



Australian Government
Department of Employment
and Workplace Relations

MB22-000307
Ministerial Brief
Urgent/High Complexity

To Minister for Employment and Workplace Relations
Subject Approach to future mutual obligation arrangements following natural disasters or other events | PBM Action item
Action date Please action by 16 September 2022

Recommendations - That you:

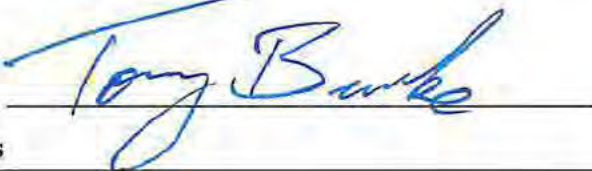
- 1) **note** the parameters of the temporary suspension of mutual obligation requirements, including location, duration and cohorts
- 2) **agree** the process to invoke the temporary suspension of mutual obligation requirements due to natural disasters or other events
- 3) **agree** participants have at least one full reporting period to report their requirement following the temporary suspension of mutual obligation requirements due to natural disasters

noted / please discuss

agreed / not agreed

agreed / not agreed

Signature:



9/9/2022

Comments

Executive summary

1. The Secretary of the Department Employment and Workplace Relations is delegated authority under section 40T *Exceptional Circumstances* of the *Social Security (Administration) Act 1999* to temporarily suspend mutual obligation requirements for a specified class of persons, refer to Attachment A. This authority has been delegated to the Assistant Secretary, Access and Participation Branch and Director, Compliance, Access and Participation Branch.
2. The temporary suspension of mutual obligation requirements is invoked when the department identifies exceptional circumstances such as a natural disaster or other events that would have a direct impact on participants' ability to meet their mutual obligation requirements.

Key points

3. The decision to suspend mutual obligations is an operational one made by the delegates. To identify a natural disaster event, the department gathers information from various sources, including environmental scanning (for example, Bureau of Meteorology reports, Daily All Hazards brief, media reporting); disaster declarations from other government services (federal and state) and departmental state office networks who liaise directly with providers.

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4. Although the delegates are guided by disaster declarations, delegates don't need a declaration to suspend mutual obligations. The threshold for suspending mutual obligations is different from and not associated with disaster declarations. Refer to Attachment B, Decision-making checklist for suspending mutual obligations.
5. When an event is identified, delegates make decisions about where, when and to whom the temporary suspension of mutual obligation applies. This includes the:
 - **Location.** This could be the employment region or the local government area the participant resides or is serviced in, or the servicing provider site.
 - **Timing.** Moving from current arrangements where the timing varies, we propose for any future natural disasters a minimum of one month of suspending mutual obligations to allow for crisis management and recovery:
 - previously, a maximum of two weeks
 - due to the IT design and business rules, once mutual obligations are suspended, they cannot be ended earlier than the set time.
 - **Impacted participants.** This may include participants in Workforce Australia Services, ParentsNext, Disability Employment Services and/or the Community Development Program.
6. To ensure a consistent approach across government when suspending mutual obligations, the department works closely with other government agencies including, Services Australia, the Department of Social Services, and the National Indigenous Australians Agency. This includes communications to providers and participants via website updates, SMS messages, inbox messages, social media, and advice to providers via established internal channels.
7. The department will approach your office to discuss suspending mutual obligations before a decision is made by the delegates. See Attachment C for a detailed procedure.
8. Suspending mutual obligations from a practical standpoint means mutual obligation requirements become voluntary. Participants can still engage if safe to do so, but there are no compliance consequences.
9. Requirements that are temporarily suspended include:
 - attending compulsory appointments
 - attending job interviews
 - attending mandatory activities
 - actioning Job Referral Tasks
 - meeting monthly Points Targets (including Job Search) or Job Search requirements (DES only).
10. Points Periods and job search periods roll over monthly, each participant has a unique reporting date by which they must meet their respective points target or job search requirement.
11. Monthly requirements are currently managed during the suspension of mutual obligations by removing the requirement for anyone whose reporting due date fell during the suspension of mutual obligations event. This meant if the participant's reporting date ended just after the temporary suspension of mutual obligation requirements, they were required to meet their full requirement in a short period of time.
12. We are seeking your agreement that for all future suspensions of mutual obligations due to natural disaster or other events, the department will remove any active reporting periods (i.e. any that start or end during a period). This means every affected participant will have no less than a full reporting period following the end of suspensions of mutual obligations to report their monthly requirement. This approach aligns to what you agreed for NSW flood participants (MS22-001177 refers).

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13. This arrangement is more equitable, is more easily communicated, and reduces impacts on providers and the Digital Services Contact Centre to manually adjust Points or Job Search requirements on a case-by-case basis post-suspensions of mutual obligations.
14. Historically the process implemented for natural disasters has always been a temporary process for emergencies/and to manage the suspension of mutual obligations. This process is different to how the IT system works when a participant transitions to Workforce Australia or when an individual suspension and exemption is lifted, where the points targets are pro-rated. The latter follows different business rules and IT design features.
15. On your request the department is exploring further opportunities to add additional flexibilities to support participants in response to natural disasters and other targeted activities. A separate brief will be prepared on these options.
16. See [Attachment D](#) for examples of the current process versus proposed process for the management of monthly requirements for suspensions of mutual obligations.

Government policy issues and impact on other portfolios

17. Suspension of mutual obligations is applied across all employment service programs, including programs administered by the Department of Social Services and the National Indigenous Australians Agency and in consultation with Services Australia.

Key risks and mitigation

18. Changing the way monthly requirements are managed during the suspension of mutual obligations may see some participants have up to two full reporting periods where they are not required to look for work. To encourage participants to stay connected there are options to message them around voluntary engagement where safe to do so (noting participant safety is a higher priority than voluntary engagement with employment services).

Budget impact, financial considerations

N/A

Background

19. Suspension of mutual obligations arrangements were established with the introduction of the Targeted Compliance Framework in 2018.
20. The process to invoke the suspension of mutual obligations was streamlined in 2020–21 in response to managing mutual obligation requirements during the COVID-19 pandemic and associated lockdowns.

Communications and media strategy

21. Social security law requires that ‘classes of persons’ for whom suspension of mutual obligations declarations apply are published on the department’s website.

Stakeholder consultation

22. Services Australia; the Department of Social Services; National Indigenous Australians Agency; Internal department consultation.

Attachments

Attachment A	Section 40T Suspension of mutual obligations Procedure
Attachment B	Decision-making checklist for suspension of mutual obligations
Attachment C	Detailed process
Attachment D	Examples of the current process versus our proposed process

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Clearance

Primary Contact Officer: Melissa Ryan
| Emp & W | Workforce Australia for Individuals
| Emp & W | Employment and Workforce Group

Clearance Officer: Nathan Smyth
| Emp & W | Employment and Workforce Group

First Assistant Secretary

Ph: s 22(1), s 47E(d), s 47F(1);

Mobile: s 22(1), s 47E(d), s 47F(1);

Deputy Secretary

Ph: s 22(1), s 47E(d), s 47F(1)

SOCIAL SECURITY (ADMINISTRATION) ACT 1999 - SECT 40T

Exceptional circumstances

(1) A person is not required to satisfy the employment pathway plan requirements if the person is included in a class of persons specified in a determination under this section that is in effect.

(2) The Employment Secretary may make a determination under this section specifying a class of persons for the purposes of [subsection](#) (1).

Note: See also [section 40U](#) (general rules about determinations under this Subdivision).

(3) The Employment Secretary may make the determination only if the Employment Secretary is satisfied that exceptional circumstances exist to justify making the determination.

(4) Without limiting [subsection](#) (3), the exceptional circumstances may be that there is an emergency, disaster or public health crisis affecting Australia or one or more parts of Australia.

Publication

(5) The Employment Secretary must cause details of the class of persons and of the exceptional circumstances to be published on the Employment Department's website.

Revocation of determination

(6) The Employment Secretary may revoke a determination under this section if the Employment Secretary is satisfied in all the circumstances that it is no longer appropriate for the determination to remain in effect.

(7) The Employment Secretary must cause details of the revocation to be published on the Employment Department's website.



Attachment B

Decision-making checklist for suspension of mutual obligation requirements

The temporary suspension of mutual obligation requirements is invoked when the department identifies exceptional circumstances. Exceptional circumstances may include:

- natural disasters
- major IT system outages
- other events that would have a direct impact on participants' ability to meet their mutual obligation requirements, or employment service providers' ability to deliver employment services.

The following checklist will assist delegates in determining whether to suspend mutual obligation requirements or not. It outlines the circumstances of the disaster and relevant details for consideration when making the decision, taking into account local advice from DEWR state offices and other federal government agencies.

The checklist should be actioned in combination with the Compliance team invoking the Suspension of Mutual Obligation Requirements Standard Operational Procedure.

Table 1: Thresholds for invoking the suspension of mutual obligation requirements

Question	Answer
1. Does the situation constitute an exceptional circumstance?	Yes ☐ No ☐ Recommend exploring other options to ensure participants are not adversely effected.
<u>Guidance for delegates</u> • The situation directly or has the potential to impact participants' abilities to meet their mutual obligation requirements.	

• The situation directly or has the potential to impact employment service providers ability to use the departments IT system in respect of delivering employment services to participants. • The situation is an unforeseen/urgent occurrence.	
<u>Notes</u>	
<u>Information gathered</u>	
2. Has environmental scanning (for example, Bureau of Meteorology reports, Daily All Hazards brief, media reporting) been undertaken?	Yes ☐ No ☐
3. Have departmental state office networks provided localised advice?	Yes ☐ No ☐
4. Have other relevant departments provided advice?	Yes ☐ No ☐
<u>Guidance</u> • Information can be gathered verbally, in person or by electronic communication, and recorded in the checklist. • Information should address the particular risk(s) and impact posed by the situation. Note: Delegates don't need to gather information from all sources in respect of invoking the suspension of mutual obligation requirements if the delegate has a level of comfort in their decision making. Due to the nature of a situation (significant event) consultation prior to invoking the suspension of mutual obligation requirements may not always occur.	
<u>Notes</u>	
5. Has the situation been declared a natural disaster ?	Yes ☐ No ☐
<u>Guidance for delegates</u> • A natural disaster could be fire, flood, heatwave, earthquake, storm or tsunامي. Note: Although the delegates are guided by disaster declarations to gauge the severity of the natural disaster event, delegates don't need to consider this in respect of invoking the suspension of mutual obligation requirements. The threshold for invoking the suspension of mutual obligation requirements is different from and not associated with disaster declarations.	

<u>Notes</u>

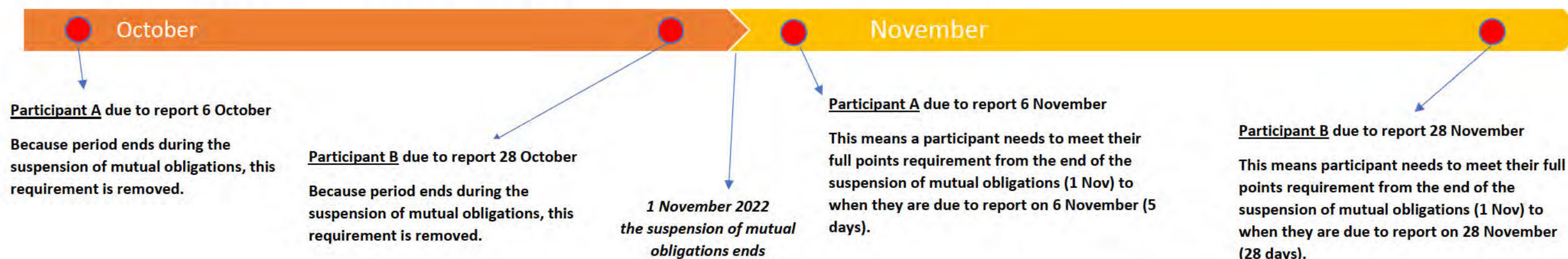
Table 3: Duration of the suspension of mutual obligation requirements

Question	Answer
6. What duration is necessary for the suspension of mutual obligation requirements to be in force to address the nationally significant incident(s) or event(s) that has caused, is being caused or is likely to be caused in Australia or a state/territory? Generally, if the suspension of mutual obligation requirements is invoked due to a natural disaster, the length will be a month. This allows for crisis management and recovery.	Estimated likely duration: Dates: _____ to _____ OR recommended duration: _____
<u>Guidance</u> The minimum recommended period for a natural disaster is one month. However, the suspension of mutual obligation requirements should only be in place for as long as is necessary and there may be times when less time is required. Once the suspension of mutual obligation requirements is in place, it cannot be removed, or timeframe shortened.	
<u>Notes</u>	
<u>Summary of delegate decision</u>	
<u>Name</u> _____ <u>Date</u> _____	

Attachment C

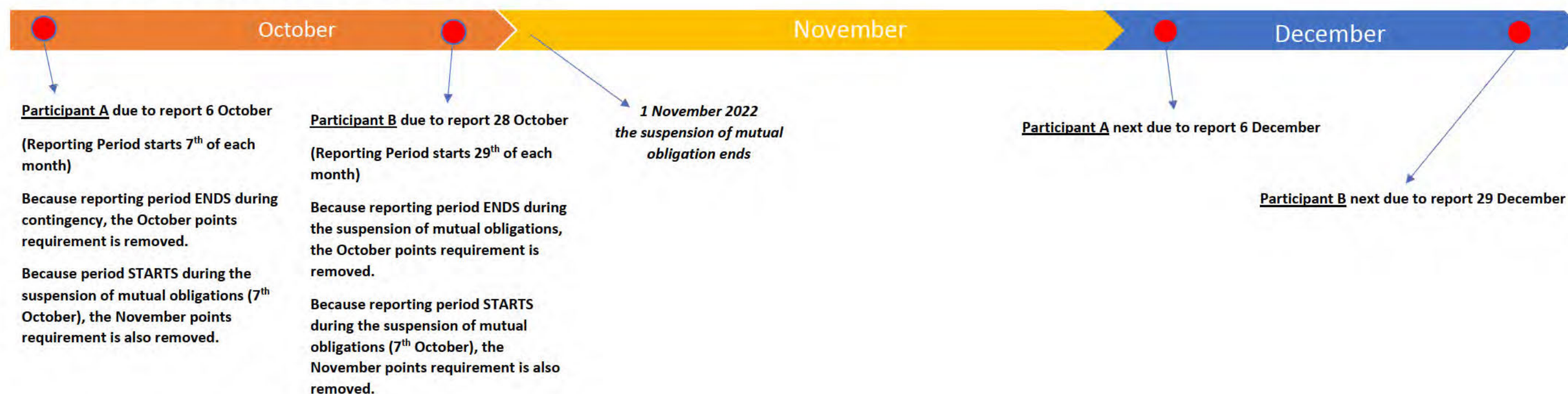
Steps	Responsible party	Action
—	Department – Compliance Team	Monitor regions affected by natural disasters as identified by individual State/Territory Governments. Assistant Secretary Access and Participation branch and Director of Compliance hold delegated powers to invoke the suspension of mutual obligation requirements.
Step		
0	Department – Compliance Team	• If region is identified as potentially or currently affected. • Drafts and sends the recommendation email to suspend mutual obligation requirements to the Assistant Secretary. • Recommendation will include: ○ Location. This could be the employment region or the local government area the participant resides or is serviced in, or the servicing provider site. ○ Timing. Determined based on impact of event. ▪ For natural disasters a minimum of one month of suspending mutual obligation requirements to allow for crisis management and recovery. ○ Impacted participants. This could include participants in Workforce Australia Services, ParentsNext, Disability Employment Services and/or the Community Development Program. ○ Communication. Type of communication to be undertaken.
1	Assistant Secretary – Access and participation	• Reviews email and sends department advice on suspending mutual obligation requirements to Minister's Office or • Contacts Minister's Office with recommendation to discuss actions and next steps of suspension of mutual obligation requirements.
2	Minister's Office	• Review recommendation from the department. • Liaises with Government about suspension of mutual obligation requirements arrangements when appropriate. • Agrees with department on their recommendation, replies to email. ○ Note that this response is time-critical to ensure sufficient time to run the suspension of mutual obligation requirements process the same day the need is identified.
3	Department –Compliance Team	• Commences the suspension of mutual obligation requirements process via the departments IT system. • Undertakes all required communication to relevant stakeholders.
During event		
4	Department – Compliance Team	• Continue to monitor the event. ○ If required contacts Ministers Office with recommendation to extend the suspension of mutual obligation requirements past agreed timeframe. ○ Arrange to extend suspension of mutual obligation requirements if required. • Event concludes in the IT system.

1. Current process – remove any points reporting requirement that ends during suspension of mutual obligations. (Event date 1 October – 1 November 2022)



Although both participants have had their monthly requirements managed during the suspension of mutual obligations, in the current process, participant A only has 5 days to meet their full points requirement. Both participants are affected by the same event.

2. Proposed process – remove any points reporting requirement that starts OR ends during the suspension of mutual obligations. (Event date 1 October – 1 November 2022)



In the proposed process, participant A now has 36 days (from the suspension of mutual obligations end date of 1 November to 6 December when next active reporting period is due) to meet their full points requirement.

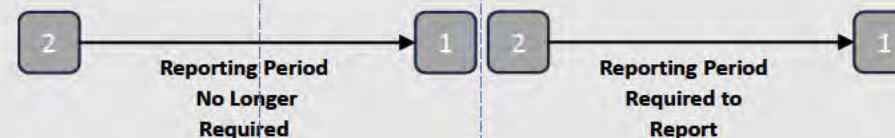
Option A – Apply to reporting periods ending during the Pause only



Participant 1

Due to report the 1st of each month. The reporting period starts on the 2nd of each month.

The first reporting period ends during the Pause. Participant is not required to report.



Participant 2

Due to report the 14th of each month. The reporting period starts on the 15th of each month.

The first reporting period ends outside the pause. Participant is required to report.



Participant 3

Due to report the 26th of each month. The reporting period starts on the 27th of each month.

The first reporting period ends during the Pause. Participant is not required to report.

The second reporting period ends outside the pause, Participant is required to report.





To **Minister for Employment and Workplace Relations**
Subject **Approach to points and job search reporting during the Pause of Mutual Obligation Requirements over the holiday period**

Sent to the MO **23 October 2023**

Action date **Please action by 31 October 2023.** To allow sufficient time for providers and participants to be notified of the arrangements.

Recommendations - That you:

- | | |
|---|--|
| <p>1) note the dates for this year's pause of mutual obligation requirements over the holiday period will be from 18 December 2023 until 1 January 2024 (inclusive)</p> | <p>noted / please discuss</p> |
| <p>2) agree to keep the same approach as last year for points and job search reporting periods and apply it only to participants whose reporting periods end during the pause (Option A – Preferred)</p> | <p>agreed / not agreed / please discuss</p> |
| <p>3) agree to apply the pause for points and job search reporting periods to all participants whose reporting periods start, continue or end during the pause (Option B – Not Preferred).</p> | <p>agreed / not agreed / please discuss</p> |

Signature:

___/___2024

MO Comments

Executive summary

1. It is standard practice to pause mutual obligation requirements for all participants a week prior to the Department of Employment and Workplace Relations shutdown period over the December and January holiday period (midday on Friday 22 December 2023 until Monday 1 January 2024 inclusive).
2. This is due to participants not being able to attend appointments or activities as employment service providers are not required to open their sites during the departmental shutdown period or deliver training on proclaimed national public holidays.
3. This year we propose that the pause of mutual obligation requirements be from 18 December 2023 until 1 January 2024 (inclusive).
4. This pausing of requirements will ensure participants are not unfairly disadvantaged by not being able to reconnect with their provider to end a payment suspension during this period.
5. For participants whose points or job search reporting period is due during the pause, it means they do not need to meet this requirement.

MS23-000675

6. Other requirements, such as compulsory provider appointments and mandatory activities, will not be compellable during the pause and compliance cannot be raised if a participant fails to attend a scheduled requirement during this period.
7. Last year the Australian Unemployed Workers' Union (AUWU) raised concerns regarding participants whose points or job search reporting period fell outside the pause dates and were still required to report. This matter drew some media attention and correspondence to the Minister and the Department Secretary.

Key points

8. The department is seeking your agreement to apply the same approach as taken last year, and pause mutual obligation requirements for the period Monday, 18 December 2023 to Monday, 1 January 2024 inclusive.
9. There are 2 options available to you for how this pause will be applied. They are:
 - a. to keep the arrangements the same as previous years, and only apply this pause to participants whose reporting periods end during this period (Option A) or
 - b. to apply the pause to all participants whose reporting periods start, continue and end during the pause (Option B).

Option A (preferred)

10. This option would see approximately **165,000** participants (out of approximately **360,000** commenced participants with a Points Based Activation System [PBAS] requirement) whose points reporting period normally ends between the 18th and the 1st of each month not required to report for the December points reporting period.
11. This option is recommended as it is consistent with departmental practice in previous years. It also ensures the majority of participants remain engaged and connected in employment services during this period.

Option B (not preferred)

12. This second option would see all the approximately 360,000 commenced participants with a PBAS requirement whose points reporting period normally start, continue or end between the 18th and the 1st of each month not required to report for the January points reporting periods.
13. See Attachment A for a visual of reporting periods for the above options.

Government policy issues and impact on other portfolios

14. The pause of mutual obligation requirements is applied across all employment service programs, including programs administered by the of Social Services and the National Indigenous Australians Agency and in consultation with Services Australia.
15. Points reporting periods apply nationally to all participants in Workforce Australia Services and Workforce Australia Online for Individuals. Job search reporting periods apply solely to Disability Employment Services.

Key risks and mitigation

16. The department will undertake a strengthened communication campaign to help guide participants and providers through their mutual obligation requirements prior to, during and after the pause.
17. The department will engage with peak bodies including the AUWU and Australian Council of Social Services and Economic Justice Australia to ensure communication to participants and is effective and timely.

Budget impact, financial considerations

18. N/A

MS23-000675

Communications and media strategy

19. Public, Media and complaints to your office will be pre-empted. Talking points and pre-prepared media responses based on issues raised last year will be prepared in advance and all correspondence and media inquiries will be responded to in a timely manner.
20. Providers and participants will be notified ahead of the pause of mutual obligation requirements with strengthened guidance on points and job search reporting periods.

Stakeholder consultation

21. Prepared in consultation with the Department of Social Services, as well as the Digital Services Division and the Employment Policy and Analytics Division.

Attachments

Attachment A Visual of Reporting Periods

Clearance

Primary Contact Officer: s 22(1), s 47E(d), s 47F(1)

Access and Participation Branch

| Emp & W | Workforce Australia for Individuals

Clearance Officer: Melissa Ryan

Emp & W | Workforce Australia for Individuals

Director

Ph: s 22(1), s 47E(d), s 47F(1)

Mobile: s 22(1), s 47E(d), s 47F(1)

First Assistant Secretary

Ph: s 22(1), s 47E(d), s 47F(1)

Option B – Apply to reporting periods starting, continuing and ending during the pause



Participant 1

Due to report the 1st of each month. The reporting period starts on the 2nd of each month.

The first reporting period is ending during the Pause and is not required.



Participant 2

Due to report the 14th of each month. The reporting period starts on the 15th of each month.

The first reporting period is active during the pause and is not required.

