidance	Goals that are associated with identifying parents' strengths, transferable skills, experience, interests and preferences.
Accessing other support services	Goals associated with being supported by the Mentor to research, navigate, connect and claim government and non-government support services and programs, for example - NDIS, Services Australia

Attachment B. Parent Fund categories and additional Documentary Evidence requirements

IMPORTANT NOTE: The Documentary Evidence requirements set out in this Attachment are in addition to the minimum Documentary Evidence requirements for all Parent Funds purchases set out in the Documentary Evidence requirements [Parent Funds section](#).

Providers must present Documentary Evidence to the Department if requested.

Individual Fund

Table 14-B: Individual Fund - Documentary Evidence Requirements

Category	Category details	System and Documentary Evidence requirements
Accredited Training	<p>This category is for nationally recognised education. Accredited training must be through a Registered Training Organisation (RTO) and the course or unit must be on the RTO's Vocational Education and Training (VET) scope of registration, as listed on training.gov.au, the national register for training in Australia.</p> <p>Accredited training must be training for which the Participant would receive a statement of attainment. This category can also be used for secondary education, even where the training organisation and/or course is not listed at training.gov.au.</p>	<p>In addition, for this category Providers must:</p> <ul style="list-style-type: none"> Refer the Participant to an Activity in the Department's IT Systems in accordance with the Activity Management Chapter. Enter the name of the RTO, the RTO code, and the relevant course code or unit code as identified at training.gov.au (or the course name if secondary education and not listed on training.gov.au) in the Activity details in the Department's IT Systems. Enter the associated Activity ID against the commitment in the Department's IT Systems. Retain sufficient items of Documentary Evidence that in combination identifies the RTO and the course code or unit code as listed on training.gov.au (or the course name if secondary education and not listed on training.gov.au). Retain additional Documentary Evidence that demonstrates the auspice relationship between a training organisation who is not a registered RTO but is operating through a registered RTO, to substantiate the training is nationally recognised.
Communication and Technology	<p>This category is for the purchase of communication and technology products required by a Participant to work towards their Goals, including:</p>	<p>In addition, for this category Providers must:</p> <ul style="list-style-type: none"> Record the assistance type in the commitment to outline the type of purchase.

	<ul style="list-style-type: none"> • phone or data cards or vouchers • mobile phones • laptops • hardware and software packages. <p>Whilst all requests for assistance should be considered, support through this category is not intended to be regular and ongoing- for example, Providers should not buy mobile phone credit on monthly, ongoing basis.</p>	<ul style="list-style-type: none"> • For the Phone credit and internet data cards/vouchers assistance type: <ul style="list-style-type: none"> ○ Retain a signed Gift Card Terms of Use Declaration Form showing voucher has been received by the Participant (if the form has been sent to Participant by email and the Participant does not have the capacity to print, complete and return the form, the Participant must send a return email acknowledging they have received the voucher. The Provider must retain emails showing that the form was sent to the Participant and the return email acknowledging receipt). ○ Enter in the Additional Details field: <ul style="list-style-type: none"> (i) a brief description of why the voucher has been purchased, and what the Participant intends to use it for (ii) an assessment of how the purchase meets the Fund Principles (iii) an explanation of how the purchase links to the Participant's goals and/or participation in the program.
Driver's Licence costs	<p>This category is for:</p> <ul style="list-style-type: none"> • Driving lessons for driver's licence classification C (Car) and R (Motorcycle), which is capped at \$8,800 (GST inclusive) per Participant, per Provider, per Period of Service. • Driver's licence test and licence fee for classification C (Car) and R (Motorcycle). 	<p>In addition, for this category Providers must:</p> <ul style="list-style-type: none"> • Record the assistance type in the commitment to outline the type of purchase. <p>Note: Each state and territory imposes requirements on a person who provides pre-licence driver training for reward or payment. These requirements include (at a minimum) registration with the state authority and a police check. Many states and territories also require individuals to have</p>

	<p>Where a Provider is claiming for assistance given to a Participant to regain their driver's licence after loss due to driving offences, this assistance is limited to one claim per Participant, per Period of Service. Exceptions are listed in the Prohibited Purchases section of this guideline.</p>	<p>completed a Certificate IV or other training program, and to pass a working with children check.</p>
Engagement	<p>This category is to be used to assist Participants to engage with Parent Pathways. The Engagement Support voucher must be redeemable for essentials (such as groceries or petrol), education or training. Providers and Participants should discuss the type of voucher that would most benefit the Participant and the Provider should dispense vouchers according to the Participant's preference. There are two kinds of vouchers that can be issued:</p> <ul style="list-style-type: none"> • Initial Engagement Support vouchers • Ongoing Engagement Support vouchers <p>See Engagement Support Chapter for more details.</p> <p>Providers must not:</p> <ul style="list-style-type: none"> • Provide Participants with more than \$250 worth of Engagement Support vouchers in a 12 month servicing period (that is, Commenced days). This cap does not include voucher fees. • Provide Participants with more than 1 Ongoing Engagement Support voucher in a 28-day servicing period (that is, Commenced days) 	<p>In addition, for this category Providers must:</p> <ul style="list-style-type: none"> • Record the assistance type in the commitment to outline the type of purchase. <p>Provide proof that the voucher has been received by the Participant by retaining one of the following types of evidence:</p> <ul style="list-style-type: none"> • when an Engagement Support Voucher is dispensed in person: <ul style="list-style-type: none"> ○ the Participant must sign a completed Engagement Support Participant Declaration form stating they have received the voucher. ○ the completed declaration form must match the Documentary Evidence and contain all the required field details: <ul style="list-style-type: none"> – the voucher/card number – date – card value \$50 or \$100 – Participant details - JSID, name, signature acknowledging receipt of card/voucher – Provider details – Provider site, Mentor name, Mentor signature • when an Engagement Support Voucher is dispensed electronically via email, the Provider must also email the Participant an Engagement Support Participant Declaration form and <ul style="list-style-type: none"> ○ the Provider must retain a signed version of the form, OR ○ if the Participant does not have the capacity to print, complete and return the form, the Participant must send a return email

	<ul style="list-style-type: none"> Provide Participants with vouchers that have been purchased in bulk by a Provider for any other program or service. 	<p>acknowledging they have received the voucher (including voucher number and amount). The details must match the Documentary Evidence. The Provider must retain emails showing that the form was sent to the Participant and the return email acknowledging receipt.</p> <p>Providers are not required to submit a Gift Card Terms of Use Declaration Form when dispensing an Engagement Support voucher</p>
Non-Vocational Training	<p>This category is for non-vocational training that will benefit the Participant.</p> <p>Examples of non-vocational training includes:</p> <ul style="list-style-type: none"> personal development courses parenting courses financial counselling cultural services. 	<p>In addition, for this category Providers must:</p> <ul style="list-style-type: none"> Refer Participant to an Activity in the Department's IT Systems in accordance with the Activity Management Chapter. Enter the associated Activity ID against the commitment in the Department's IT Systems. Retain sufficient items of Documentary Evidence that in combination identifies the course. <p>Include, in the Comments field, an assessment of how the course meets the Participants goals and the Parent Fund principles, <u>if</u> the course is delivered by the Provider's own organisation or related entity.</p>
Transport	<p>This category is for:</p> <ul style="list-style-type: none"> Public and private transport and travel assistance for Participants to attend activities, medical appointments and health interventions, training, programs, or Employment. For example: <ul style="list-style-type: none"> public transport tickets or card top-ups petrol cards non-ongoing vehicle hire (for example, cars) transport purchase (for example, bicycles) vehicle registrations and inspections 	<p>In addition, for this category Providers must:</p> <ul style="list-style-type: none"> Record the assistance type in the commitment to outline the type of purchase. For the Petrol and Public transport assistance types: <ul style="list-style-type: none"> Retain a signed Gift Card Terms of Use Declaration Form showing voucher has been received by the Participant (if the form has been sent to Participant by email and the Participant does not have the capacity to print, complete and return the form, the Participant must send a return email acknowledging they have received the voucher. The Provider must retain emails showing that the form was sent to the Participant and the return email acknowledging receipt). Enter in the Additional Details field:

	<ul style="list-style-type: none"> ○ compulsory third-party vehicle inspections ○ ticket and overnight accommodation for a Participant to attend a job interview in another city. • Costs associated with hiring a bus or other vehicle to transport multiple Participants to a program or Activity, Employment, or other employment-related activities (such as a job fair or interview). This does not include driving time or overhead costs. To claim Reimbursement for bus-hire costs, the Provider must hire a bus from an external organisation, community sector organisation or a Related Entity, (that is, not from the Provider's Own Organisation) and ensure the bus is registered. <p>Whilst all requests for assistance should be considered, support through this category is not intended to be regular and ongoing. Contact your Provider Lead to discuss exceptional circumstances and requests for assistance which are not mentioned in the details above. The Provider Lead will provide advice on the process.</p>	<ul style="list-style-type: none"> (i) an assessment of how the purchase meets the Fund Principles (ii) an explanation of how the purchase links to the Participant's goals and/or participation in the service. (iii) provide a brief description of why the voucher, gift card or transport card has been purchased, and what the Participant intends to use it for. <p>Providers will be advised of Documentary Evidence requirements upon approval of their proposal.</p>
Work-Related Training and Licensing	<p>This category is to assist Participants with nonaccredited training and work-related licences that focus on obtaining skills relevant for a particular job, employer, or industry. Examples of non-accredited training include:</p> <ul style="list-style-type: none"> • software training, such as Excel or MYOB • barista training 	<p>In addition, for this category Providers must:</p> <ul style="list-style-type: none"> • Record the assistance type in the commitment to outline the type of purchase. • Record the industry relevant to the purchase. • For Non-Accredited Training or Employer-Specific Training assistance types:

	<ul style="list-style-type: none"> • asbestos awareness • manual handling training • pre-employment food safety training • pre-employment training with fitness components. <p>This category is also for the cost of a work-related licence, the associated test fees, and the accredited training costs to obtain the licence under this category, if the accredited training is a prerequisite to applying for or obtaining the licence (noting these can often be packaged into the one price). Providers can also use this category for non-accredited 'refresher' training for a current valid licence. Examples include:</p> <ul style="list-style-type: none"> • security licence • forklift licence • light/medium/heavy rigid licence, including 'refresher' training for a current licence • taxi licence/driver accreditation/limousine licence • white card (or State/Territory equivalent) • working at heights certificate • first aid certificate • responsible service of alcohol certificate • responsible conduct of gambling certificate. <p>The Prohibited Purchases section lists the exceptions to the use of this category.</p>	<ul style="list-style-type: none"> ○ Refer Participant to an Activity in the Department's IT Systems in accordance with the Activity Management Chapter. ○ Enter the name of the relevant course in the Activity details in the Department's IT Systems ○ Enter the associated Activity ID against the commitment in the Department's IT Systems ○ retain sufficient items of Documentary Evidence that in combination identifies the course.
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Pooled Fund