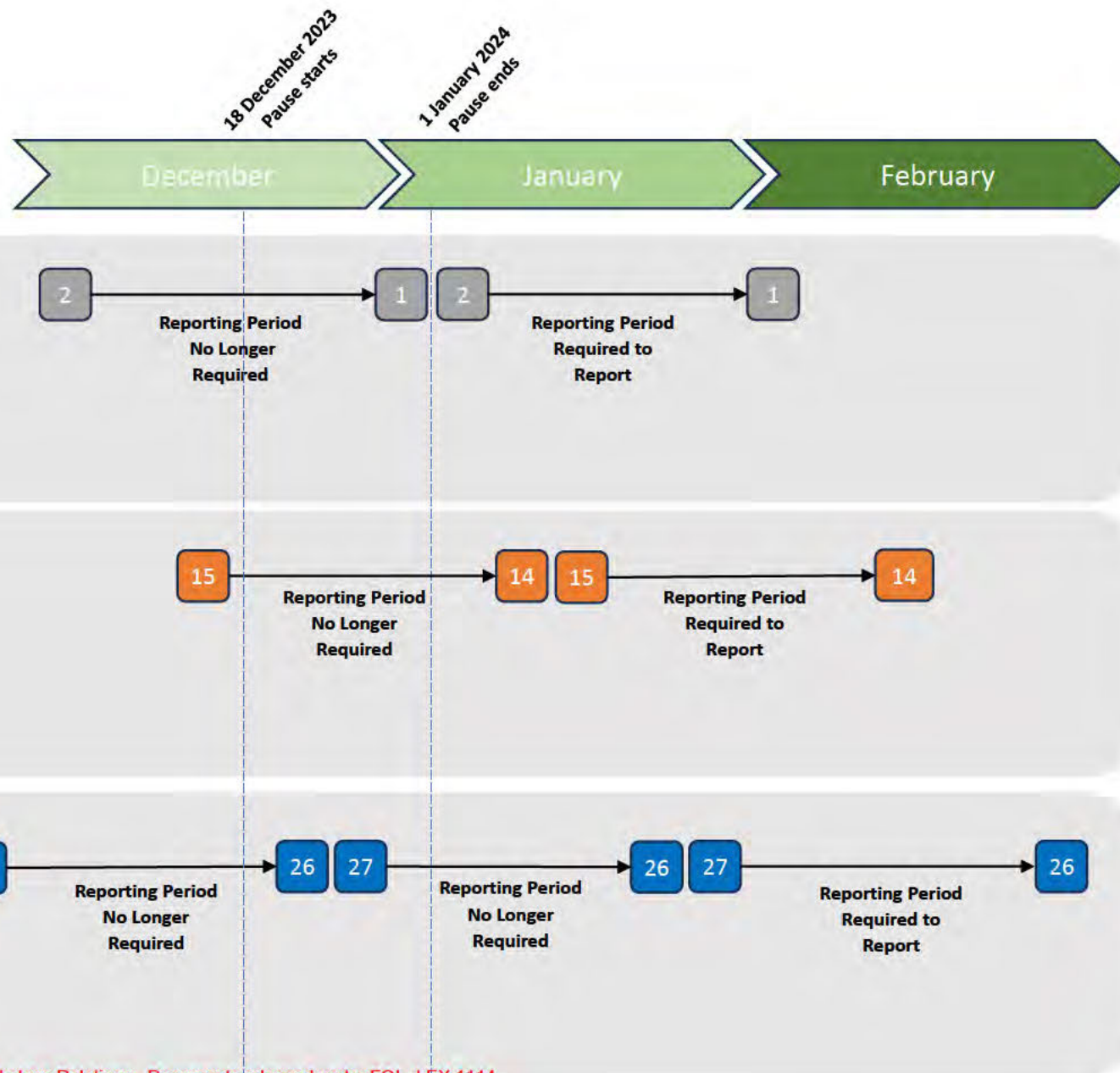


Participant 3

Due to report the 26th of each month. The reporting period starts on the 27th of each month.

The first reporting period ends during the pause and is not required.

The second reporting period starts during the pause and is not required.





Australian Government
Department of Employment
and Workplace Relations

Our Ref MC23-004209

s 47F(1)

Dear s 47F(1)

Thank you for your correspondence of 20 November 2023 to the Hon Amanda Rishworth MP, Minister for Social Services, regarding pause of mutual obligation requirements during heatwaves. As the issue raised falls within the portfolio responsibilities of the Hon Tony Burke MP, Minister for Employment and Workplace Relations, your correspondence has been referred to the Department of Employment and Workplace Relations for reply.

When assessing whether mutual obligations should be paused, the department relies on advice from the Bureau of Meteorology, the National Emergency Management Agency or state and territory emergency services agencies as well as local advice from the department's state office network. To date, the department has not paused mutual obligation requirements specifically due to extreme heat events.

If advice was received indicating that adverse weather, including heatwave conditions, could impact people's ability to meet their mutual obligation requirements, the department would act on this advice. When deciding to pause mutual obligation requirements due to adverse weather events, a number of factors are taken into consideration; these include the health and well-being of participants, the impact and likely duration of the weather event, any disruption to telephone and IT services and access to transport including disruption to public transport networks.

Before setting mutual obligation requirements, your provider is required to take into consideration any personal circumstances, including health conditions and caring responsibilities, that may impact on your ability to meet those requirements. If you are finding it difficult to attend face to face appointments you should discuss this with your provider. They may, where appropriate, offer to conduct future appointments on the phone or adjust the frequency and times of these appointments.

If at any time you have concerns about your requirements, you can contact the Department of Employment and Workplace Relations' National Customer Service Line (NCSL) on 1800 805 260 (free call from land lines) or via email at nationalcustomerservice@deewr.gov.au. The NCSL can assist by providing advice and information and, where appropriate, can refer any issues to providers to rectify.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ian Nicholas'.

Ian Nicholas
Assistant Secretary
Access and Participation Branch
5 December 2023



Australian Government
**Department of Employment
and Workplace Relations**

Our Ref MC23-004236

Ms Emma Bacon
Executive Director
Sweltering Cities
emma@swelteringcities.org

Dear Ms Bacon

Thank you for your correspondence of 15 November 2023 to the Hon Tony Burke MP, Minister for Employment and Workplace Relations, regarding the pausing of mutual obligation requirements during heatwaves. The Minister has asked me to reply on his behalf.

When assessing whether mutual obligations should be paused, the department relies on advice from the Bureau of Meteorology, the National Emergency Management Agency or state and territory emergency services agencies as well as local advice from the department's state office network. To date, the department has not paused mutual obligation requirements due to extreme heat events.

If advice was received indicating that adverse weather, including heatwave conditions, could impact people's ability to meet their mutual obligation requirements, the department would act on this advice. When deciding to pause mutual obligation requirements due to adverse weather events, a number of factors are taken into consideration; these include the health and well-being of participants, the impact and likely duration of the weather event, any disruption to telephone and IT services and access to transport including disruption to public transport networks.

Where localised extreme weather events may impact on participant's ability to meet their mutual obligation requirements, the department manages these at a local level through the relevant State Office and with providers directly. Employment services providers can also not require a person to participate in an activity where they may be impacted by extreme weather events. Where an individual has health conditions that may impact their ability to meet their mutual obligation requirements, they can apply to Services Australia for an exemption.

Where participants are required to participate in mandatory activities such as Work for the Dole, risk assessments are conducted to ensure participant safety. Providers must also take into account individual circumstances, including a person's health, caring responsibilities and access to transport before placing a person into an activity. Providers also have discretion to not require a person to participate in activities where participation may be impacted by extreme weather. Providers must also provide appropriate equipment including sunscreen, hats and access to drinking water if there is a risk of sun/heat exposure. Work for the Dole Host activities must meet all relevant health and safety requirements.

When a pause of mutual obligation requirements is invoked, information is available at www.workforceaustralia.gov.au/obligations/pause.

Yours sincerely

A handwritten signature in black ink, appearing to read 'INL'.

Ian Nicholas
Assistant Secretary
Access and Participation Branch
5 December 2023

From: s 22(1), s 47E(d), s 47F
Sent: Thursday, 23 November 2023 3:44 PM
To: s 22(1), s 47E(d), s 47F(1)
Cc: s 22(1), s 47E(d), s 47F(1)
Subject: Discussions with Providers regarding the WA Bushfires and MORs - Perth North - 23/11/2023 [SEC=OFFICIAL]

Hi s 22(1), s 47E(d), s 47F(1)

As discussed, please see summary of the discussions with providers regarding the WA Fires and how they are managing their servicing arrangements during this time.

atWork

Spoke to: s 47F(1)

- Wanneroo site closed.
- atWork advised their staff to not use compliance for the participants in this area.
- All staff from Wanneroo working remote.
- Currently rescheduling appointments with participants
- Monitoring Joondalup site now, no issues so far.
- Clarkson is fine so far.
- Advised the Department was not looking at suspending MOR -atWork have no concerns to the approach.
- Managing locally with clients, if escalates will contact department.
- One staff member was evacuated from their home last night but no other staff concerns.
- Joondalup area onwards all good.

TAG

Spoke to: S 47F(1)

- No issues with staff or offices at the moment.
- Advised Tag that the Department was not looking at spending MOR – TAG had no concerns with this. TAG will reach out to the Department if this changes.
- Servicing plans - business as usual.
- Touching base with staff in the North, no issues at the moment.
- ParentNext up there, flexible as they possibly can be. Managing locally and watching for any changes.

Status

Spoke to: S 47F(1)

- No issues with sites, servicing as normal.
- Will amend to phone appointments if required.
- Advised Status that the Department was not looking at suspending MOR – Status had no concerns.
- Business as usual for the moment, managing locally and will watch for any changes.

WorkSkil

Spoke to: S 47F(1)

- No sites closed or affected as yet.
- Have sent correspondence to participants with postcodes in effected areas.
- Advised their staff they are not using compliance.
- Two Workskil staff members effected by fires but not other staff so far.
- Advised Workskil that the Department was not suspending MOR – Workskil had no concerns, they are managing locally.
- Sent correspondence to staff to ensure they are aware of fires and to ensure the compliance was not used for participants in effected areas.
- Phone appointments or other flexible measures for appointments will be used if required.

Please let myself or S 22(1) know if you need any further information. If anything changes with providers/sites, we will keep you in the loop.

Kind regards,

s 22(1), s 47E(d), s 47F(1)

s 22(1), s 47E(d), s 47F(1)

State Network Delivery Officer
 WA State Office | Workforce Australia Provider Support
 Australian Government Department of Employment and Workplace Relations
 Phone S 22(1), s 47E(d), s 47F(1)
dewr.gov.au



The Department of Employment and Workplace Relations acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, waters and community. We pay our respects to them and their cultures, and Elders past, present and emerging.



Daily All Hazards Report

Information current to 0630 hrs (AEDT) – 20 November 2023

1300 243 222
NSR@nema.gov.au

CURRENT EVENTS



Bushfire

Qld – WATCH AND ACT – The Pines



Heatwave

NT – SEVERE
WA – SEVERE
Qld – SEVERE

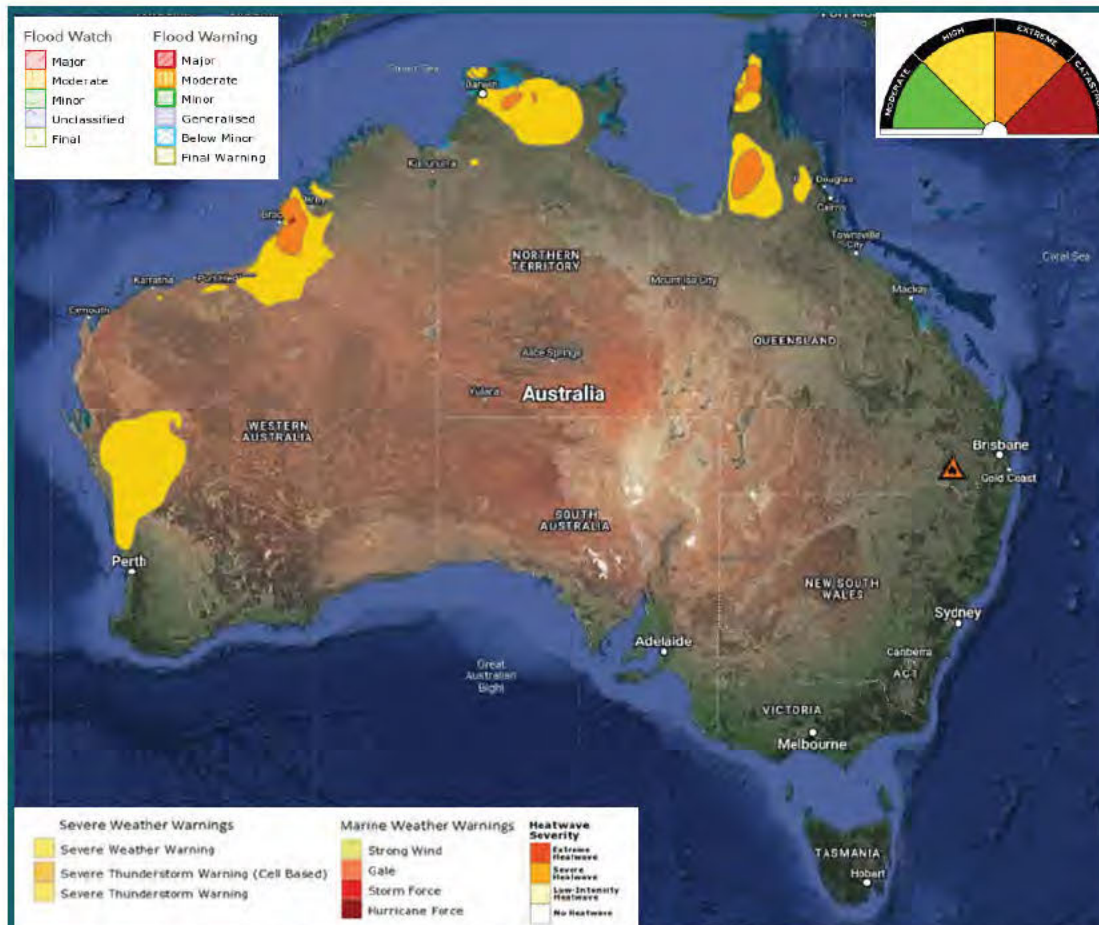
NATIONAL TERRORISM THREAT LEVEL

Australia's National Terrorism Threat Level is

POSSIBLE

Continue to exercise caution and report suspicious behaviour to the National Security Hotline by calling 1800 123 400

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Troughs stretching across Western Australia's north, the Northern Territory, Queensland & New South Wales are triggering rain, showers and storms. Storms have become more isolated overnight. A high pressure ridge combined with a trough are driving hot easterly winds over southern Western Australia. A ridge keeps South Australia and Victoria mostly dry.

NEMA PLAN ACTIVATIONS

AUSRECEPLAN had a phase change from **ALERT** to **ACTIVE** on Tuesday 17 October 2023, to enable Australian Government assistance to support the domestic reception of Australians and approved Foreign Nationals subject to assisted departures from the Middle East.

COMDISPLAN had a phase change from **STANDBY** to **ACTIVE** on Friday 27 October 2023, in response to bushfire activity in Queensland. This phase change is in anticipation of formal requests for Australian Government non-financial assistance.

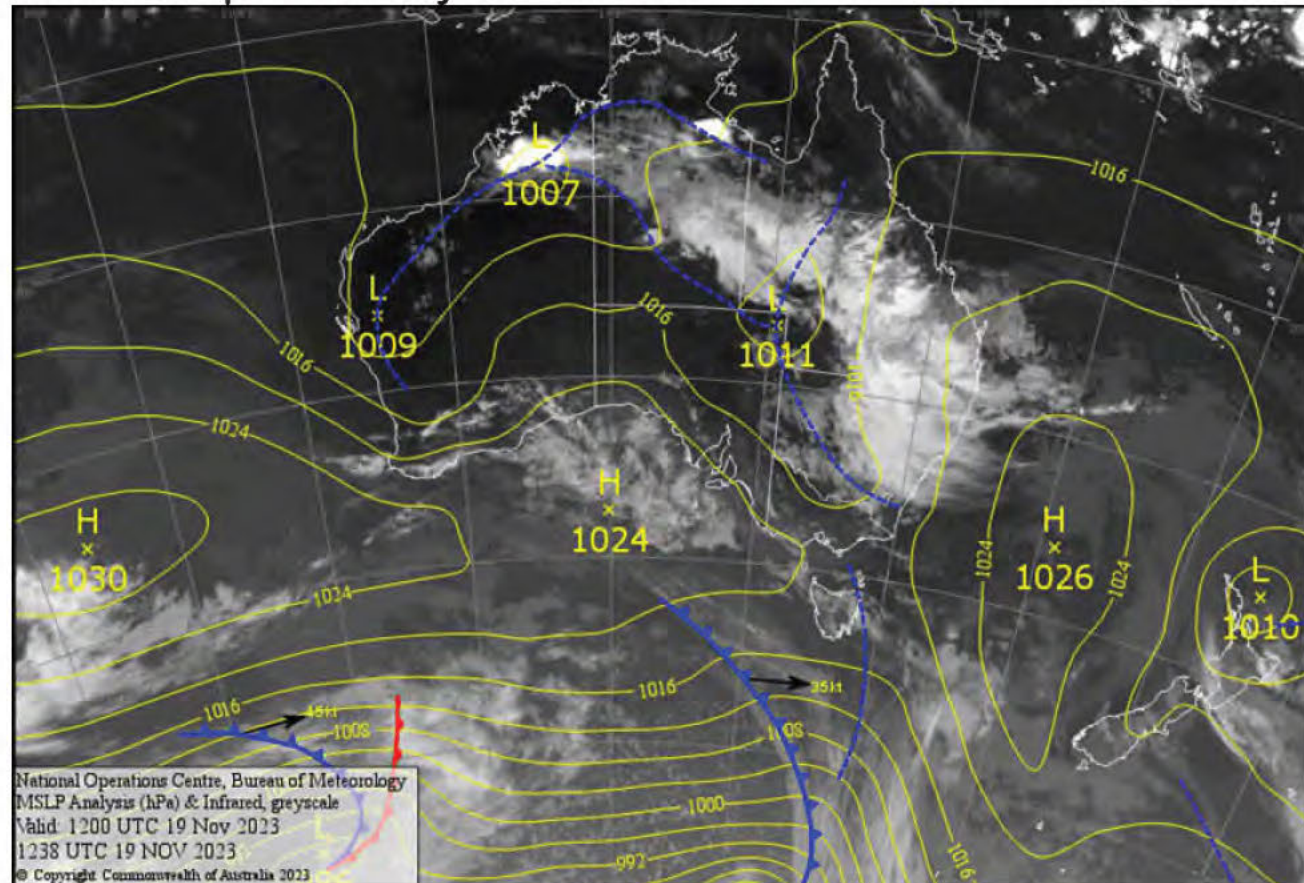
COMDISPLAN had a phase change from **STANDBY** to **ACTIVE** on Sunday 5 November 2023, in response to bushfire activity in the Northern Territory. This phase change is in anticipation of formal requests for Australian Government non-financial assistance

COMMONWEALTH PAYMENTS

For further information please visit:
<https://nema.gov.au/disaster-assist>



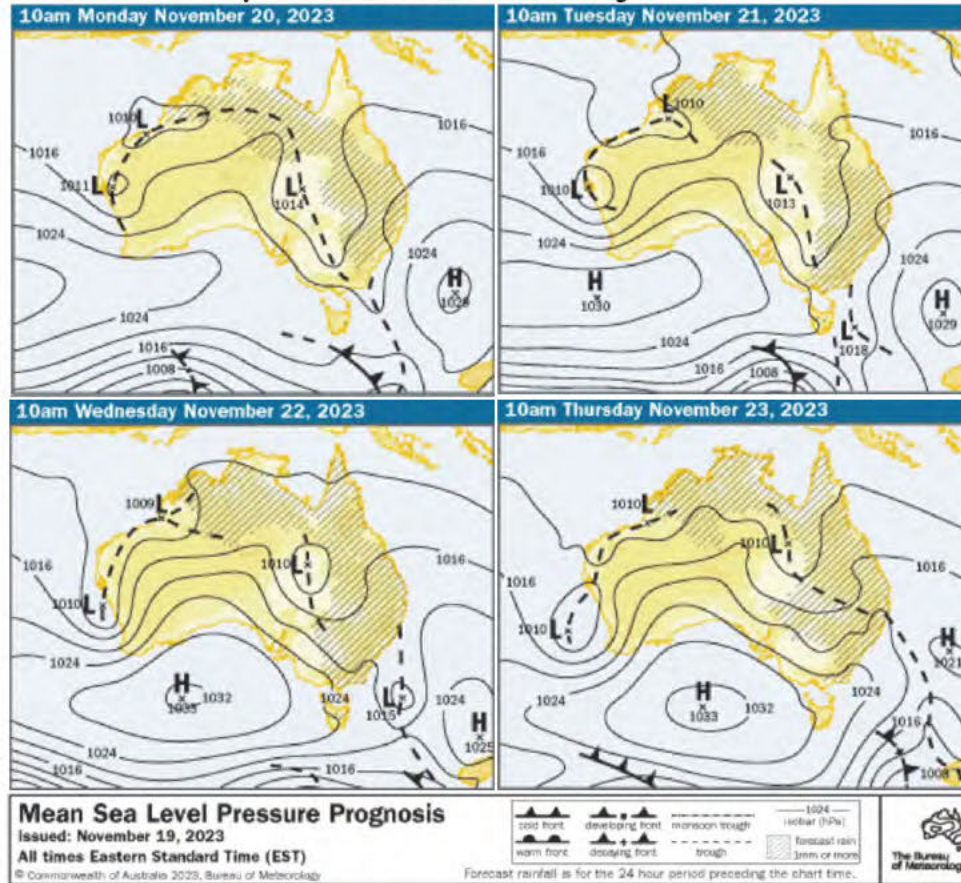
Satellite Map for Monday 20 November



Patchy mid-level cloud with embedded thunderstorms extends over tropical northern parts of the country down into northern New South Wales. This activity is associated with a complex surface trough through the region. High level cloud is streaming over southern parts of the country from southern coastal Western Australia to Victoria and Tasmania. The remainder of the country is mostly cloud free.

Source: [Bureau of Meteorology](#)

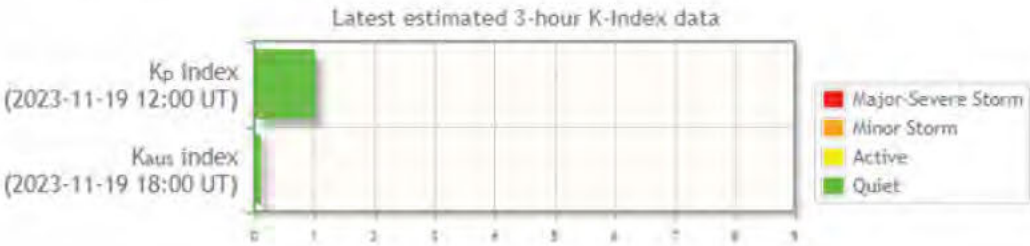
Forecast Map for the next four days



Source: [Bureau of Meteorology](#)



Geomagnetic Activity



The K index is a global measure of geomagnetic activity for a 3-hour period. The larger the K-index, the stronger the level of geomagnetic activity. A K value of 5 or above means that there are geomagnetic storm conditions occurring. The K_{aus} index represents the K value in the Australian region.

Source: [Bureau of Meteorology Australian Space Weather Forecasting Centre](#)

Space Weather Conditions	Sunday 19 November	Monday 20 November	Tuesday 21 November
Radio Blackouts	R1 – R2: 30% R3 – R5: 1%	R1 – R2: 30% R3 – R5: 1%	R1 – R2: 30% R3 – R5: 1%
Radiation Storms	S1 or greater: 1%	S1 or greater: 1%	S1 or greater: 1%
Geomagnetic Storms	G0	G1	G0

For explanation of the R, S and G scales, and a description of risk and impact, see the [Australian Space Weather Alert System](#). Colour scaling provides an indication of the alertness level across each hazard. Observation data from Bureau of Meteorology and NOAA/SWPC. R and G forecast by Bureau of Meteorology. S forecast by NOAA/SWPC.

Summary Forecast

On Sunday 19 November, solar activity and radio blackouts are expected to be R0-R1. The solar wind speed is expected to initially be light, becoming moderate to possibly strong by the end of the day. G1 geomagnetic conditions may be observed by the end of the UT day or early into 20-Nov, with a chance for G2. High Frequency radio communication conditions may be normal during local daylight hours but become degraded by local night hours. Maximum usable frequencies may be near predicted values to 10-20% depressed. Isolated shortwave fadeouts are possible.