Table 14-C: Pooled Fund - Documentary Evidence Requirements

Category	Category details	System and Documentary Evidence requirements
Activity Costs	This category is for purchase of Risk Assessments or additional insurance costs.	In addition, for this category Providers must: <ul style="list-style-type: none"> Refer Participant to an Activity in the Department's IT Systems in accordance with the Activity Management Chapter. Enter the associated Activity ID against the commitment in the Department's IT Systems.
Certified Interpreters	This category is for the purchase of certified interpreter services for Participants, including for pending Participants. The cost of interpreter services can be claimed under this category when an interpreter is arranged, but the Participant does not attend the scheduled Appointment. This category can also be used for the cost of translating important documents such as qualifications, training certificates and transcripts.	No additional Documentary Evidence is required for this category.
Child Care Costs	This category can be used to assist Participants with some costs relating to accessing child care including: <ul style="list-style-type: none"> Early Childhood Education and Care waitlist fees Early Childhood Education and Care bond fees other Early Childhood Education and Care fees which are not Child Care Subsidy gap fees short-term child care costs until the Child Care Subsidy is approved. It is not intended 	In addition, for this category Providers must: <ul style="list-style-type: none"> Enter in the Additional Details field: <ul style="list-style-type: none"> the type of cost and the reasons for paying for the fees including the link to the Goal Plan. For example: [Provider name] has agreed to pay for the child care waitlist fees for [Participant name] so they can commence work as soon as care is available for their child, as per their Goal Plan.

Category	Category details	System and Documentary Evidence requirements
	<p>for this assistance to be ongoing or an alternative to the Child Care Subsidy.</p> <p>The Parent Fund cannot be used to pay Child Care Subsidy gap fees. Gap fees are the difference between the full ECEC provider fee and the Child Care Subsidy amount.</p>	
Non-Vocational Support	<p>This category is for:</p> <ul style="list-style-type: none"> • Out-of-pocket medical and health related expenses if health issues are inhibiting a Participant's capacity achieve their goals, such as medical consultations, prescribed tests, medicines, or aids directed by a medical professional. This may include medical and health related expenses for a Participant's child/ren if the health issue is inhibiting the Participant's capacity to attend activities, training, participate in programs or to find and keep a job. Medical costs can only be claimed if not covered by Medicare, private health insurance or other subsidies or programs (for example, NDIS). <ul style="list-style-type: none"> ○ If a Participant has lodged a claim through the Department's Personal Accident Insurance policy, Providers must meet additional requirements for claiming Reimbursement for medical and out-of-pocket expenses. Refer to the WHS Incidents and Insurance Readers Guide on the Provider Portal. 	<p>In addition, for this category Providers must:</p> <ul style="list-style-type: none"> • Record the assistance type in the commitment to outline the type of purchase. • For the Food assistance type, enter in the Additional Details field: <ul style="list-style-type: none"> ○ a brief description of why the voucher has been purchased, and what the Participant intends to use it for ○ an assessment of how the purchase meets the Fund Principles ○ an explanation of how the purchase links to the Participant's goals and/or participation in the program. • For the Food assistance type, retain a signed Gift Card Terms of Use Declaration Form showing voucher has been received by the Participant (if the form has been sent to Participant by email and the Participant does not have the capacity to print, complete and return the form, the Participant must send a return email acknowledging they have received the voucher. The Provider must retain emails showing that the form was sent to the Participant and the return email acknowledging receipt). • For Rent and crisis accommodation assistance type, retain evidence that other avenues of assistance have been exhausted (for example, records showing local support services are unable to assist) and that the accommodation represents value for money (for example, price comparisons to other local accommodation at the time of purchase). • For removalists costs, Providers must:

Category	Category details	System and Documentary Evidence requirements
	<ul style="list-style-type: none"> Food vouchers and the reimbursement of food purchases where a Participant requires additional support in line with the Parent Funds principles. Rent and crisis accommodation when a Provider and Participant have exhausted all other avenues of assistance. Removalists costs where the move helps the Participant work towards a Goal (once per Period of Service). It cannot be used for any rental costs including bond fees. Basic haircuts and hygiene packs. Other non-prohibited costs to assist a Participant to work towards their goals, such as utility costs and legal expenses, which cannot be recorded against another category. <p>The Prohibited Purchase section lists the exceptions to the use of this category.</p> <p>Whilst all requests for assistance should be considered, support through this category is not intended to be regular and ongoing.</p>	<ul style="list-style-type: none"> record in the comments field of the Department's IT Systems, an assessment of how the purchase helps the Participant work towards their goals record in the comments field of the Department's IT Systems, an assessment of how the purchase meets the Fund Principles. retain evidence of at least 3 quotes to show the value for money principle is being met.
Post Placement Support	<p>This category is for support to help sustain a Participant's Employment. Providers must only use this category for Participants who have commenced work.</p> <p>Post Placement Support can be delivered by an external supplier or by staff members of a Provider's Own Organisation or Related Entity. A maximum rate</p>	<p>In addition, for this category Providers must:</p> <ul style="list-style-type: none"> Enter an employment Vacancy and Placement in the Department's IT Systems. Record the assistance type in the commitment to outline the type of purchase.

Category	Category details	System and Documentary Evidence requirements
	<p>of \$60.00 per hour (\$1.00 per minute) (GST inclusive) applies to Post Placement Support delivered by staff members of a Provider's Own Organisation or Related Entity. There is no maximum rate for Post Placement Support delivered by an external organisation. Examples of Post Placement Support include:</p> <ul style="list-style-type: none"> intensive mentoring and coaching to a Participant who is at risk of leaving Employment due to difficulties they are facing in the workplace assisting Participants and staff at the Participant's workplace through workforce-based training such as cross-cultural awareness, diversity training, or bullying workshops working one-on-one with Employers of at-risk Participants to identify and overcome barriers affecting the viability of the Participant's Employment. <p>Post Placement Support does not include:</p> <ul style="list-style-type: none"> normal support that should be provided through the course of monthly Appointments as part of service requirements the time spent arranging goods or services for a Participant post placement conducting a risk assessment or communicating with a Participant when there is no reason to believe their Employment is not sustainable. 	<ul style="list-style-type: none"> Enter the duration of the services (in minutes) into the commitment in the Department's IT Systems. Retain sufficient items of Documentary Evidence that, in combination, includes a description of the service delivered and the duration of the service.

Category	Category details	System and Documentary Evidence requirements
Professional Services	<p>This category is for professional services such as:</p> <ul style="list-style-type: none"> • prevention, detection, and management of mental and substance abuse disorders • drug and alcohol counselling and rehabilitation • anger management • personal development for addressing self-esteem and confidence issues • vocational rehabilitation for Participants re-entering Employment (does not include career counselling) • mental health and family counselling. • Note: if a person has a mental health care plan in place, this category may only be used to cover the Medicare gap and not the full cost of the service. <p>Where a Participant has been referred to mental health services, including counselling, delivered by a Provider's own organisation or a related entity on an ongoing basis (more than 2 sessions), the Participant must have a mental health treatment plan in place from the third session (refer to Mental health care and Medicare - Medicare - Services Australia). A new plan will need to be in place for each year of service. The third session is counted as any third professional services appointment received by a Participant.</p>	<p>In addition, for this category Providers must:</p> <ul style="list-style-type: none"> • Enter the following into the commitment in the Department's IT Systems: <ul style="list-style-type: none"> ○ the specialist type (psychologist or other allied health professional) ○ the session type (individual, group, or report preparation) ○ the duration of the session (in minutes) ○ confirmation whether the Participant attended the Appointment • Ensure any services run over multiple days should not be claimed as a single session. Each session should be claimed separately with details recorded as above. <p>Providers must retain sufficient items of Documentary Evidence that in combination includes the following for externally delivered professional services:</p> <ul style="list-style-type: none"> • a description of the service delivered • specify whether the Participant attended the Appointment. <p>Providers must retain sufficient items of Documentary Evidence that in combination includes the following for professional services delivered by a Provider's Own Organisation or a Related Entity:</p> <ul style="list-style-type: none"> • a description of the service delivered • the specialist type (psychologist or other allied health professional) • the session type (individual or group) • the duration of the service (in minutes) • the Participant's attendance at the Appointment • the session number is to be included in the comments section of the commitments screen of the Department's IT Systems.