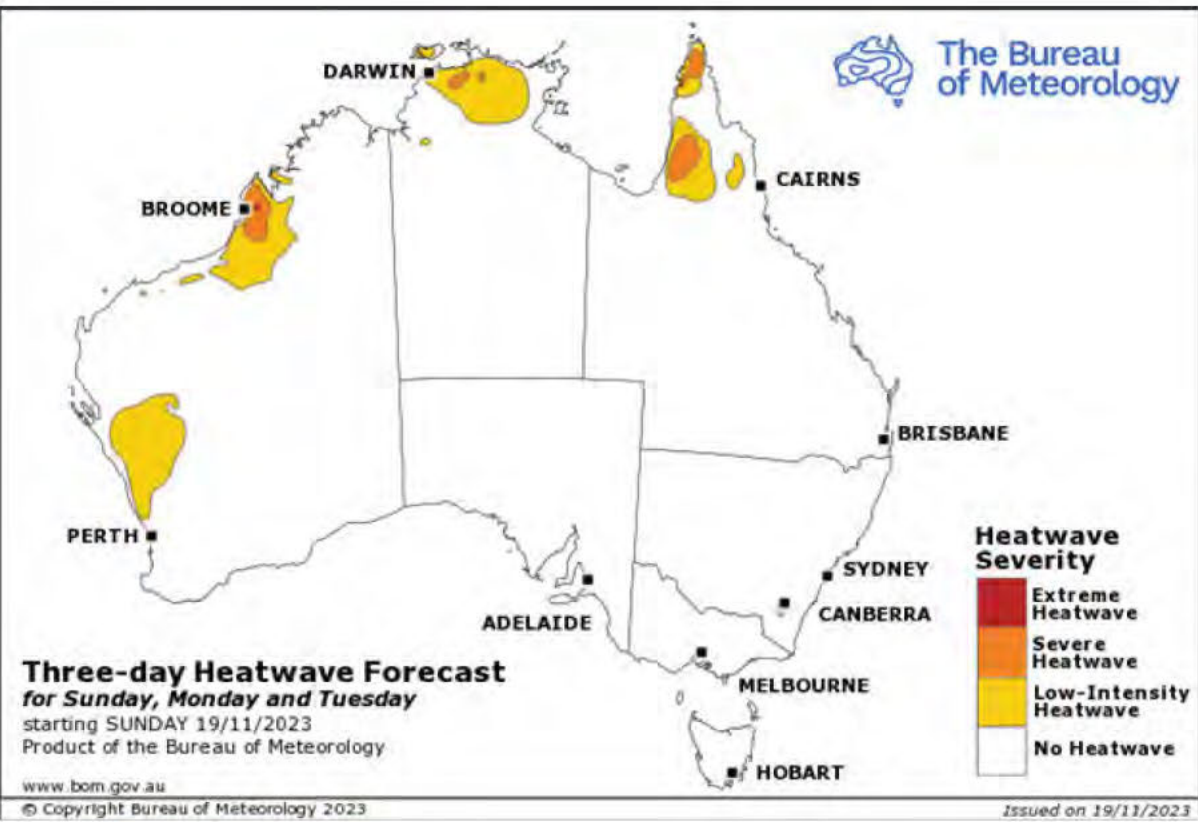
Note: Unless otherwise indicated all times and dates on this page are in UT (Universal Time).

Source: [Bureau of Meteorology Australian Space Weather Forecasting Centre](#)



Weather – Heatwave Forecast

1300 243 222
NSR@nema.gov.au



Source: [Bureau of Meteorology](#)

Heatwave Forecast

Jurisdiction	Forecast Districts	Warning
WA	Kimberley District, Central West and Lower West	SEVERE
NT	Daly, Tiwi, Arnhem, Carpentaria and Gregory Districts	SEVERE
Qld	Peninsula and Gulf Country Districts	SEVERE

Low intensity to extreme heatwave conditions over northern Western Australia, including the Dampier Peninsula. Low intensity to severe heatwave conditions over northern parts of Queensland, parts of the Top End in Northern Territory, and parts of the west coast of Western Australia, including Perth.

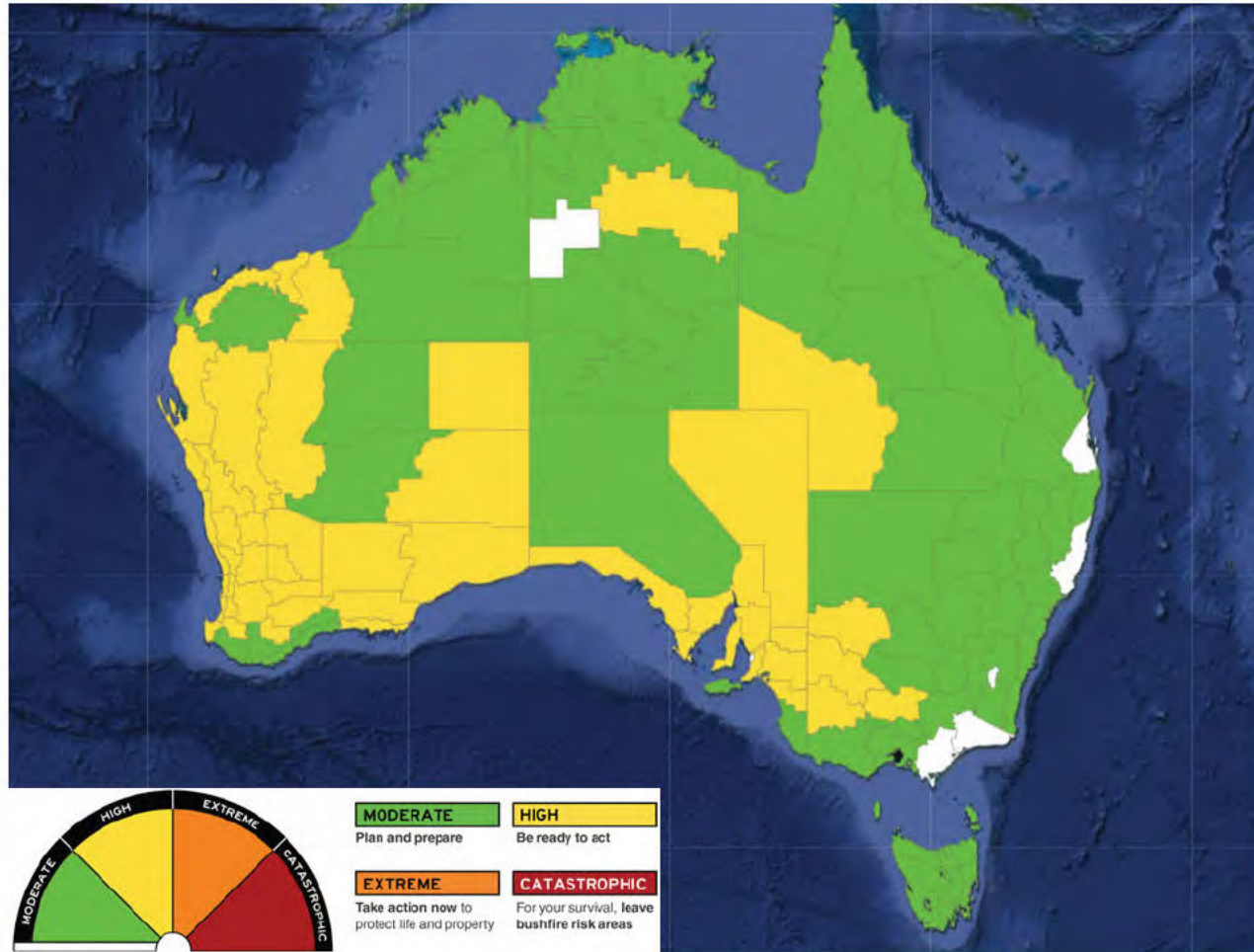
Note: The NSR will only report on heatwave conditions where the BOM forecasts SEVERE and/or EXTREME conditions over the next 72 hour period.

Source: [Bureau of Meteorology](#)



Weather – Fire Danger

1300 243 222
NSR@nema.gov.au



Note: The NSR will only report on EXTREME and/or CATASTROPHIC fire danger ratings.

Source: [Bureau of Meteorology](#)

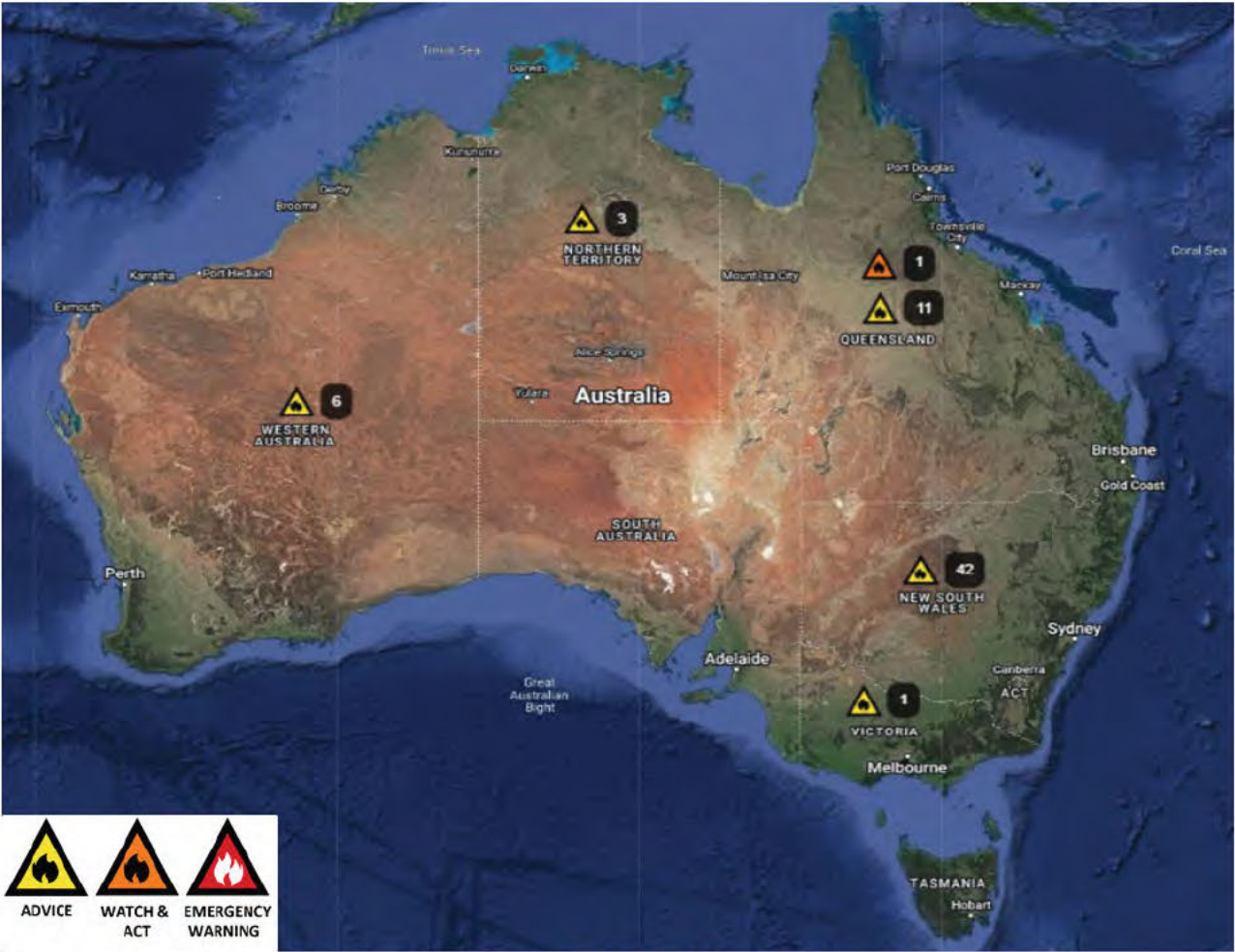
Areas shaded white indicate a fire danger rating below MODERATE.
Areas shaded grey indicate the fire danger rating period has not yet commenced.

Source: [Bureau of Meteorology](#), [AFDRS](#)



Emergency Management – Bushfire – Summary

1300 243 222
NSR@nema.gov.au



Jurisdiction	WATCH AND ACT	EMERGENCY WARNING
Qld	1	0

Note: The NSR does not report, in detail, on ADVICE level bushfires. ADVICE level bushfires on this map do not include hazard reduction burns.

Source: [Qld RFS](#)

Source: [ACT ESA](#), [NSW RFS](#), [NT PFES](#), [Qld RFS](#), [SA CFS](#), [Tas. TFS](#), [Vic. CFA](#), [WA DFES](#)



National Terrorism Threat Level

Credible intelligence indicates that, while Australia is a possible target of terrorists, there is limited intention or capability to conduct an attack.

Australia's National Terrorism Threat Level is now at

POSSIBLE

The National Terrorism Threat Advisory System is a scale of five levels to provide advice about the likelihood of an act of terrorism occurring in Australia. The National Terrorism Threat Level is regularly reviewed in line with the security environment and intelligence.

NOT EXPECTED

POSSIBLE

PROBABLE

EXPECTED

CERTAIN

The public should continue to exercise caution and report any suspicious incidents to the National Security Hotline by calling 1800 123 400.

Life-threatening situations should be reported to the police by calling 000.

Source: [National Security](#)



The National Security Hotline (NSH) 1800 123 400 is a vital component of Australia's national counter-terrorism efforts.

The NSH was established on 27 December 2002, and has since received more than 450,000 calls, faxes, letters and emails. A significant number of reports to the NSH have contributed to investigations or initiated new ones.

The nature of terrorism is changing, with callers providing information on the use of websites or social media platforms promoting violent extremist ideology, suspicious travel planning, and reports from people concerned that someone they know is becoming radicalised towards violent extremism.

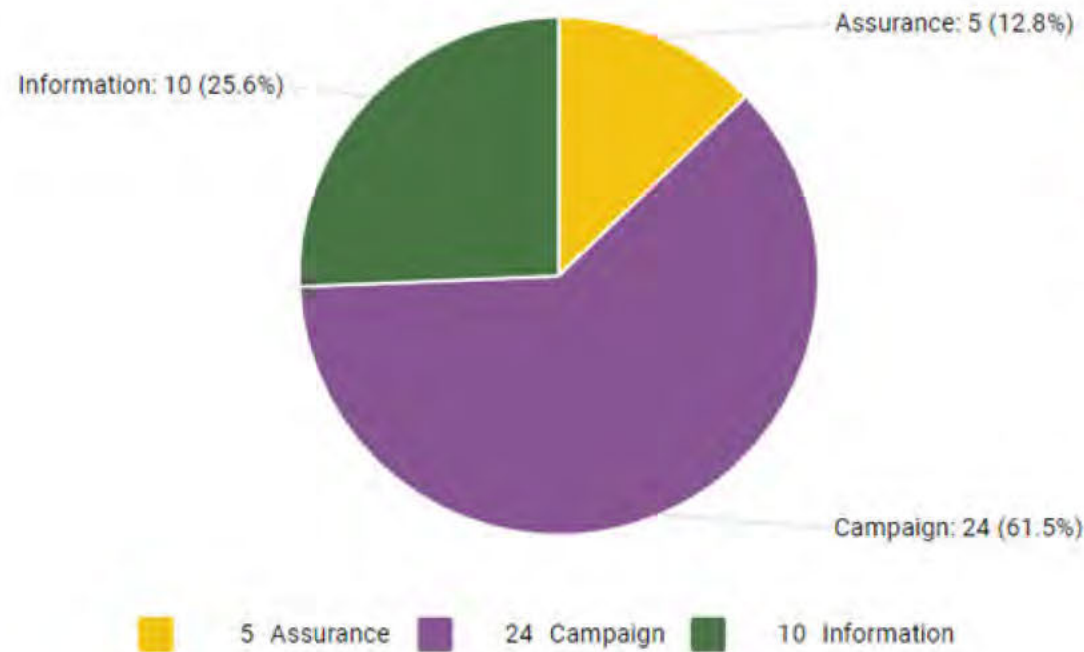
Even if you think it's "probably nothing", the smallest piece of information can be valuable. If something doesn't add up, speak up by calling the National Security Hotline on 1800 123 400.

Source: [National Security Hotline](#)



National Security Hotline – 1800 123 400

Total contacts for Sunday 19 November – 39



National Security Hotline 7 day rolling totals

Contact Type	Yesterday	Previous 6 days					
	19NOV	18NOV	17NOV	16NOV	15NOV	14NOV	13NOV
Information	10	6	16	19	18	16	7
Assurance	5	5	16	8	9	11	20
Campaign	24	11	19	35	11	30	16
Total	39	22	51	62	38	57	43

Information
Passed onto Australia's law enforcement and intelligence agencies for further analysis and investigation.

Assurance
Advice provided on Australia's national security arrangements and/or redirected to an appropriate area in line with their enquiry.

Campaign
Content not relevant to national security.



Incidents of Interest

National: Forecasters are warning thunderstorms are expected to impact much of eastern Australia during the week ahead, with flash flooding possible in southern Queensland and northern New South Wales. However, across northern and western Australia prolonged heat is expected, with Perth potentially becoming the first capital city to experience a severe heatwave this season. ([News.com.au](https://www.news.com.au))

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Daily All Hazards Report

Information current to 0630 hrs (AEDT) – 21 November 2023

1300 243 222
NSR@nema.gov.au

CURRENT EVENTS



Fire Weather Warning

WA – EXTREME – Lower West Inland and Brockman



Heatwave

NT – SEVERE
WA – SEVERE
Qld – SEVERE



Volcanic Ash Advisory

Papua New Guinea – RED – Mount Ulawun

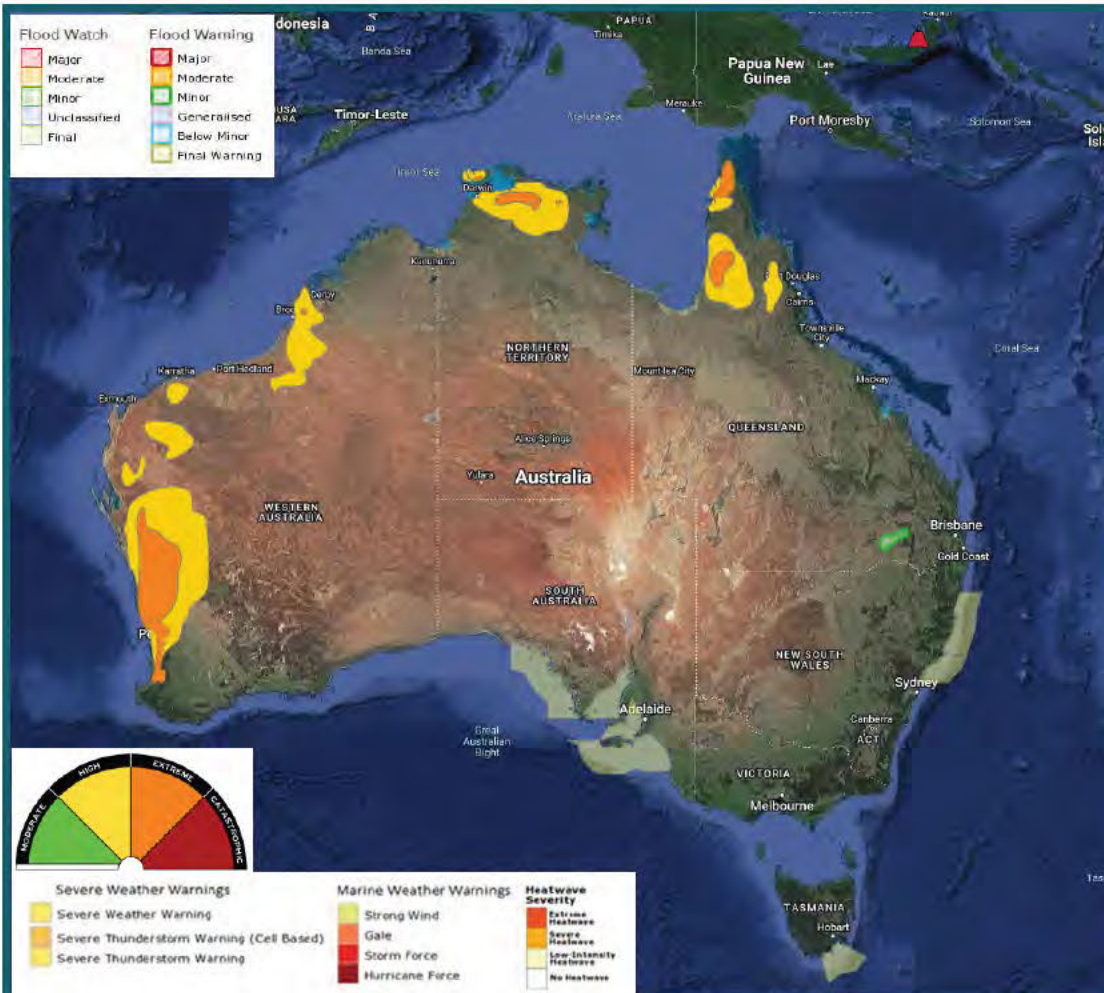
NATIONAL TERRORISM THREAT LEVEL

Australia's National Terrorism Threat Level is

POSSIBLE

Continue to exercise caution and report suspicious behaviour to the National Security Hotline by calling 1800 123 400

32 of 336



Troughs stretching across Western Australia's north, the Northern Territory, Queensland, New South Wales and far eastern Victoria are triggering rain, showers and storms, some severe in southern New South Wales. High pressure is driving hot easterly winds over southern Western Australia while keeping South Australia and Victoria mostly dry.

NEMA PLAN ACTIVATIONS

AUSRECEPLAN had a phase change from **ALERT** to **ACTIVE** on Tuesday 17 October 2023, to enable Australian Government assistance to support the domestic reception of Australians and approved Foreign Nationals subject to assisted departures from the Middle East.

COMDISPLAN had a phase change from **STANDBY** to **ACTIVE** on Friday 27 October 2023, in response to bushfire activity in Queensland. This phase change is in anticipation of formal requests for Australian Government non-financial assistance.

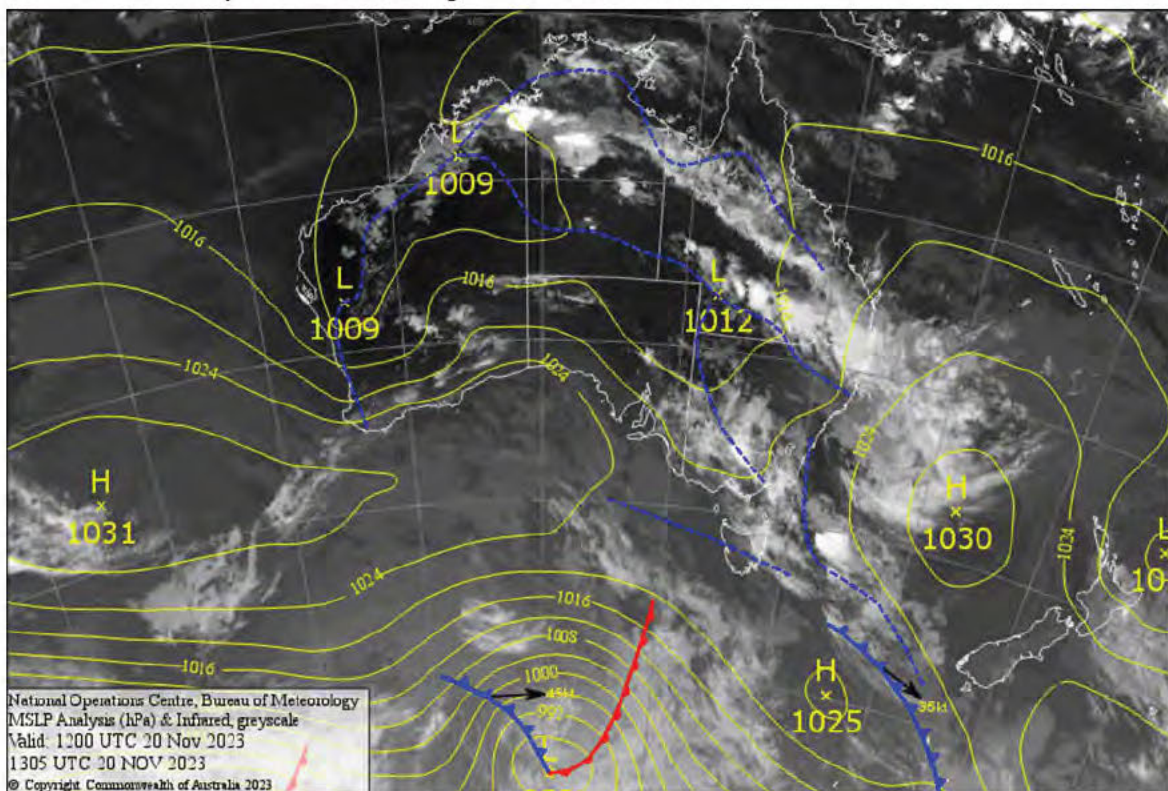
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COMMONWEALTH PAYMENTS

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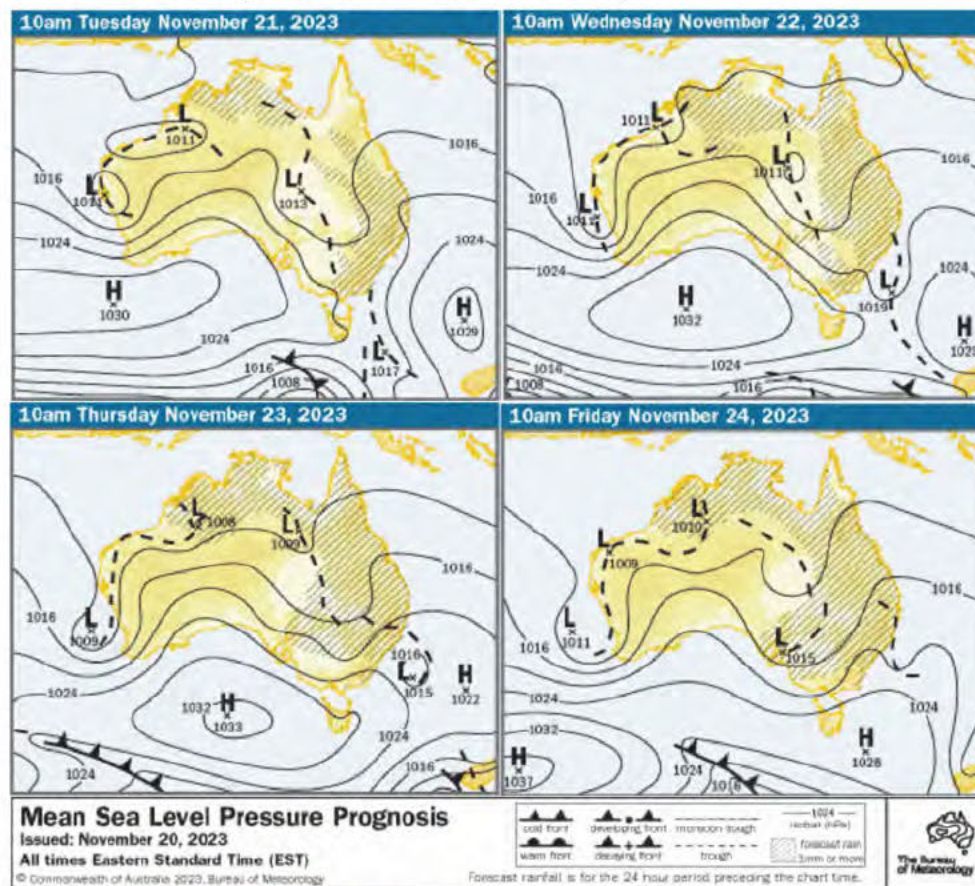


Satellite Map for Tuesday 21 November



Middle and high level active cloud associated with troughs and a low stretches from Pilbara to Kimberley, then the Top End and across inland Queensland to the eastern seaboard. Isolated thunderstorms persist adjacent to trough and the low. Patchy middle level cloud is visible over southwest New South Wales, Victoria, northeastern Tasmania, and parts of South Australia. This is due to a passing cold front and its associated trough. Low level cloud is being pushed onto parts of the southern and eastern coasts of the continent due to inflow. The rest of the country is largely cloud free.

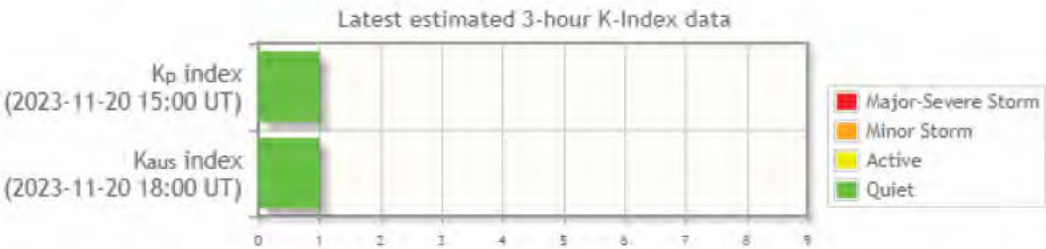
Forecast Map for the next four days



Source: [Bureau of Meteorology](https://www.bom.gov.au)



Geomagnetic Activity



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Source: [Bureau of Meteorology Australian Space Weather Forecasting Centre](#)

Space Weather Conditions	Monday 20 November	Tuesday 21 November	Wednesday 22 November
Radio Blackouts	R1 – R2: 30% R3 – R5: 1%	R1 – R2: 30% R3 – R5: 1%	R1 – R2: 30% R3 – R5: 1%
Radiation Storms	S1 or greater: 1%	S1 or greater: 1%	S1 or greater: 1%
Geomagnetic Storms	G1	G0	G0

For explanation of the R, S and G scales, and a description of risk and impact, see the [Australian Space Weather Alert System](#). Colour scaling provides an indication of the alertness level across each hazard. Observation data from Bureau of Meteorology and NOAA/SWPC. R and G forecast by Bureau of Meteorology. S forecast by NOAA/SWPC.

Summary Forecast

On Monday 20 November, solar activity is expected to be R0-R1. The solar wind speed is expected to be moderate. G1 geomagnetic conditions are expected. High Frequency (HF) radio communication conditions are expected to become mildly degraded by local night hours. Maximum usable frequencies (MUFs) are expected to become 10-20% depressed.

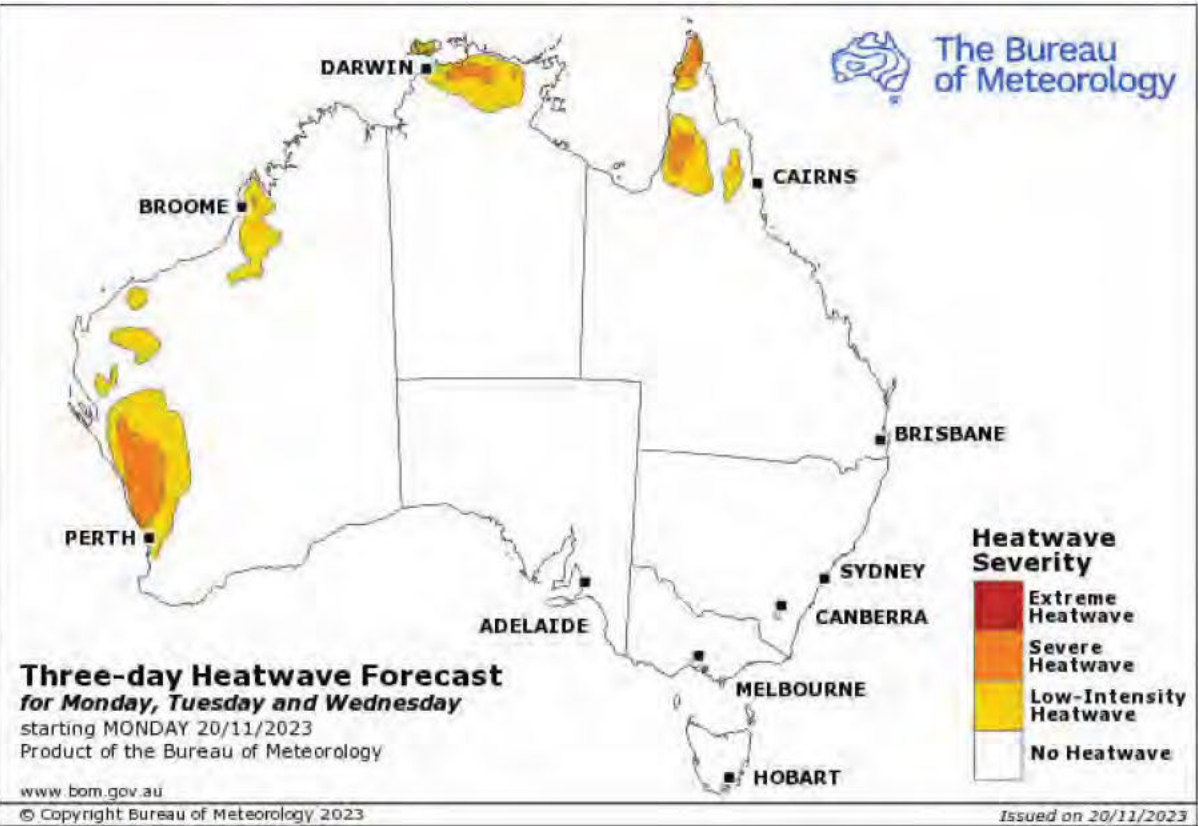
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Source: [Bureau of Meteorology Australian Space Weather Forecasting Centre](#)



Weather – Heatwave Forecast

1300 243 222
NSR@nema.gov.au



Heatwave Forecast

Jurisdiction	Forecast Districts	Warning
NT	Tiwi and Arnhem	SEVERE
Qld	Peninsula	SEVERE
WA	Central West, Lower West, South West and Central Wheat Belt	SEVERE

LOW intensity to SEVERE heatwave conditions over northern parts of Queensland, parts of the Top End in the Northern Territory, and parts of western Western Australia, including the Dampier Peninsula and Perth.

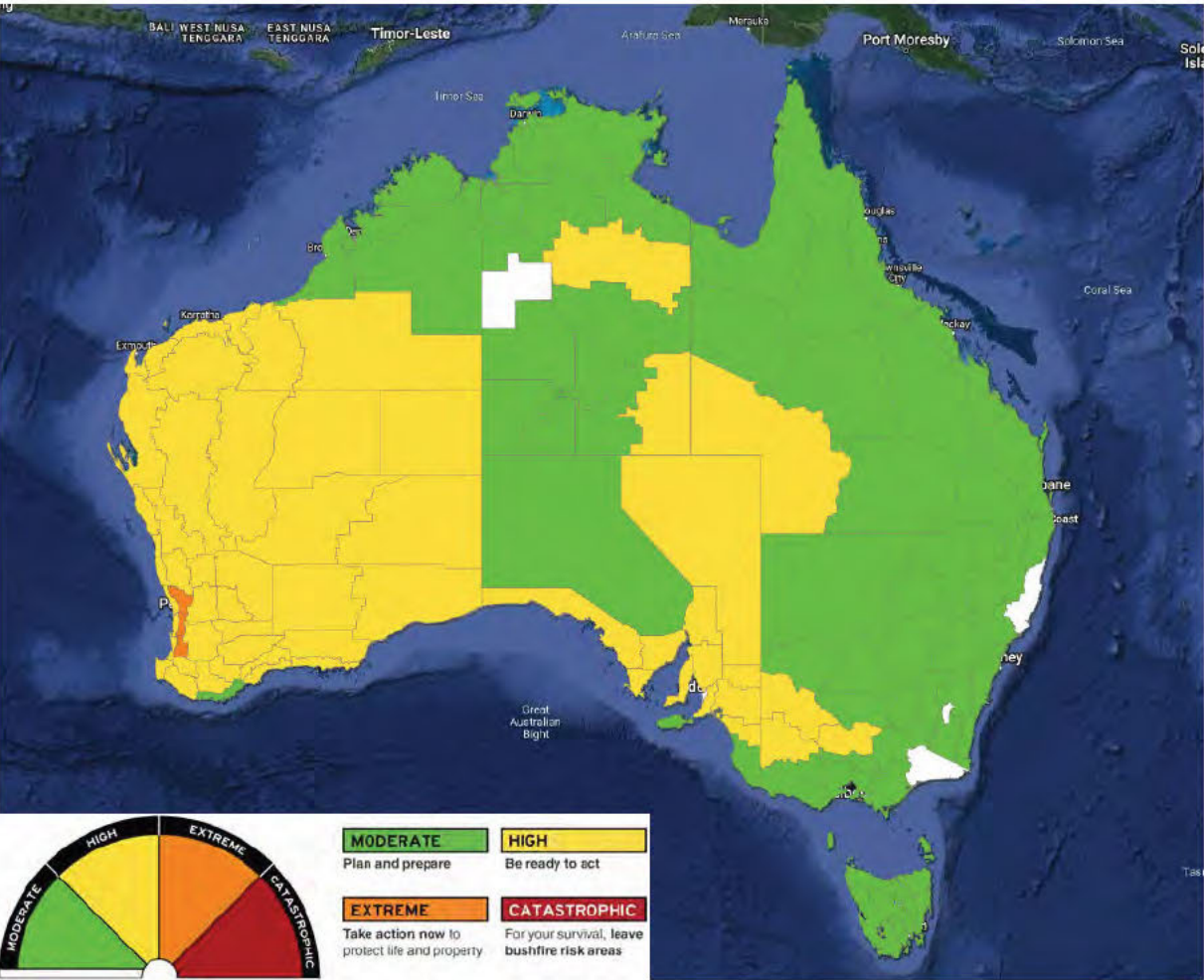
Note: The NSR will only report on heatwave conditions where the BOM forecasts SEVERE and/or EXTREME conditions over the next 72 hour period.

Source: [Bureau of Meteorology](#)

Source: [Bureau of Meteorology](#)



Weather – Fire Danger



Jurisdiction	Forecast Districts	Fire Danger Rating
WA	Lower West Inland and Brockman	EXTREME

Note: The NSR will only report on EXTREME and/or CATASTROPHIC fire danger ratings.

Source: [Bureau of Meteorology](#)

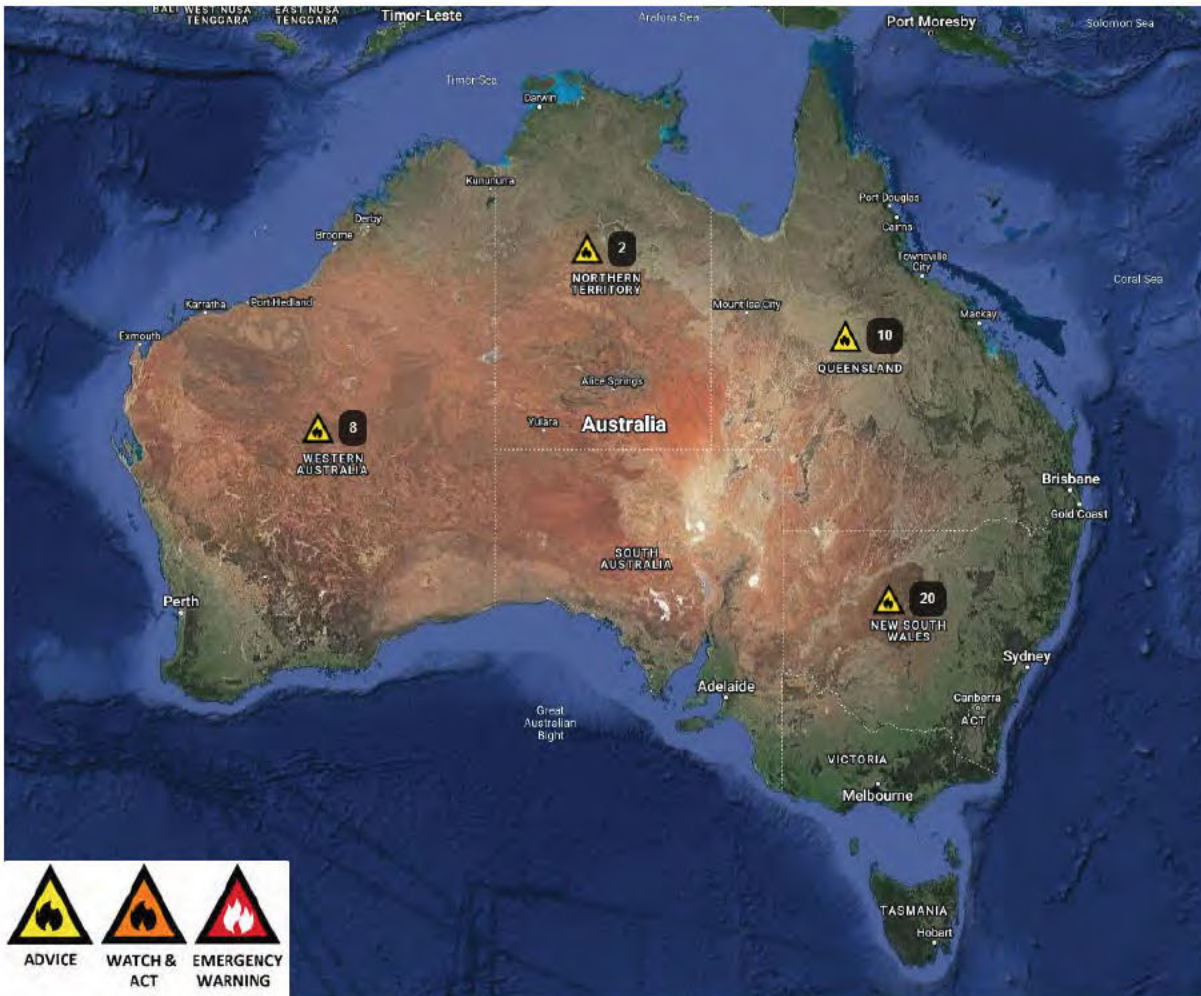
Areas shaded white indicate a fire danger rating below MODERATE.
Areas shaded grey indicate the fire danger rating period has not yet commenced.

Source: [Bureau of Meteorology](#), [AFDRS](#)



Emergency Management – Bushfire – Summary

1300 243 222
NSR@nema.gov.au



Note: The NSR does not report, in detail, on ADVICE level bushfires. ADVICE level bushfires on this map do not include hazard reduction burns.

Source: [ACT ESA](#), [NSW RFS](#), [NT PFES](#), [Qld RFS](#), [SA CFS](#), [Tas. TFS](#), [Vic. CFA](#), [WA DFES](#)



National Terrorism Threat Level

Credible intelligence indicates that, while Australia is a possible target of terrorists, there is limited intention or capability to conduct an attack.

Australia's National Terrorism Threat Level is now at

POSSIBLE

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NOT EXPECTED

POSSIBLE

PROBABLE

EXPECTED

CERTAIN

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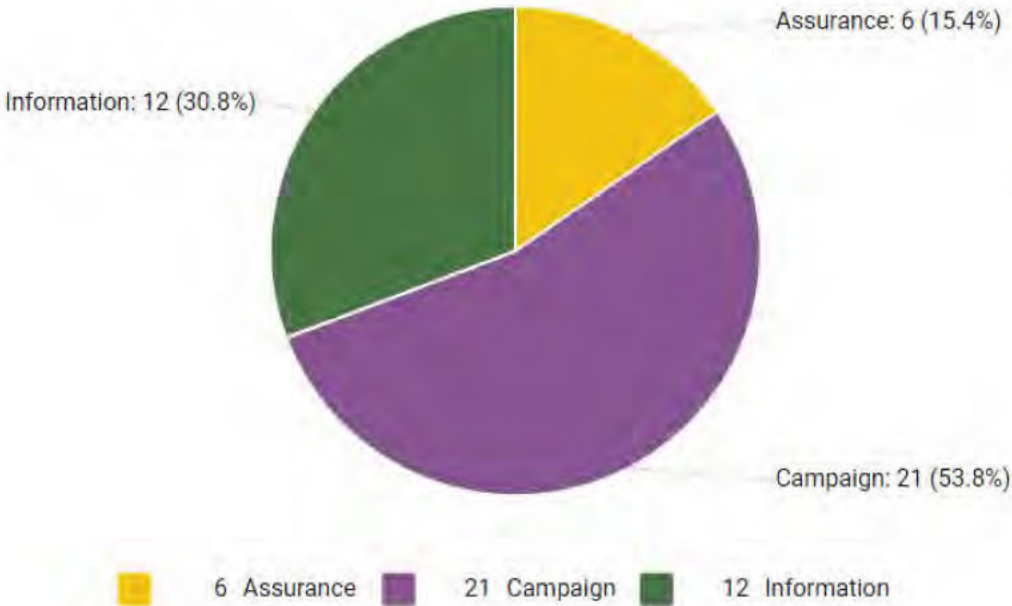
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Source: [National Security Hotline](#)



National Security Hotline – 1800 123 400

Total contacts for Monday 20 November – 39



National Security Hotline 7 day rolling totals

Contact Type	Yesterday	Previous 6 days					
	20NOV	19NOV	18NOV	17NOV	16NOV	15NOV	14NOV
Information	12	10	6	17	21	18	16
Assurance	6	5	5	16	9	9	11
Campaign	21	24	11	19	35	11	30
Total	39	39	22	52	65	38	57

Information
Passed onto Australia's law enforcement and intelligence agencies for further analysis and investigation.

Assurance
Advice provided on Australia's national security arrangements and/or redirected to an appropriate area in line with their enquiry.

Campaign
Content not relevant to national security.