Category	Category details	System and Documentary Evidence requirements
	<p>If a Participant required more sessions than the mental health treatment plan prescribes, a letter from the GP will need to be provided that supports the Participant's ongoing treatment and number of sessions required.</p> <p>All professional services must be delivered by either:</p> <ul style="list-style-type: none"> • a qualified psychologist who is currently registered as a psychologist with the Australian Health Practitioner Regulation Agency (AHPRA), or • a qualified allied health professional² who has a degree or graduate diploma relevant to the services they are delivering in either: <ul style="list-style-type: none"> ○ allied health services or behavioural sciences ○ social work ○ rehabilitation counselling ○ other allied health qualifications. ○ If the allied health qualification relates to a field that requires professional registration to practice, the allied health professional must be currently registered with the relevant authority. <p>Any services not recognised by Allied Health Professionals Australia, such as Life Coaching or Life</p>	<p>Where an Own Organisation or a Related Entity claim has been made for a third professional services Appointment, in addition to the above evidence, Providers must also retain evidence a mental health treatment plan is in place. For clarity, the Department does not need to know details of the Participant's health condition, just evidence that the mental health treatment plan is in place e.g. a letter from a GP outlining the plan duration and frequency/number of sessions required.</p> <p>Providers must create and maintain in the Department's IT Systems a list of the staff members in a Provider's Own Organisation or a Related Entity who deliver professional services, which includes:</p> <ul style="list-style-type: none"> • the staff member's name • specialist type • qualification details • the authority with whom the staff member is registered with (if the qualification of the staff member relates to a field that requires professional registration to practise) • registration number where applicable.

¹Further information on the allied health professionals can be found at the Allied Health Professionals Australia website (at ahpa.com.au/)

Category	Category details	System and Documentary Evidence requirements
	<p>Skills Coaching, are not allowable under this category.</p> <p>Professional services can be delivered either in person, or via video or teleconference.</p> <p>Providers can claim missed Appointments for externally supplied services only, but claims are limited to 3 instances per Participant per Provider per Financial Year, up to 180 minutes in total per Financial Year.</p> <p><u>Additional requirements for delivery by staff of Own Organisation and Related Entity.</u></p> <p>Standard rates apply for professional services delivered by an appropriately qualified staff member employed by a Provider's Own Organisation or Related Entity. The maximum amounts for that can be claimed are calculated according to the following rates:</p> <p>For individual sessions, preparation of psychological reports or group sessions attended by up to 5 Participants:</p> <ul style="list-style-type: none"> • \$240.00 per hour (\$4.00 per minute) (GST inclusive) for services delivered by a qualified allied health professional. • \$259.80 per hour (\$4.33 per minute) (GST inclusive) for services delivered by a qualified psychologist. <p>For group sessions attended by 6 or more Participants:</p> <ul style="list-style-type: none"> • \$40.20 per Participant per hour (\$0.67 per Participant per minute) (GST inclusive) for 	