Daily All Hazards Report

Information current to 0630 hrs (AEDT) – 22 November 2023

1300 243 222
NSR@nema.gov.au

CURRENT EVENTS



Fire Danger Rating

WA – EXTREME – Brockman, Mortlock, Midwest Inland, Swan Inland North, Swan Inland South and Yarra Yarra



Heatwave

NT – SEVERE
Qld – SEVERE
WA – SEVERE



Flooding

Qld – MODERATE – Moonie River (at Kinkora)



Severe Weather

Qld – Heavy Rainfall
NSW – Heavy Rainfall
WA – Damaging Winds

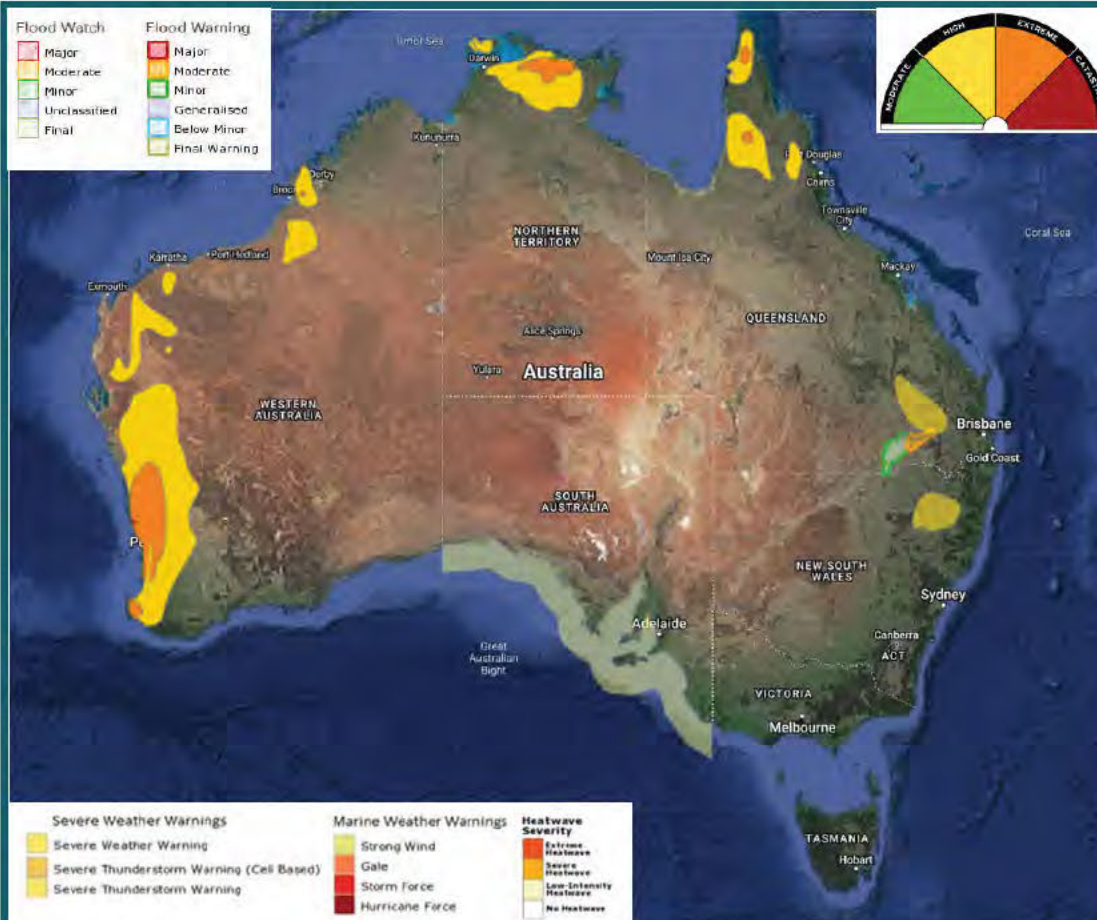
NATIONAL TERRORISM THREAT LEVEL

Australia's National Terrorism Threat Level is

POSSIBLE

Continue to exercise caution and report suspicious behaviour to the National Security Hotline by calling 1800 123 400

45 of 336



A trough over the eastern inland will maintain rain and storms in the north and over southern Queensland, with showers easing for southern New South Wales. Troughs extending over the north and west will trigger showers and storms across the tropics and inland Northern Territory, while driving heat over southwest Western Australia.

NEMA PLAN ACTIVATIONS

AUSRECEPLAN had a phase change from **ALERT** to **ACTIVE** on Tuesday 17 October 2023, to enable Australian Government assistance to support the domestic reception of Australians and approved Foreign Nationals subject to assisted departures from the Middle East.

COMDISPLAN had a phase change from **STANDBY** to **ACTIVE** on Friday 27 October 2023, in response to bushfire activity in Queensland. This phase change is in anticipation of formal requests for Australian Government non-financial assistance.

COMDISPLAN had a phase change from **STANDBY** to **ACTIVE** on Sunday 5 November 2023, in response to bushfire activity in the Northern Territory. This phase change is in anticipation of formal requests for Australian Government non-financial assistance.

COMMONWEALTH PAYMENTS

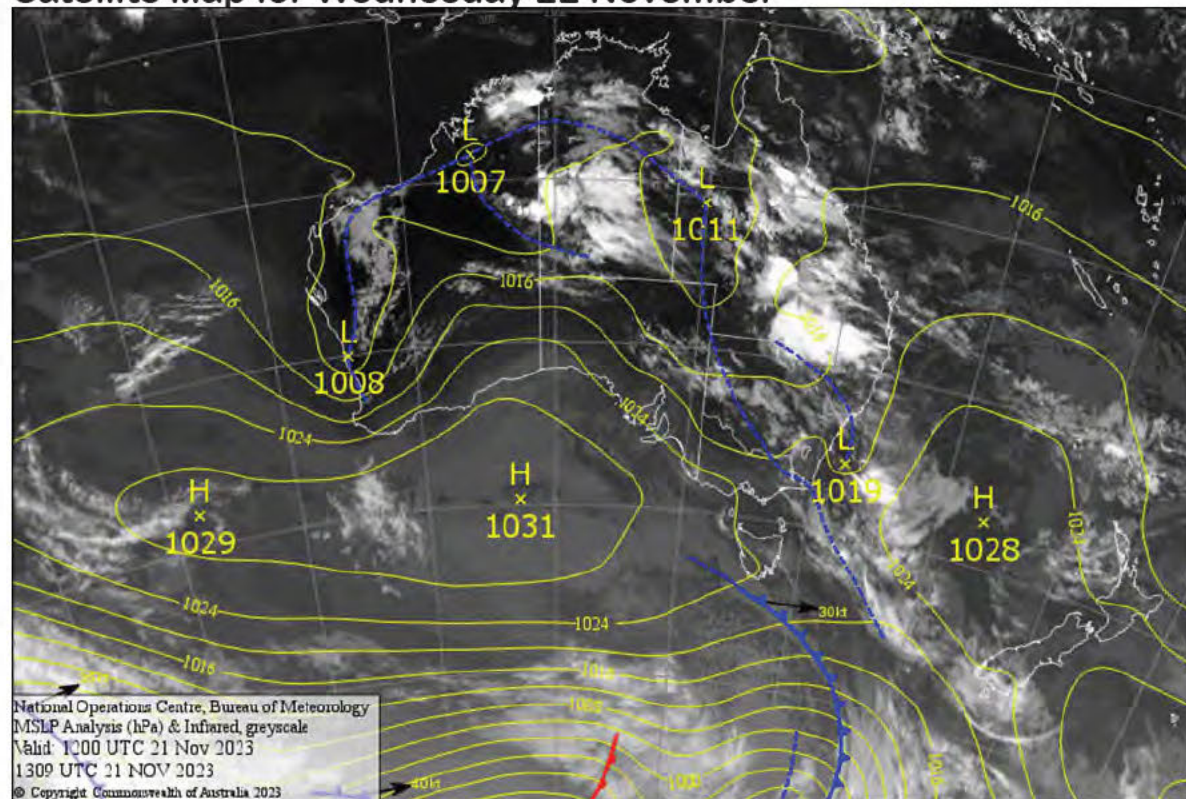
For further information please visit:
<https://nema.gov.au/disaster-assist>



Weather – Forecast

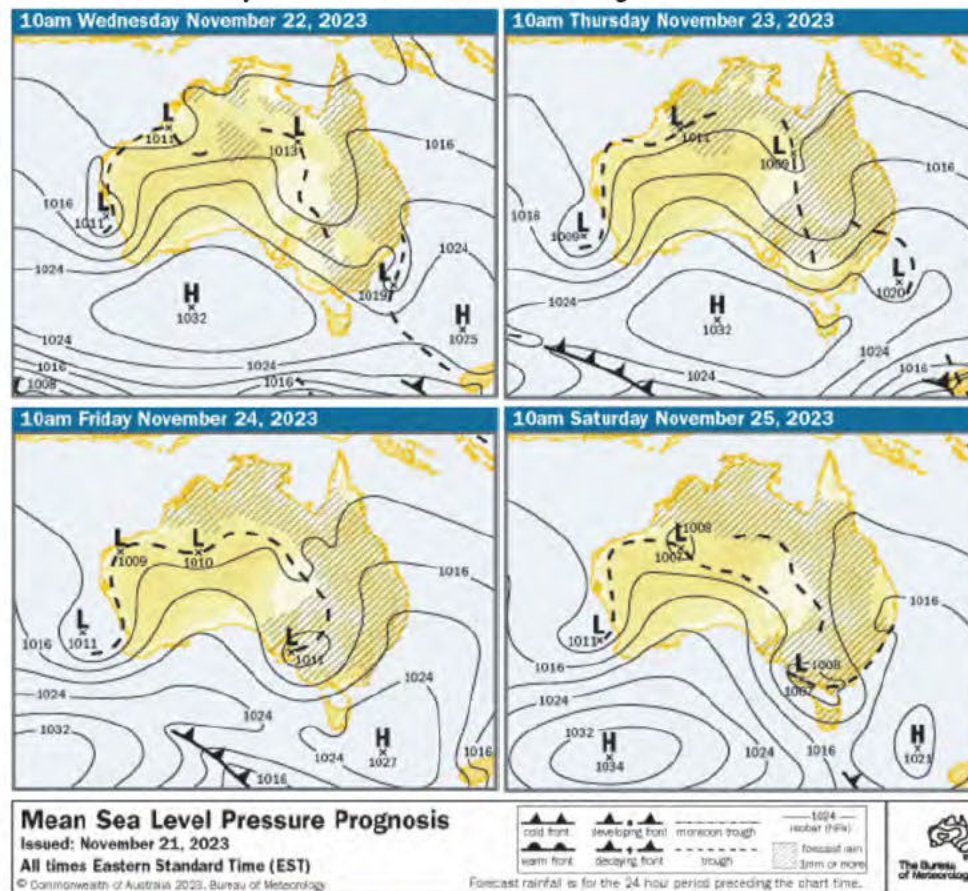
1300 243 222
NSR@nema.gov.au

Satellite Map for Wednesday 22 November



Convective activity and thunderstorms continue over the Northern Territory, northern parts of Western Australia and much of Queensland. This is due to a series of troughs across the continent. Patchy middle level cloud is visible over southern New South Wales and eastern Victoria. Low level cloud is being pushed onto parts of the Victorian and South Australian coasts and also the southern Western Australia coast by a high south of the Bight.

Forecast Map for the next four days

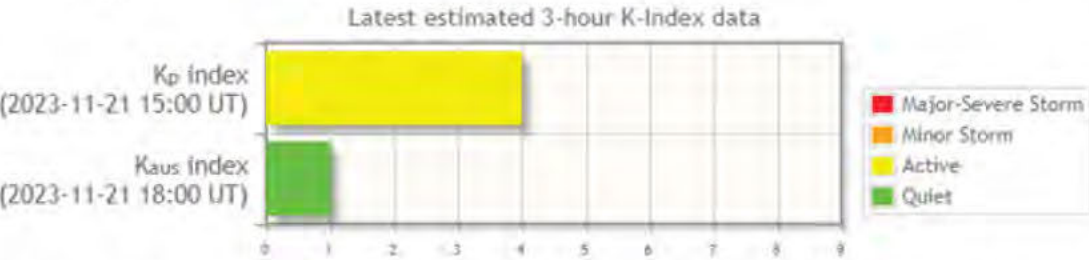




Emergency Management – Space Weather

1300 243 222
NSR@nema.gov.au

Geomagnetic Activity



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Source: [Bureau of Meteorology Australian Space Weather Forecasting Centre](#)

Space Weather Conditions	Tuesday 21 November	Wednesday 22 November	Thursday 23 November
Radio Blackouts	R1 – R2: 20% R3 – R5: 1%	R1 – R2: 20% R3 – R5: 1%	R1 – R2: 20% R3 – R5: 1%
Radiation Storms	S1 or greater: 1%	S1 or greater: 1%	S1 or greater: 1%
Geomagnetic Storms	G0	G0	G0

For explanation of the R, S and G scales, and a description of risk and impact, see the [Australian Space Weather Alert System](#). Colour scaling provides an indication of the alertness level across each hazard. Observation data from Bureau of Meteorology and NOAA/SWPC. R and G forecast by Bureau of Meteorology. S forecast by NOAA/SWPC.

Summary Forecast

On Tuesday 21 November solar activity is expected to be R0-R1. The solar wind speed is expected to be light to moderate. Generally G0 geomagnetic conditions are expected with a slight chance of a G1 period. High Frequency radio communication conditions are expected to be fair to normal. Maximum usable frequencies at some sites in the southern Australian region have been depressed 15-20% after local dawn this morning, however these depressions are not expected to persist, with ionospheric maximum usable frequencies generally expected to be near predicted monthly values for today.

Note: Unless otherwise indicated all times and dates on this page are in UT (Universal Time).

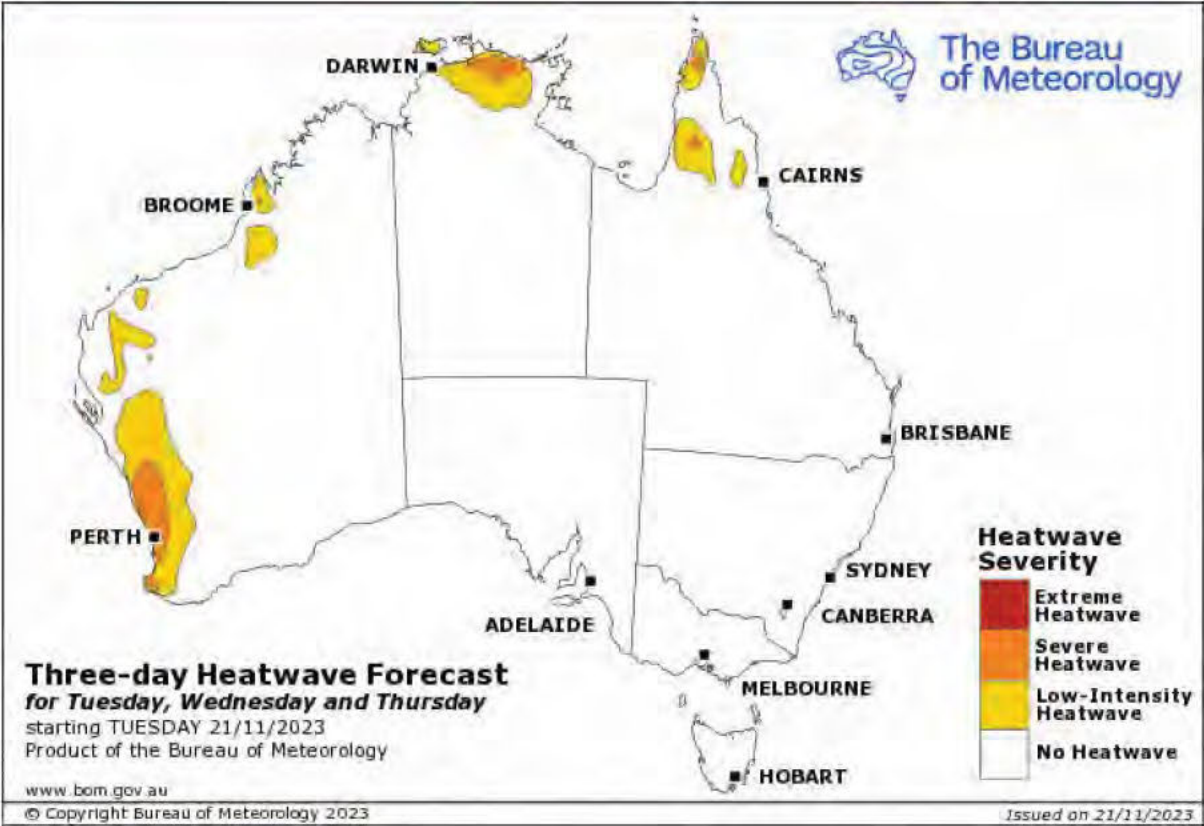
Source: [Bureau of Meteorology Australian Space Weather Forecasting Centre](#)



Weather – Heatwave Forecast

1300 243 222

NSR@nema.gov.au



Heatwave Forecast

Jurisdiction	Forecast Districts	Warning
NT	Tiwi and Arnhem	SEVERE
Qld	Peninsula	SEVERE
WA	Central West, Lower West and South West	SEVERE

Low intensity to severe heatwave conditions over parts of southwest Western Australia, including Perth.

Low intensity heatwave conditions over parts of northwest Western Australia, parts of the Top End in the Northern Territory and parts of northern Queensland.

Note: The NSR will only report on heatwave conditions where the BOM forecasts SEVERE and/or EXTREME conditions over the next 72 hour period.

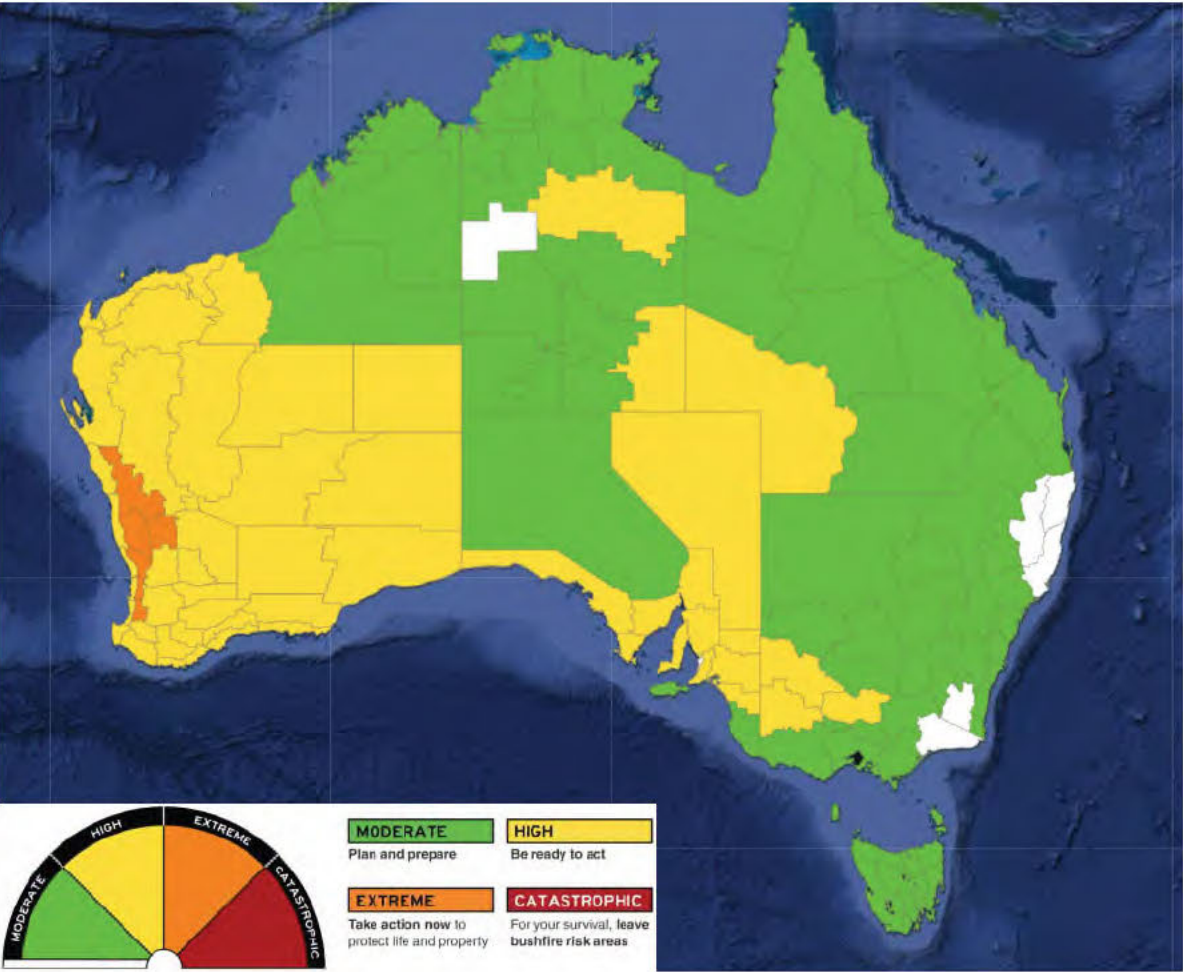
Source: [Bureau of Meteorology](#)

Source: [Bureau of Meteorology](#)



Weather – Fire Danger

1300 243 222
NSR@nema.gov.au



Areas shaded white indicate a fire danger rating below MODERATE.

Source: [Bureau of Meteorology](#), [AFDRS](#)

Jurisdiction	Forecast Districts	Fire Danger Rating
WA	Brockman, Mortlock, Midwest Inland, Swan Inland North, Swan Inland South, Yarra Yarra	EXTREME

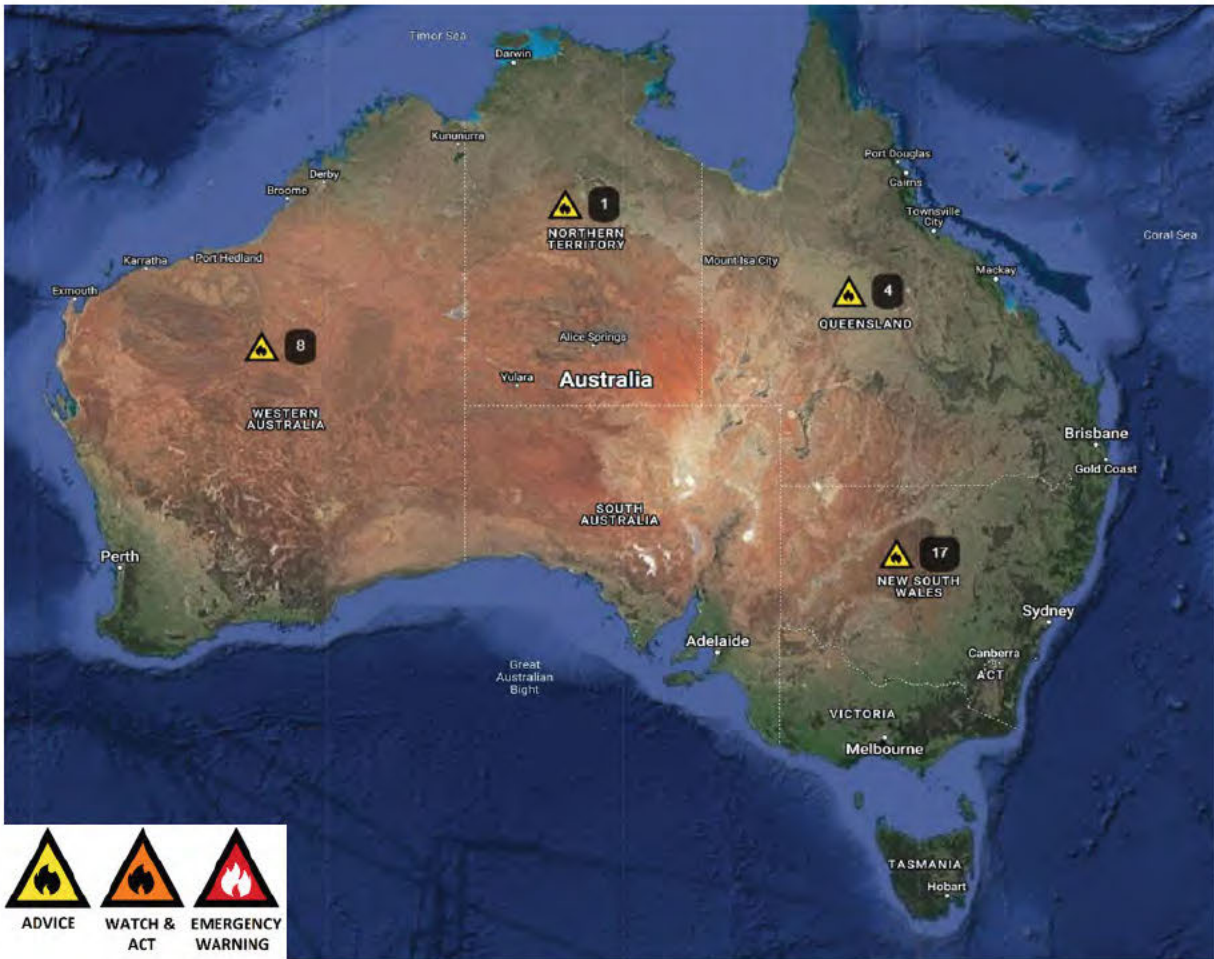
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Source: [Bureau of Meteorology](#)



Emergency Management – Bushfire – Summary

1300 243 222
NSR@nema.gov.au



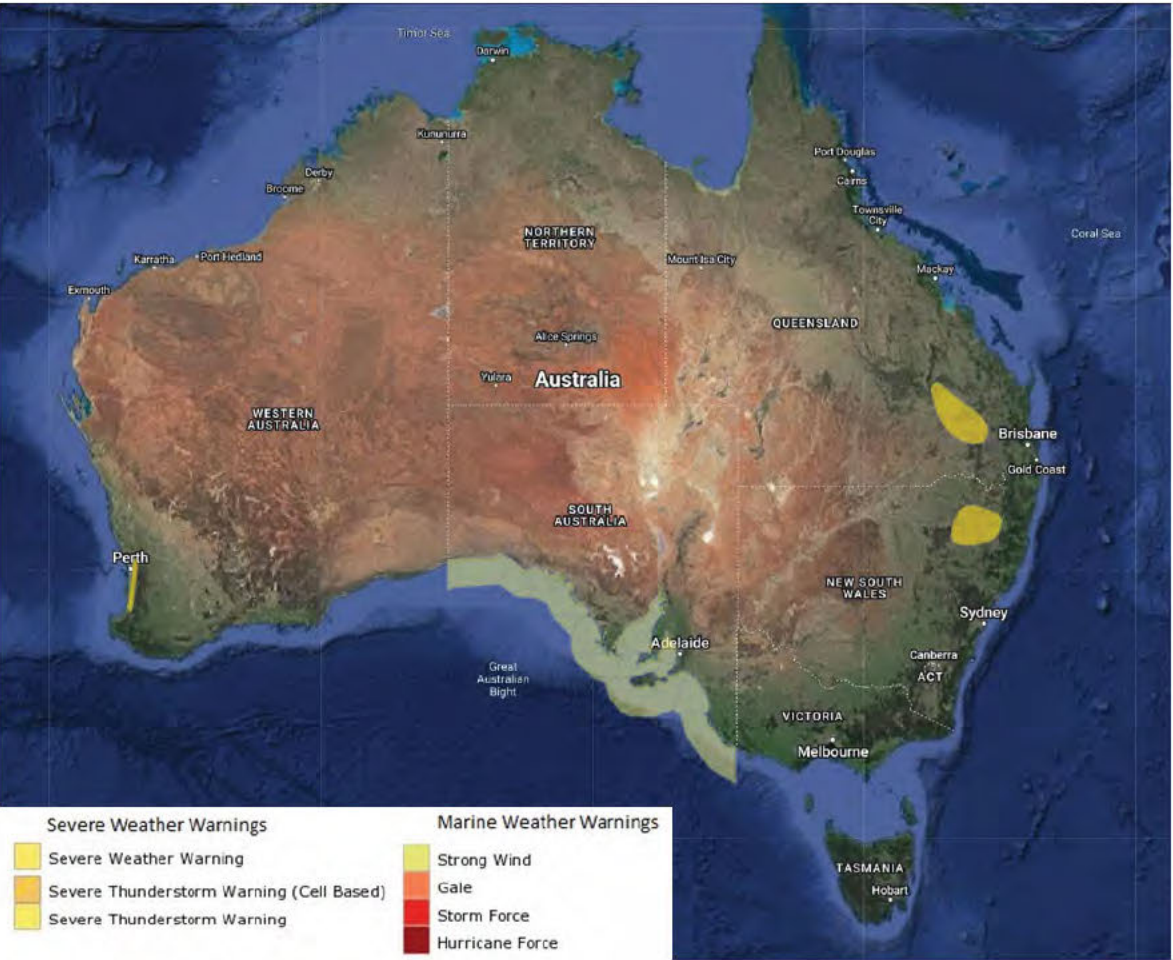
Note: The NSR does not report, in detail, on ADVICE level bushfires. ADVICE level bushfires on this map do not include hazard reduction burns.

Source: [ACT ESA](#), [NSW RFS](#), [NT PFES](#), [Qld RFS](#), [SA CFS](#), [Tas. TFS](#), [Vic. CFA](#), [WA DFES](#)



Emergency Management – Severe Weather – Summary

1300 243 222
NSR@nema.gov.au



Jurisdiction	Forecast Area	Warning
Qld	Central Highlands and Coalfields, Central West, Maranoa and Warrego, and Darling Downs and Granite Belt	Heavy Rainfall
NSW	North West Slopes and Plains and Northern Tablelands Districts	Heavy Rainfall
WA	Lower West South West	Damaging Winds

Source: [Bureau of Meteorology](#)

Note: The NSR does not report, in detail, Marine Weather warnings lower than Gale.

Source: [Bureau of Meteorology](#)



National Terrorism Threat Level

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Australia's National Terrorism Threat Level is now at

POSSIBLE

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NOT EXPECTED

POSSIBLE

PROBABLE

EXPECTED

CERTAIN

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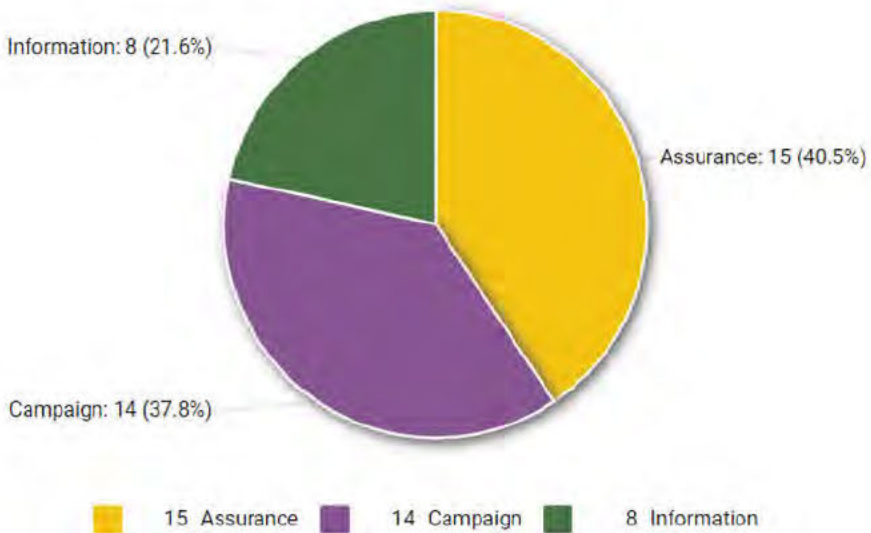
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Source: [National Security Hotline](#)



National Security Hotline – 1800 123 400
Total contacts for Tuesday 21 November – 37



National Security Hotline 7 day rolling totals							
Contact Type	Yesterday	Previous 6 days					
	21NOV	20NOV	19NOV	18NOV	17NOV	16NOV	15NOV
Information	8	12	10	6	17	21	18
Assurance	15	6	5	5	16	9	9
Campaign	14	21	24	11	19	35	11
Total	37	39	39	22	52	65	38

Information
Passed onto Australia's law enforcement and intelligence agencies for further analysis and investigation.

Assurance
Advice provided on Australia's national security arrangements and/or redirected to an appropriate area in line with their enquiry.

Campaign
Content not relevant to national security.



Daily All Hazards Report

Information current to 0630 hrs (AEDT) – 23 November 2023

1300 243 222
NSR@nema.gov.au

CURRENT EVENTS



Flooding

Qld – MODERATE – Moonie River (at Kinkora)



Fire Danger Rating

WA – EXTREME – Midwest Inland, Swan Inland
North and Swan Inland South



Heatwave

Qld – EXTREME
WA – SEVERE



Bushfire

WA – EMERGENCY WARNING



International

6.8 Mag – Vanuatu Islands

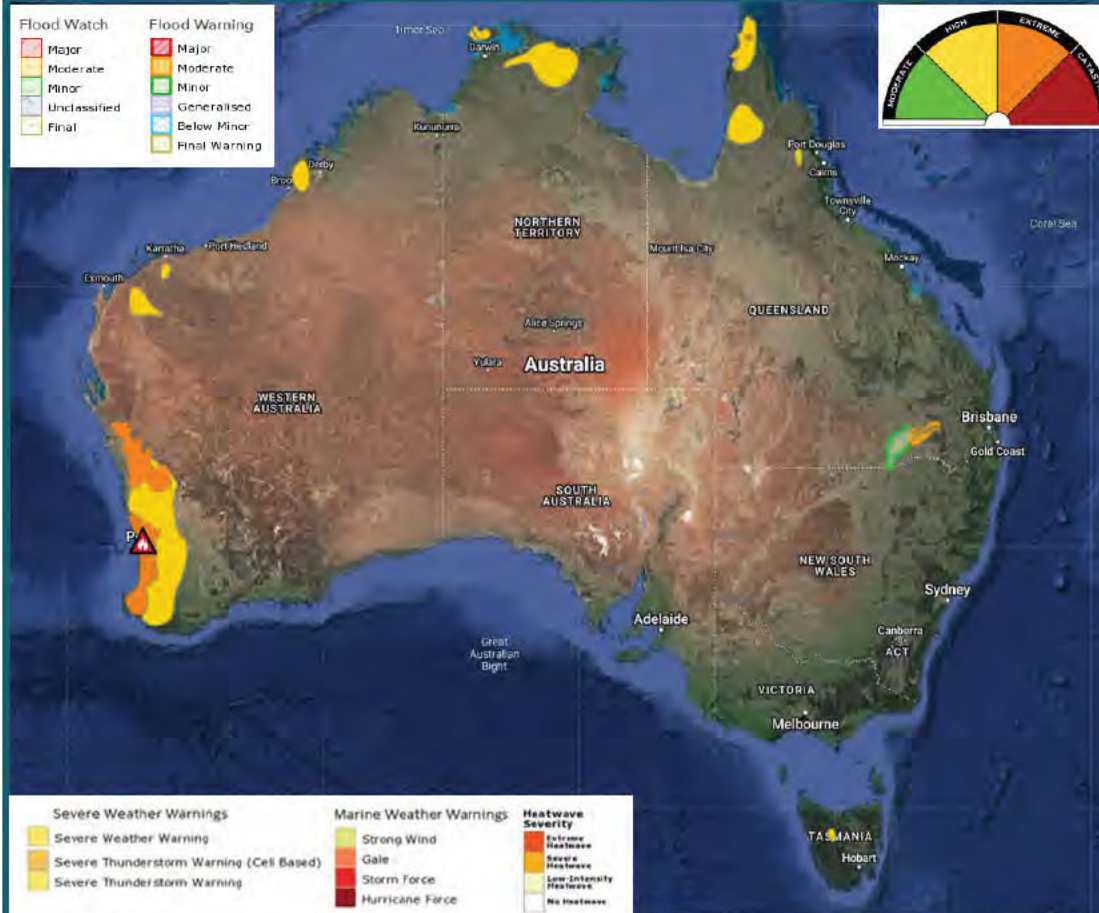
NATIONAL TERRORISM THREAT LEVEL

Australia's National Terrorism Threat Level is

POSSIBLE

Continue to exercise caution and report suspicious behaviour
to the National Security Hotline by calling 1800 123 400

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Troughs stretching across Western Australia, the Northern Territory, Queensland, New South Wales and eastern South Australia are triggering rain, showers, and thunderstorms, some intense. Troughs in the west are driving hot and dry easterly winds over Western Australia's west coast. High pressure is keeping Victoria and Tasmania mostly dry and settled.

NEMA PLAN ACTIVATIONS

AUSRECEPLAN had a phase change from **ALERT** to **ACTIVE** on Tuesday 17 October 2023, to enable Australian Government assistance to support the domestic reception of Australians and approved Foreign Nationals subject to assisted departures from the Middle East.

COMDISPLAN had a phase change from **STANDBY** to **ACTIVE** on Friday 27 October 2023, in response to bushfire activity in Queensland. This phase change is in anticipation of formal requests for Australian Government non-financial assistance.

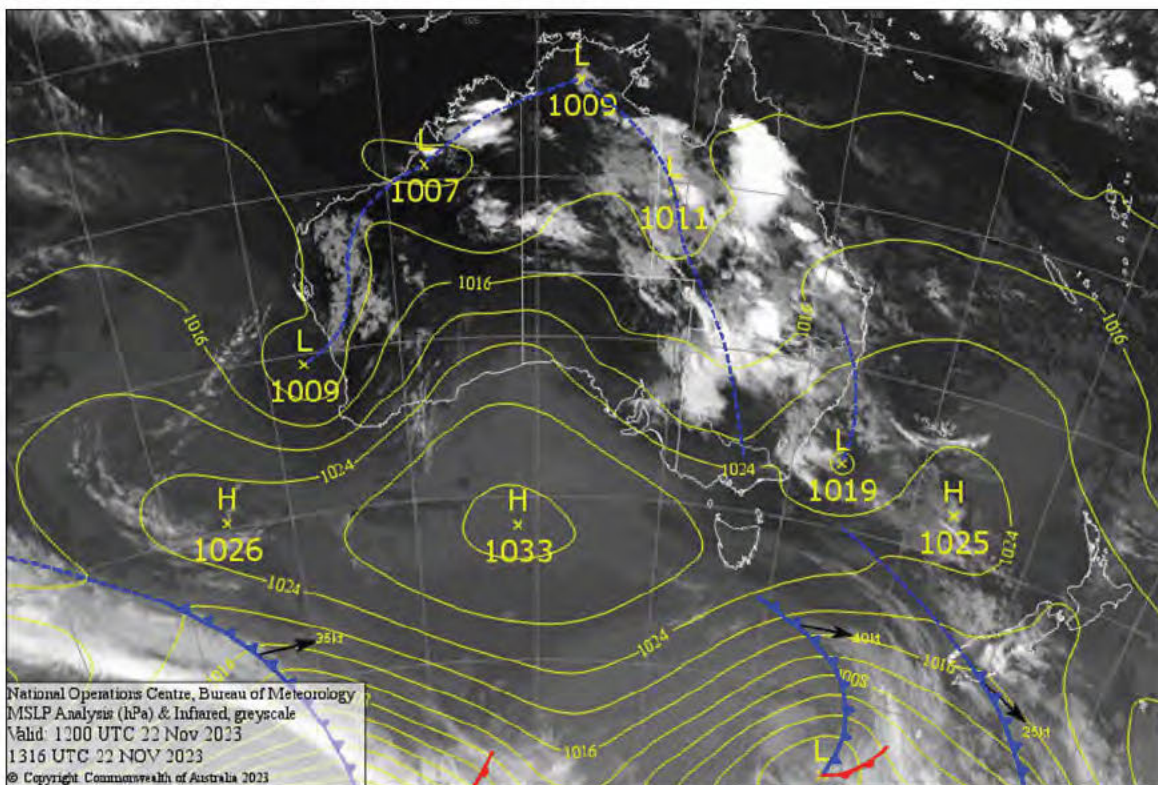
COMDISPLAN had a phase change from **STANDBY** to **ACTIVE** on Sunday 5 November 2023, in response to bushfire activity in the Northern Territory. This phase change is in anticipation of formal requests for Australian Government non-financial assistance.

COMMONWEALTH PAYMENTS

For further information please visit:
<https://nema.gov.au/disaster-assist>



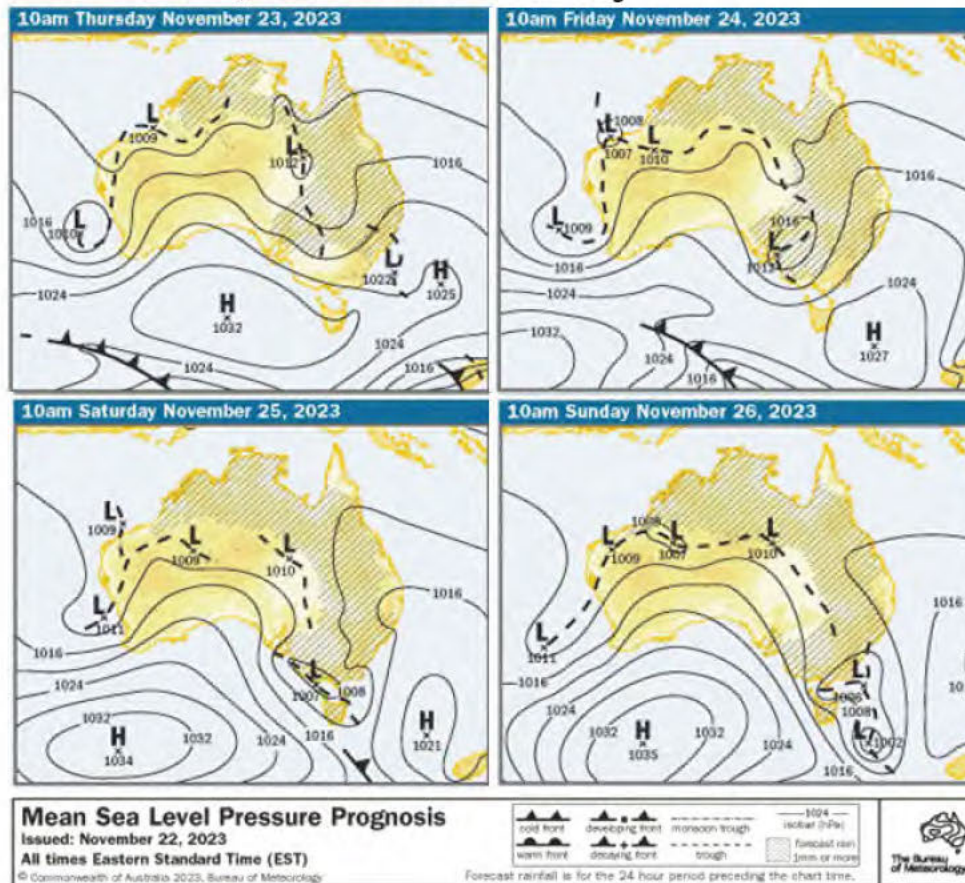
Satellite Map for 23 November 2023



Convective activity and thunderstorms continue over large parts of the eastern half of the continent apart from Victoria and Tasmania. The Northern Territory and the north of Western Australia are also affected. This is caused by a series of troughs and heat lows. Low level cloud is being pushed onshore along the Nullarbor coast and also in western Victoria. A high pressure system south of the Bight is responsible for this airstream. A weak cold front is just passing Tasmania.

Source: ^{62 of 336} [Bureau of Meteorology](#)

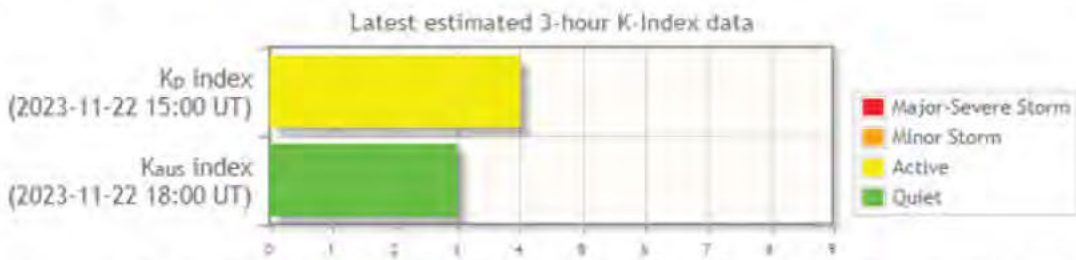
Forecast Map for the next four days



Source: [Bureau of Meteorology](#)



Geomagnetic Activity



The K index is a global measure of geomagnetic activity for a 3-hour period. The larger the K-index, the stronger the level of geomagnetic activity. A K value of 5 or above means that there are geomagnetic storm conditions occurring. The K_{aus} index represents the K value in the Australian region.

Source: [Bureau of Meteorology Australian Space Weather Forecasting Centre](#)

Space Weather Conditions	Wednesday 22 November	Thursday 23 November	Friday 24 November
Radio Blackouts	R1 – R2: 15% R3 – R5: 1%	R1 – R2: 15% R3 – R5: 1%	R1 – R2: 15% R3 – R5: 1%
Radiation Storms	S1 or greater: 1%	S1 or greater: 1%	S1 or greater: 1%
Geomagnetic Storms	G0	G0	G0

For explanation of the R, S and G scales, and a description of risk and impact, see the [Australian Space Weather Alert System](#). Colour scaling provides an indication of the alertness level across each hazard. Observation data from Bureau of Meteorology and NOAA/SWPC. R and G forecast by Bureau of Meteorology. S forecast by NOAA/SWPC.

Summary Forecast

On Wednesday 22 November solar activity is expected to be R0-R1. The solar wind speed is expected to moderate due to a small coronal hole wind stream. G0 geomagnetic conditions are expected. A mild increase in geomagnetic activity was observed overnight due to the coronal hole wind stream. High frequency radio communication conditions are expected to be fair to normal. Maximum usable frequencies at some sites in the southern Australian region have been depressed 15-20% after local dawn this morning and are likely to remain depressed during the local day today. Northern Australian region maximum usable frequencies are expected to be mostly near normal, with brief maximum usable frequencies depressions possible early in the day 22 November. Isolated fadeouts possible.

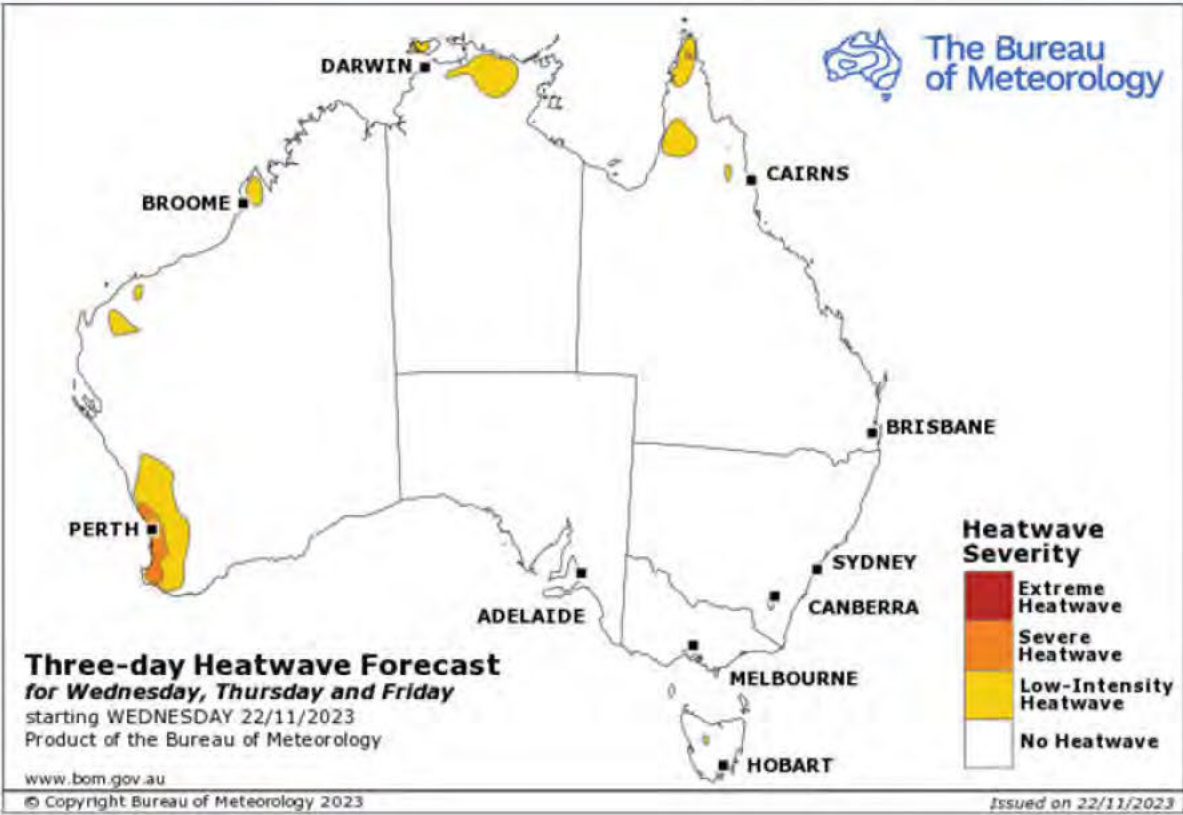
Note: Unless otherwise indicated all times and dates on this page are in UT (Universal Time).