Category	Category details	System and Documentary Evidence requirements
	<p>services delivered by a qualified allied health professional.</p> <ul style="list-style-type: none"> • \$43.20 per Participant per hour (\$0.72 per Participant per minute) (GST inclusive) for services delivered by a qualified psychologist. <p>If Participants from a Provider's Caseload make up a portion of the Participants in a group session, a Provider must only claim the pro-rata amount of the relevant group session standard rate. For example, if a Provider has 2 Participants out of 5 Participants in a one-hour group session delivered by a qualified psychologist of a Related Entity, a Provider should claim \$51.96 (GST inclusive) for each Participant (that is, \$259.80 divided by 5 Participants = \$51.96 per Participant per hour).</p> <p>The Department's IT Systems allows the total invoice amount to be reduced where required.</p>	
Wage Subsidies	Refer to the Wage Subsidies Chapter on how to reimburse wage subsidies from the Employment Fund.	Refer to the Wage Subsidies Chapter for further information on system and Documentary Evidence requirements.
Work-Related Items	<p>This category is for purchases that are directly related to training, participation in programs or Employment that are:</p> <ul style="list-style-type: none"> • Not a prohibited purchase, and • Cannot be recorded against another category. <p>Examples of purchases under this category include:</p> <ul style="list-style-type: none"> • Clothing, for example: 	<p>In addition, for this category Providers must:</p> <ul style="list-style-type: none"> • Enter the purchase type in the Department's IT Systems, outlining the purchase how they link to the Participant's goals and/or participation in Parent Pathways. <p>For example: Work safety boots, pants and a high-vis vest have been purchased for the Participant in preparation for starting their apprenticeship on [date].</p>

Category	Category details	System and Documentary Evidence requirements
	<ul style="list-style-type: none"> ○ work-related clothing, for example, business blouse/shirts, non-slip nurse shoes ○ personal protective clothing, such as hi-vis shirts and steel cap boots. ● The purchase of tools, books and equipment required by a Participant to find and keep a job, or to participate in training, programs, and/or education. ● Pre-employment medical checks. ● Working with Children checks. ● Working with Vulnerable People checks. <p>Police checks for Participants.</p> <p>Professional resume writing or job preparedness assistance.</p>	

Attachment C. Wage Subsidy Types and Participant Eligibility Requirements

The list below reflects how the hierarchy of Wage Subsidies is applied (in descending order) in the Department's IT Systems. A Participant can attract one Wage Subsidy at a time.

Indigenous Australians are eligible immediately on commencement in Parent Pathways. They must be flagged in the Department's IT Systems as Indigenous on registration or in the Department's Parent Snapshot.

Table 14-D: Wage Subsidy Types and Participant Eligibility Requirements

Participant Cohort	Eligible	Time in service required	Amount eligible for	Wage Subsidy Placement requirements
Participants aged 24 years and under	Yes	Eligible for the Youth Bonus Wage Subsidy** (YBWS) after: 12 months in Online Services, on commencement in Provider-led employment services, OR after 6 months continuous Provider-led employment services*	YBWS offers Employers up to a set amount of \$10,000 (GST inclusive) or 100 per cent of the wages paid to the employee, whichever is the lower amount.	YBWS Wage Subsidy Placements must: <ul style="list-style-type: none"> offer at least a minimum average of 20 hours per week, and run for 26 weeks from the employment placement start date.
Participants aged 25 years and older commenced with a Parent Pathways Provider	Yes	Eligible for the Workforce Australia Services Wage Subsidy (WASWS) after <ul style="list-style-type: none"> 12 months in Workforce Australia Online Services, on commencement in Provider-led employment services, OR after 6 months of continuous Provider-led employment services* 	Under a WASWS Providers have the flexibility to offer an Employer up to a maximum of \$10,000 (GST inclusive) or 100 per cent of the wages paid to the employee, whichever is the lower amount.	Providers will have the flexibility to determine the WASWS Placement requirements, but the placement must offer: <ul style="list-style-type: none"> at least a minimum average of 15 hours per week, and a minimum of 6 weeks and a maximum of 26 weeks from the employment placement start date.

Notes:

*The period of continuous Provider-based employment services can include participation in Workforce Australia Services, Parent Pathways, Inclusive Employment Australia, Remote Australia Employment Service, Transition to Work, Disability Employment Services, and the Community Development Program. A Participant's eligibility will not be affected if they Exit and return to the service within an allowable break of 13 weeks.

**Youth Bonus Wage Subsidy – if the Participant loses the wage-subsidised job through no fault of their own within 6 months of starting, they may return to a Provider and immediately be eligible for another YBWS or a Workforce Australia Services Wage Subsidy should their eligibility change.