Source: [Bureau of Meteorology Australian Space Weather Forecasting Centre](#)



Weather – Heatwave Forecast

1300 243 222
NSR@nema.gov.au



Source: [Bureau of Meteorology](#)

Heatwave Forecast

Jurisdiction	Forecast Districts	Warning
Qld	Peninsula District.	EXTREME
WA	Central West, Lower West and South West Districts	SEVERE

Low intensity to SEVERE heatwave conditions over parts of southwest WA, including Perth and far north Queensland. Low intensity heatwave conditions over parts of northwest WA, parts of the Top End in the NT and parts of northern Queensland.

Note: The NSR will only report on heatwave conditions where the BOM forecasts SEVERE and/or EXTREME conditions over the next 72 hour period.

The map is not reflective of the EXTREME Heatwave over the Peninsula District.

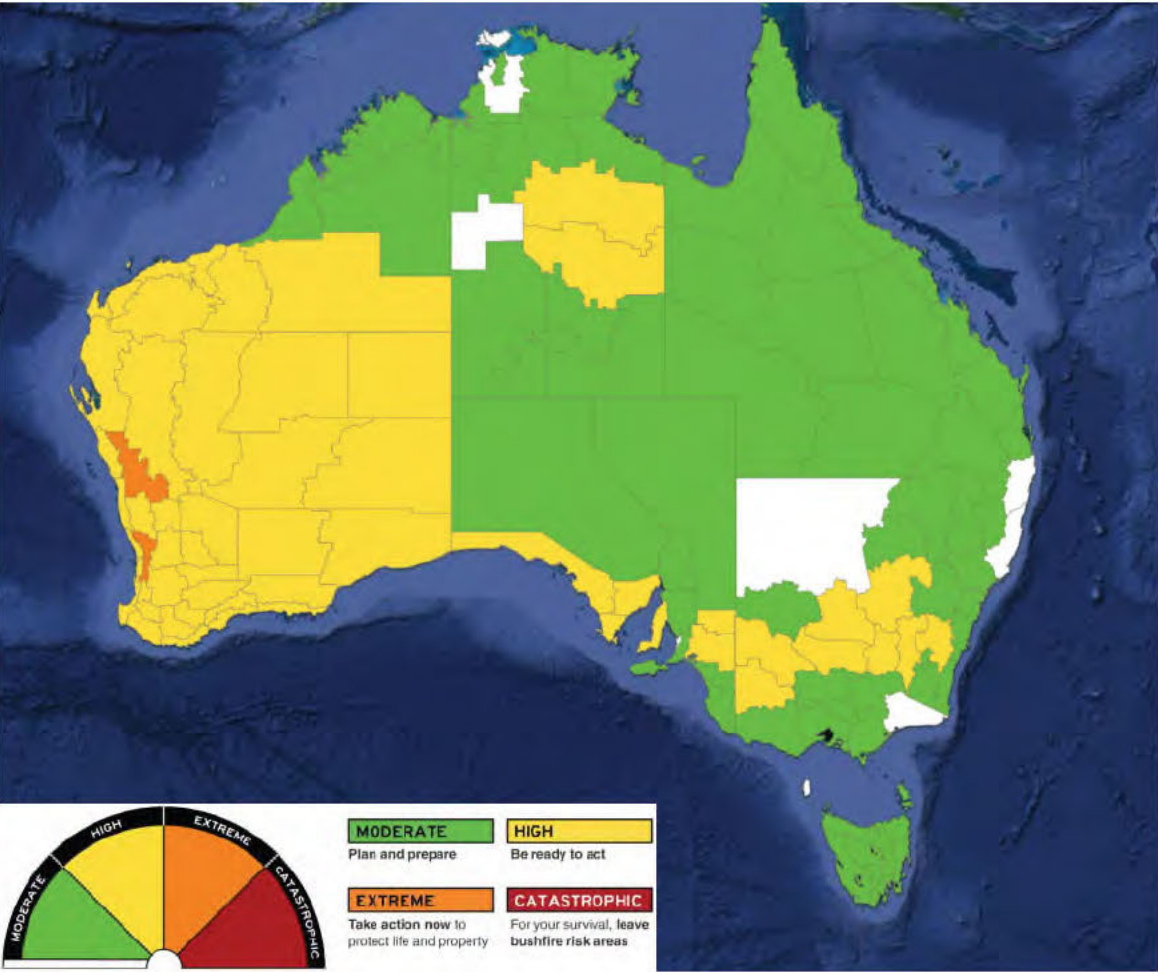
Source: [Bureau of Meteorology](#)



Weather – Fire Danger

1300 243 222

NSR@nema.gov.au



Jurisdiction	Forecast Districts	Fire Danger Rating
WA	Midwest Inland, Swan Inland North and Swan Inland South	EXTREME

Note: The NSR will only report on EXTREME and/or CATASTROPHIC fire danger ratings.

Source: [Bureau of Meteorology](#)

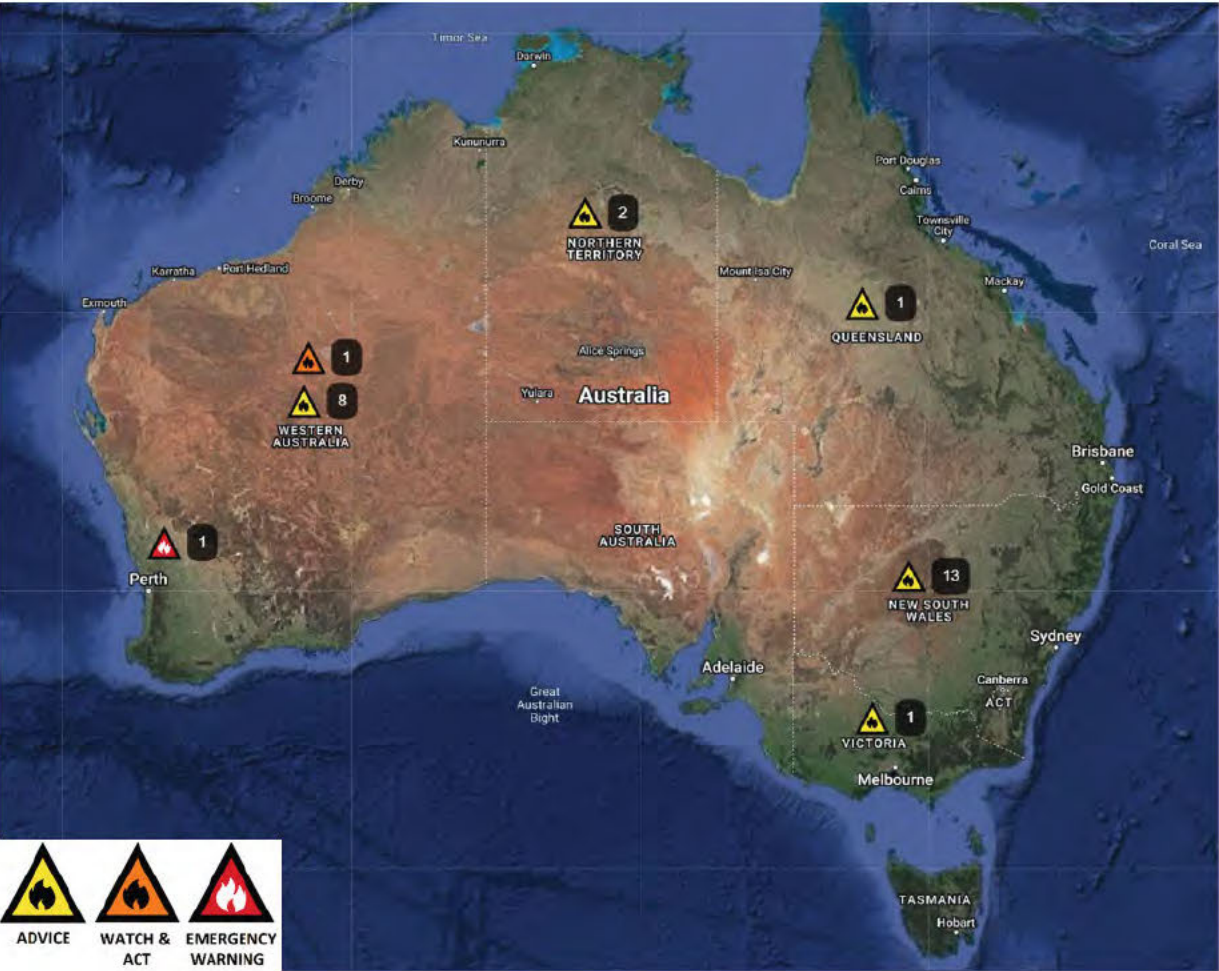
Areas shaded white indicate a fire danger rating below MODERATE.

Source: [Bureau of Meteorology](#), [AFDRS](#)



Emergency Management – Bushfire – Summary

1300 243 222
NSR@nema.gov.au



Jurisdiction	WATCH AND ACT	EMERGENCY WARNING
WA	1	1

Note: The NSR does not report, in detail, on ADVICE level bushfires. ADVICE level bushfires on this map do not include hazard reduction burns.

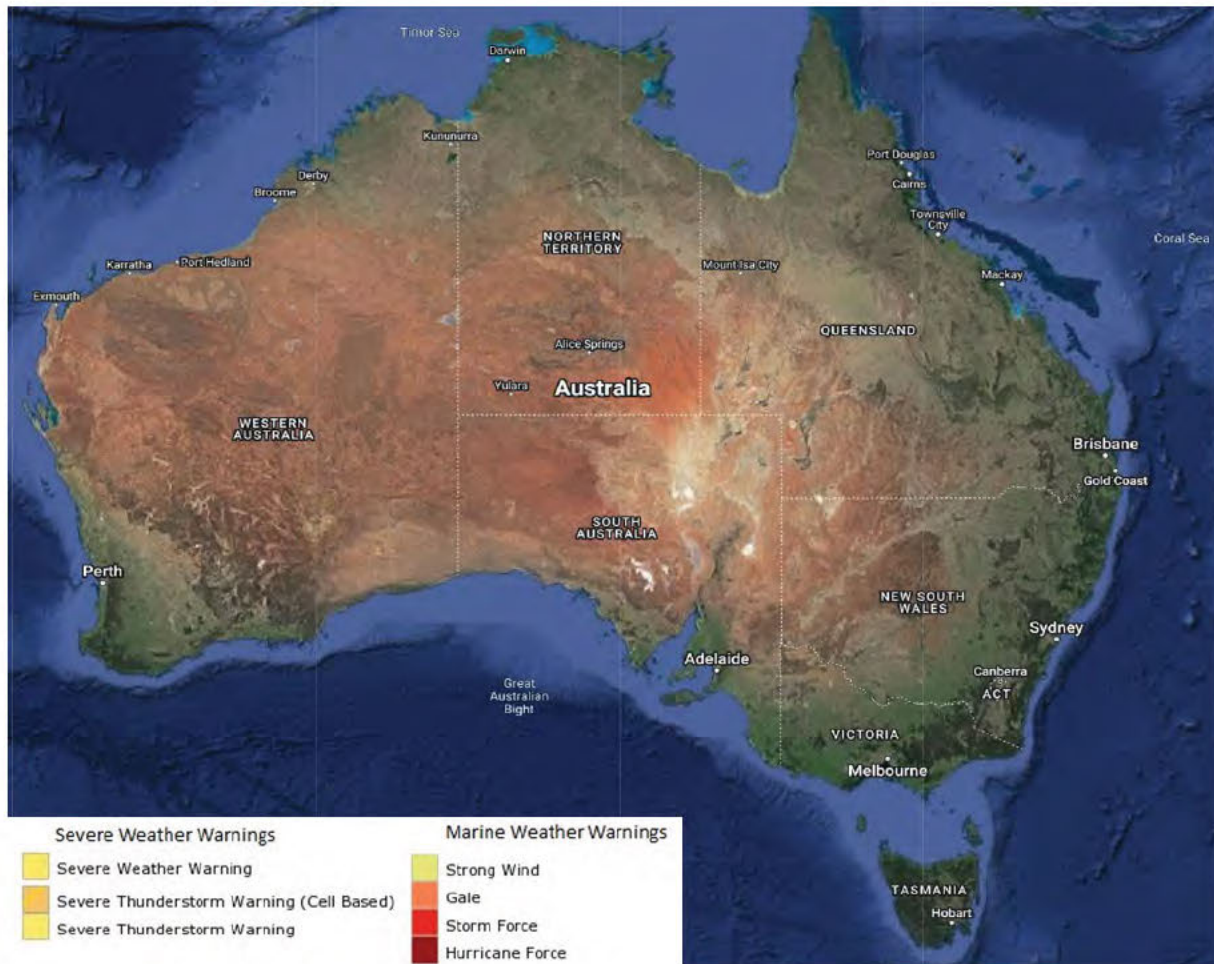
Source: [EmergencyWA](#)

Source: [ACT ESA](#), [NSW RFS](#), [NT PFES](#), [Qld RFS](#), [SA CFS](#), [Tas. TFS](#), [Vic. CFA](#), [WA DFES](#)



Emergency Management – Severe Weather – Summary

1300 243 222
NSR@nema.gov.au



Note: The NSR does not report, in detail, Marine Weather warnings lower than Gale.

Source: [Bureau of Meteorology](#)

Source: [Bureau of Meteorology](#)



National Terrorism Threat Level

Credible intelligence indicates that, while Australia is a possible target of terrorists, there is limited intention or capability to conduct an attack.

Australia's National Terrorism Threat Level is now at

POSSIBLE

The National Terrorism Threat Advisory System is a scale of five levels to provide advice about the likelihood of an act of terrorism occurring in Australia. The National Terrorism Threat Level is regularly reviewed in line with the security environment and intelligence.

NOT EXPECTED

POSSIBLE

PROBABLE

EXPECTED

CERTAIN

The public should continue to exercise caution and report any suspicious incidents to the National Security Hotline by calling 1800 123 400.

Life-threatening situations should be reported to the police by calling 000.

Source: [National Security](#)



The National Security Hotline (NSH) 1800 123 400 is a vital component of Australia's national counter-terrorism efforts.

The NSH was established on 27 December 2002, and has since received more than 450,000 calls, faxes, letters and emails. A significant number of reports to the NSH have contributed to investigations or initiated new ones.

The nature of terrorism is changing, with callers providing information on the use of websites or social media platforms promoting violent extremist ideology, suspicious travel planning, and reports from people concerned that someone they know is becoming radicalised towards violent extremism.

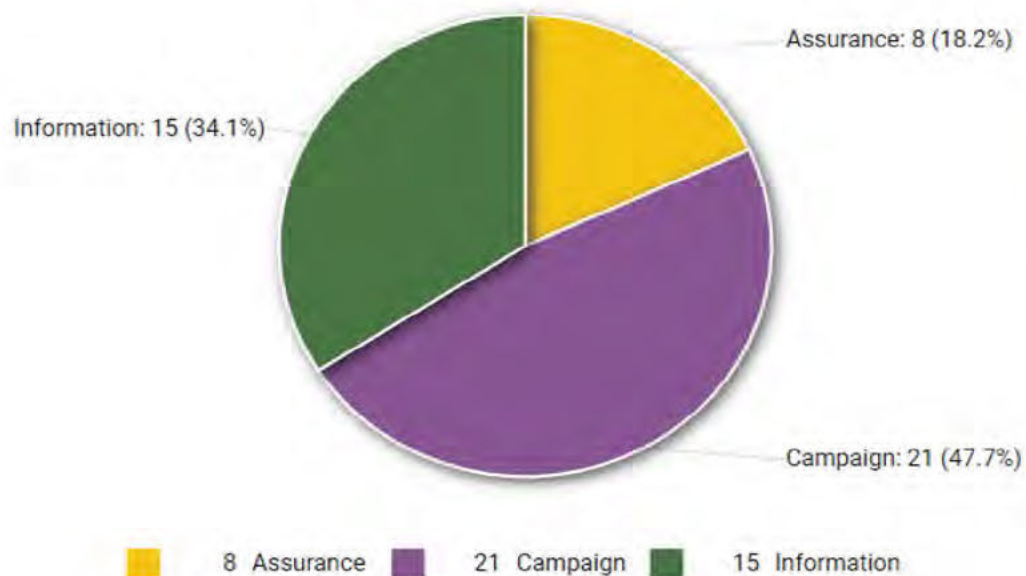
Even if you think it's "probably nothing", the smallest piece of information can be valuable. If something doesn't add up, speak up by calling the National Security Hotline on 1800 123 400.

Source: [National Security Hotline](#)



National Security Hotline – 1800 123 400

Total contacts for Thursday 23 November – 44



National Security Hotline 7 day rolling totals

Contact Type	Yesterday	Previous 6 days					
	22NOV	21NOV	20NOV	19NOV	18NOV	17NOV	16NOV
Information	15	8	12	10	6	17	21
Assurance	8	15	6	5	5	16	9
Campaign	21	14	21	24	11	19	35
Total	44	37	39	39	22	52	65

Information
Passed onto Australia's law enforcement and intelligence agencies for further analysis and investigation.

Assurance
Advice provided on Australia's national security arrangements and/or redirected to an appropriate area in line with their enquiry.

Campaign
Content not relevant to national security.



Daily All Hazards Report

Information current to 0630 hrs (AEDT) – 24 November 2023

1300 243 222
NSR@nema.gov.au

CURRENT EVENTS



Bushfire
WA – EMERGENCY WARNING – City of Wanneroo and City of Swan



Flooding
Qld – MODERATE – Moonie River (at Flinton)



Severe Weather
Qld – Heavy Rainfall and Damaging Winds



Heatwave
WA – SEVERE
QLD – SEVERE

COMMONWEALTH PAYMENTS

For further information please visit:
<https://nema.gov.au/disaster-assist>

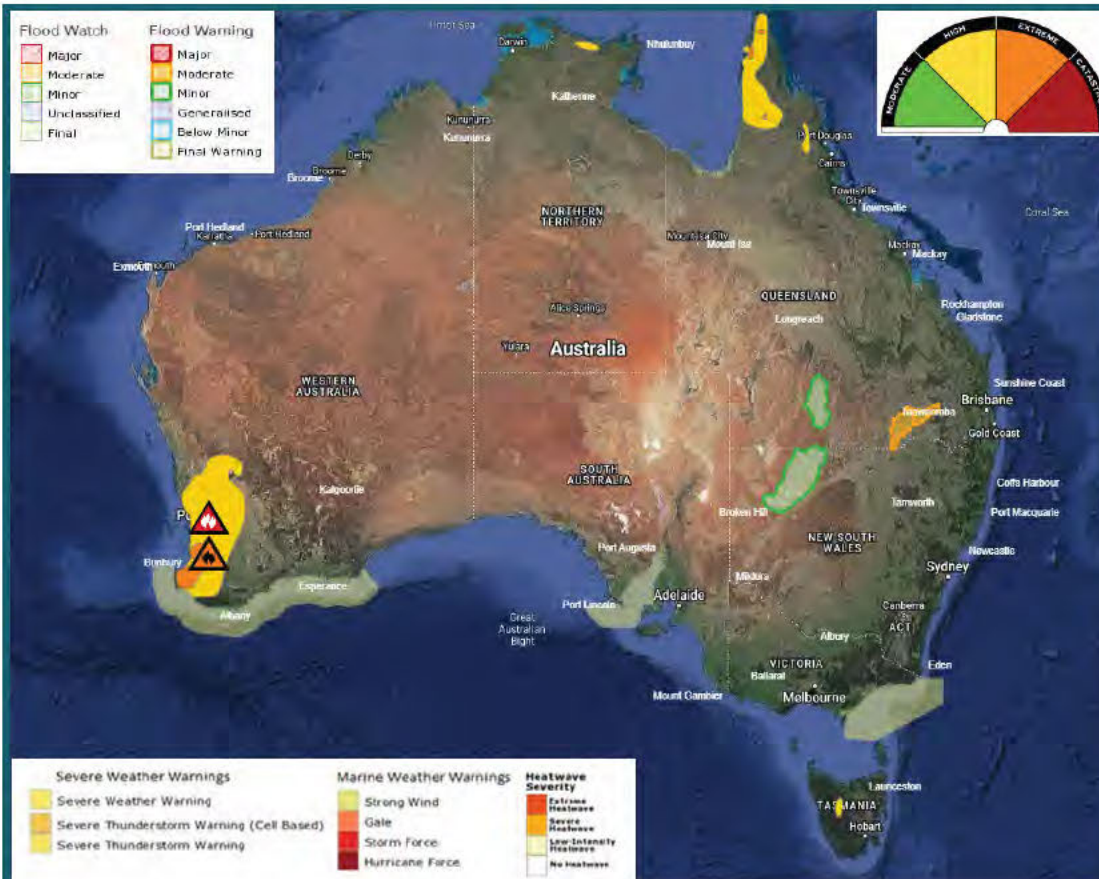
NATIONAL TERRORISM THREAT LEVEL

Australia's National Terrorism Threat Level is

POSSIBLE

Continue to exercise caution and report suspicious behaviour to the National Security Hotline by calling 1800 123 400

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Troughs extending from northeast Western Australia, over the Northern Territory, Queensland, New South Wales, Victoria and into eastern South Australia will trigger showers, rain and storms. Troughs in the west will drive intense heat over west and southwest Western Australia. High pressure will leave much of Tasmania and western South Australia mostly dry.

NEMA PLAN ACTIVATIONS

AUSRECEPLAN had a phase change from **ALERT** to **ACTIVE** on Tuesday 17 October 2023, to enable Australian Government assistance to support the domestic reception of Australians and approved Foreign Nationals subject to assisted departures from the Middle East.

COMDISPLAN was activated on Friday 27 October 2023, in response to bushfire activity in Queensland. This phase change was in anticipation of formal requests for Australian Government non-financial assistance. As of Thursday 23 November 2023 all task requests related to this activation are complete and **COMDISPLAN** has reverted to **STANDBY**.

COMDISPLAN had a phase change from **STANDBY** to **ACTIVE** on Sunday 5 November 2023, in response to bushfire activity in the Northern Territory. This phase change is in anticipation of formal requests for Australian Government non-financial assistance.

COMDISPLAN had a phase change from **STANDBY** to **ACTIVE** on Thursday 23 November 2023, in response to bushfire activity in the Western Australia. This phase change is in anticipation of formal requests for Australian Government non-financial assistance.

Date	Plan/Status	Event	Further Information
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s 22(1)

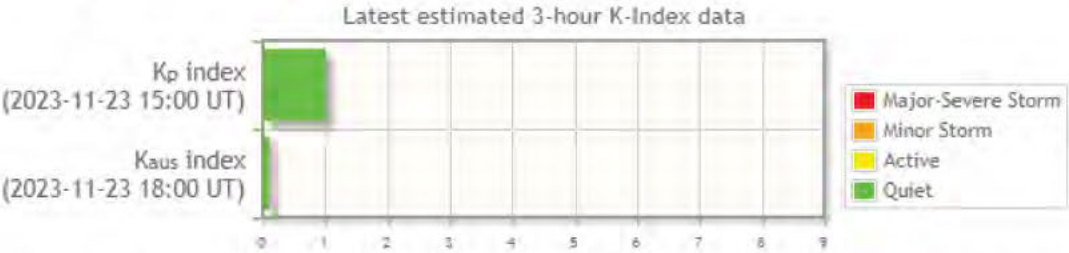
23NOV23	COMDISPLAN ACTIVATED	Western Australia Fires	COMDISPLAN had a phase change from STANDBY to ACTIVE on Thursday 23 November 2023, in response to bushfire activity in the Western Australia. This phase change is in anticipation of formal requests for Australian Government non-financial assistance.
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For further information, please see: [Australian Government Emergency Response Plans](#)

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Geomagnetic Activity



The K index is a global measure of geomagnetic activity for a 3-hour period. The larger the K-index, the stronger the level of geomagnetic activity. A K value of 5 or above means that there are geomagnetic storm conditions occurring. The K_{aus} index represents the K value in the Australian region.

Source: [Bureau of Meteorology Australian Space Weather Forecasting Centre](#)

Space Weather Conditions	Thursday 23 November	Friday 24 November	Saturday 25 November
Radio Blackouts	R1 – R2: 25% R3 – R5: 1%	R1 – R2: 25% R3 – R5: 1%	R1 – R2: 25% R3 – R5: 1%
Radiation Storms	S1 or greater: 5%	S1 or greater: 5%	S1 or greater: 5%
Geomagnetic Storms	G0	G0	G0

For explanation of the R, S and G scales, and a description of risk and impact, see the [Australian Space Weather Alert System](#). Colour scaling provides an indication of the alertness level across each hazard. Observation data from Bureau of Meteorology and NOAA/SWPC. R and G forecast by Bureau of Meteorology. S forecast by NOAA/SWPC.

Summary Forecast

On Thursday 23 November, solar activity is expected to be R0-R1. The solar wind speed is expected to be strong to moderate. Mostly G0 geomagnetic conditions are expected, with a slight chance for G1. High frequency radio communication conditions are expected to be mildly degraded during the day and night. Maximum usable frequencies are expected to be 10-15% depressed.

Note: Unless otherwise indicated all times and dates on this page are in UT (Universal Time).

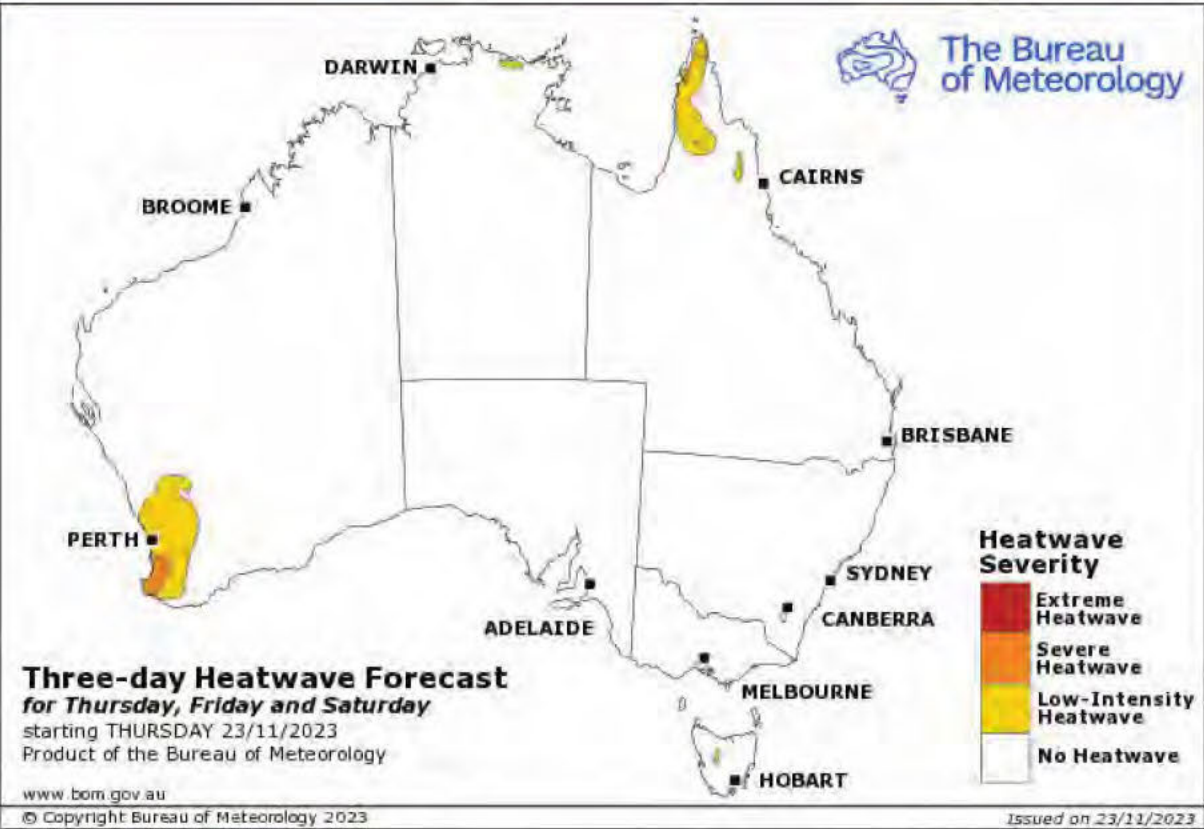
Source: [Bureau of Meteorology Australian Space Weather Forecasting Centre](#)



Weather – Heatwave Forecast

1300 243 222

NSR@nema.gov.au



Source: [Bureau of Meteorology](#)

Heatwave Forecast

Jurisdiction	Forecast Districts	Warning
Qld	Peninsula	SEVERE
WA	Central West, Lower West and South West	SEVERE

LOW INTENSITY to SEVERE heatwave conditions over parts of Cape York in far north Queensland, and parts of western and southwest Western Australia, including Perth.

Note: The NSR will only report on heatwave conditions where the BOM forecasts SEVERE and/or EXTREME conditions over the next 72 hour period.

Source: [Bureau of Meteorology](#)

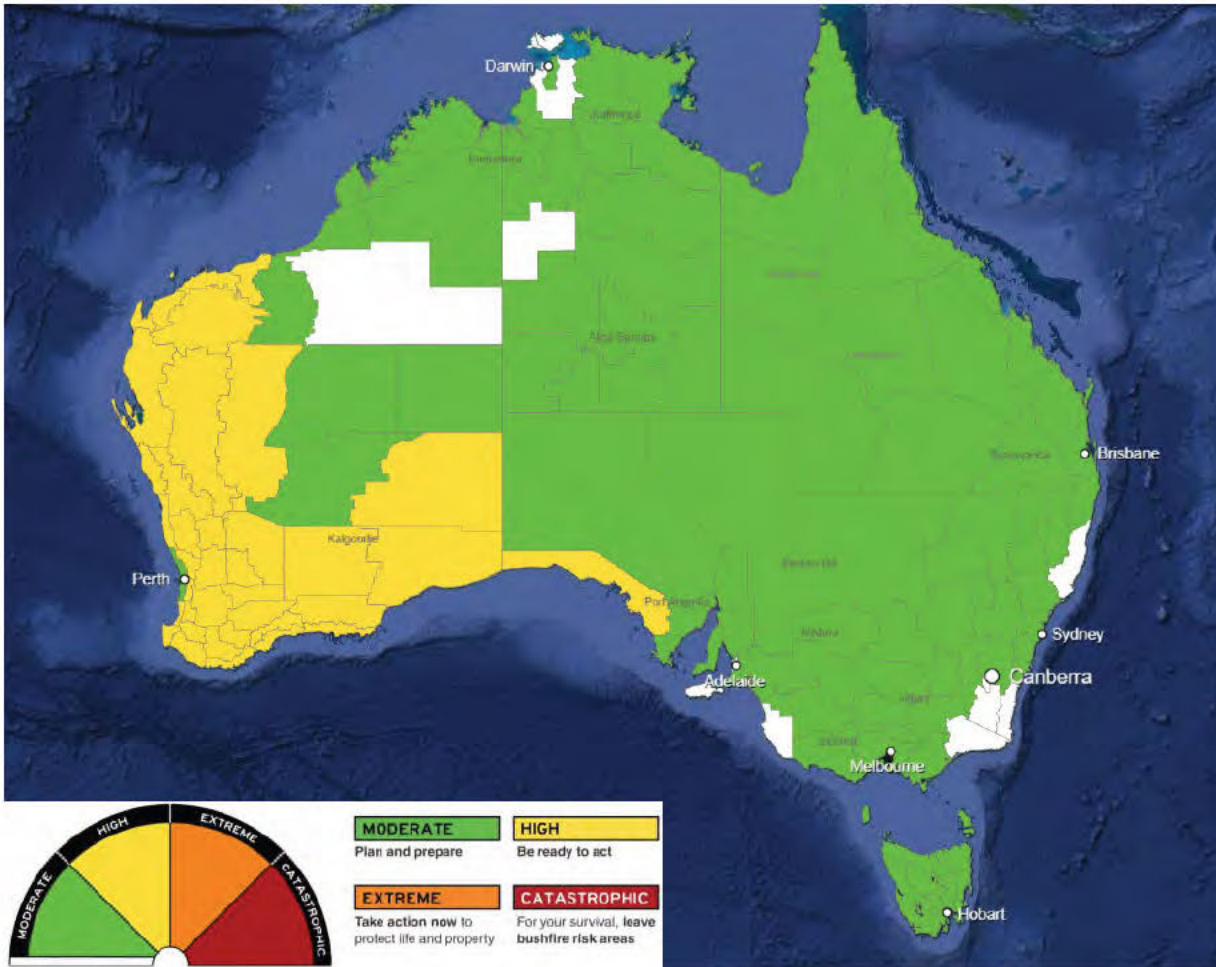


Weather – Fire Danger

1300 243 222
NSR@nema.gov.au

Note: The NSR will only report on EXTREME and/or CATASTROPHIC fire danger ratings.

Source: [Bureau of Meteorology](#)



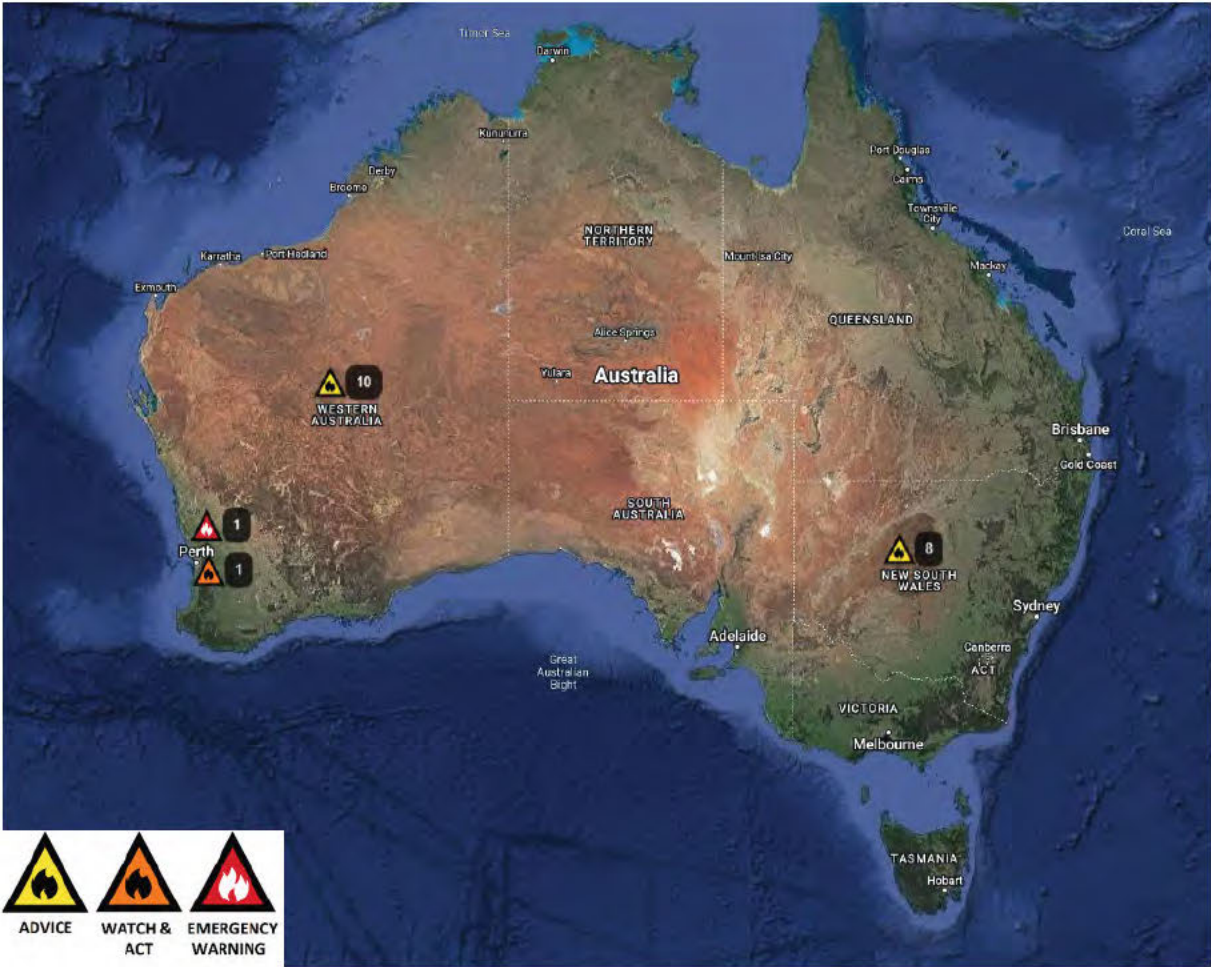
Areas shaded white indicate a fire danger rating below MODERATE.
Areas shaded grey indicate the fire danger rating period has not yet commenced.

Source: [Bureau of Meteorology](#), [AFDRS](#)



Emergency Management – Bushfire – Summary

1300 243 222
NSR@nema.gov.au



Jurisdiction	WATCH AND ACT	EMERGENCY WARNING
WA	1	1

Note: The NSR does not report, in detail, on ADVICE level bushfires. ADVICE level bushfires on this map do not include hazard reduction burns.

Source: [WA](#)

Source: [ACT ESA](#), [NSW RFS](#), [NT PFES](#), [Qld RFS](#), [SA CFS](#), [Tas. TFS](#), [Vic. CFA](#), [WA DFES](#)



Bushfire – EMERGENCY WARNING – City of Wanneroo and City of Swan, WA

1300 243 222
NSR@nema.gov.au

Bushfire Location



Community Impacts

- In excess of 1,820 hectares has been burnt and 10 homes, 4 structures and a significant number of power poles damaged or destroyed.
- East Wanneroo Primary School and Wanneroo Secondary College are currently closed due to bushfire activity and road closures.
- Power supply has been affected at approximately 544 homes and businesses as result of bushfire activity.

For further information please see: [Emergency WA](#), [ABC News](#)

Incident Details

Date and Time:	24 November 2023 0630 hrs AEDT (24 November 2023 0330 hrs local time)
Current Alert:	EMERGENCY WARNING
Fire Danger Rating:	High
Location:	City of Wanneroo and City of Swan, WA
Federal Electorate:	Pearce
Source of Information:	Emergency WA

Additional Information

An EMERGENCY WARNING remains in effect for a bushfire burning in the vicinity of Jandapub, Mariginiup, Melaleuca and Wanneroo in the City of Wanneroo and City of Swan, WA. DFES have advised there is a threat to lives and homes.

Within close proximity, a WATCH AND ACT is in place for parts of Ashby, Banksia Grove, Tapping, Jandapub, Mariginiup, Sinagra, Melaleuca and Wanneroo, WA. DFES have advised residents to STAY ALERT.

The bushfire is stationary however conditions could change rapidly and the fire is currently not contained or controlled. A TOTAL FIRE BAN is in place for the entire warning area.

WA DFES have declared a temporary restricted airspace within 5 miles of the bushfire. No aircraft are permitted to operate within this zone.

A number of road closures are in place including parts of Pinjar Road, Caporn Street and the northern end of Franklin Road to Dundebur Road.

An evacuation centre is open at Gumblossom Community Centre at Quinns Rocks. An animal evacuation area for pets and livestock has been set up at the Wanneroo Showgrounds, Wanneroo, WA. The State Government has established additional temporary accommodation at the Bullsbrook Quarantine Facility.

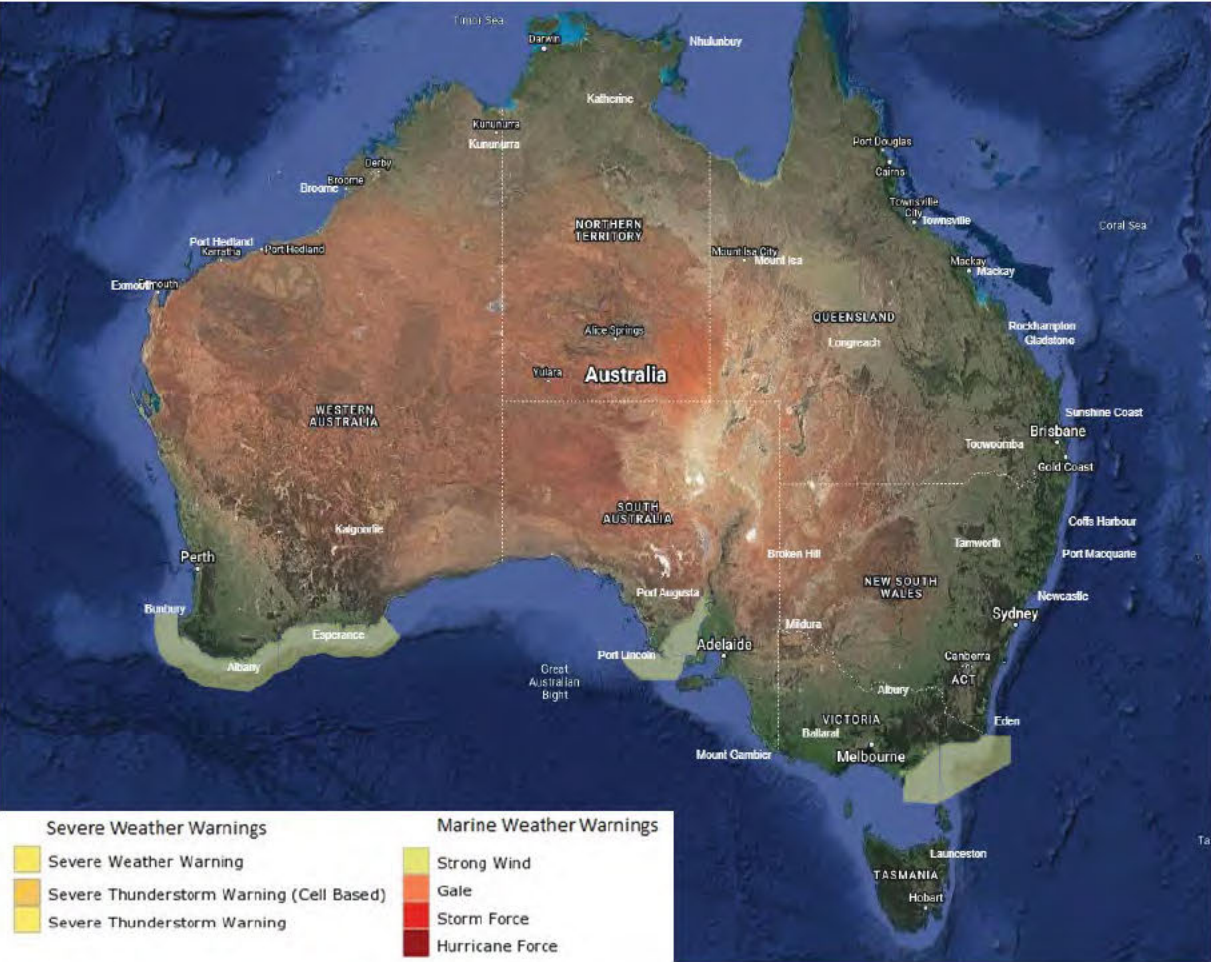
Over 500 staff and volunteers from multiple agencies are in attendance of the fire. Aerial crew are supporting ground crew during daylight hours.

For further information please see: [Emergency WA](#)



Emergency Management – Severe Weather – Summary

1300 243 222
NSR@nema.gov.au



Source: [Bureau of Meteorology](#)

Jurisdiction	Forecast Area	Warning
Qld	Gulf Country	Heavy Rainfall and Damaging Winds

Note: The NSR does not report, in detail, Marine Weather warnings lower than Gale.

Source: [Bureau of Meteorology](#)



National Terrorism Threat Level

Credible intelligence indicates that, while Australia is a possible target of terrorists, there is limited intention or capability to conduct an attack.

Australia's National Terrorism Threat Level is now at

POSSIBLE

The National Terrorism Threat Advisory System is a scale of five levels to provide advice about the likelihood of an act of terrorism occurring in Australia. The National Terrorism Threat Level is regularly reviewed in line with the security environment and intelligence.

NOT EXPECTED

POSSIBLE

PROBABLE

EXPECTED

CERTAIN

The public should continue to exercise caution and report any suspicious incidents to the National Security Hotline by calling 1800 123 400.

Life-threatening situations should be reported to the police by calling 000.

Source: [National Security](#)



The National Security Hotline (NSH) 1800 123 400 is a vital component of Australia's national counter-terrorism efforts.

The NSH was established on 27 December 2002, and has since received more than 450,000 calls, faxes, letters and emails. A significant number of reports to the NSH have contributed to investigations or initiated new ones.

The nature of terrorism is changing, with callers providing information on the use of websites or social media platforms promoting violent extremist ideology, suspicious travel planning, and reports from people concerned that someone they know is becoming radicalised towards violent extremism.

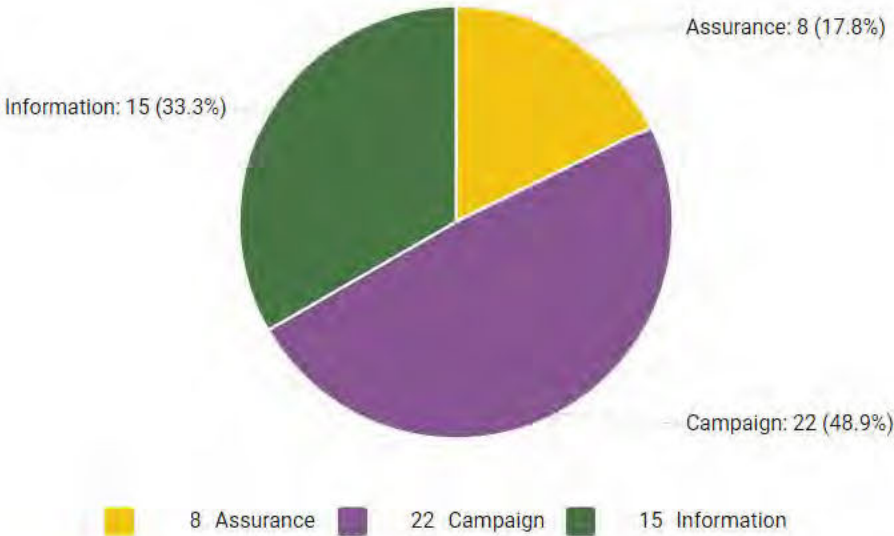
Even if you think it's "probably nothing", the smallest piece of information can be valuable. If something doesn't add up, speak up by calling the National Security Hotline on 1800 123 400.

Source: [National Security Hotline](#)



National Security Hotline – 1800 123 400

Total contacts for Thursday 23 November – 45



National Security Hotline 7 day rolling totals							
Contact Type	Yesterday	Previous 6 days					
	23NOV	22NOV	21NOV	20NOV	19NOV	18NOV	17NOV
Information	15	15	8	12	10	6	17
Assurance	8	8	15	6	5	5	16
Campaign	22	21	14	21	24	11	19
Total	45	44	37	39	39	22	52

Information

Passed onto Australia's law enforcement and intelligence agencies for further analysis and investigation.

Assurance

Advice provided on Australia's national security arrangements and/or redirected to an appropriate area in line with their enquiry.

Campaign

Content not relevant to national security.



Demonstrations

Scheduled Demonstrations

Date/Time (local)	Location	Issue	Organisation
24 November / 1100 hrs	Optus Stadium, Burswood, WA	In support of action on climate change	<i>Australian Youth Climate Coalition (AYCC) Western Australia</i>

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*Note: Unless otherwise indicated all times on this page are in local time



Daily All Hazards Report

Information current to 0630 hrs (AEDT) – 25 November 2023

1300 243 222
NSR@nema.gov.au

CURRENT EVENTS



Bushfire

WA – WATCH AND ACT – City of Wanneroo and City of Swan, WA



Flooding

Qld – MAJOR – Wallam Creek
Qld – MODERATE – Moonie River



Earthquake

6.8 Mag. – Mariana Islands



Fire Weather

WA – EXTREME – Swan Inland North, Swan Inland South, Geographe and Brockman



Heatwave

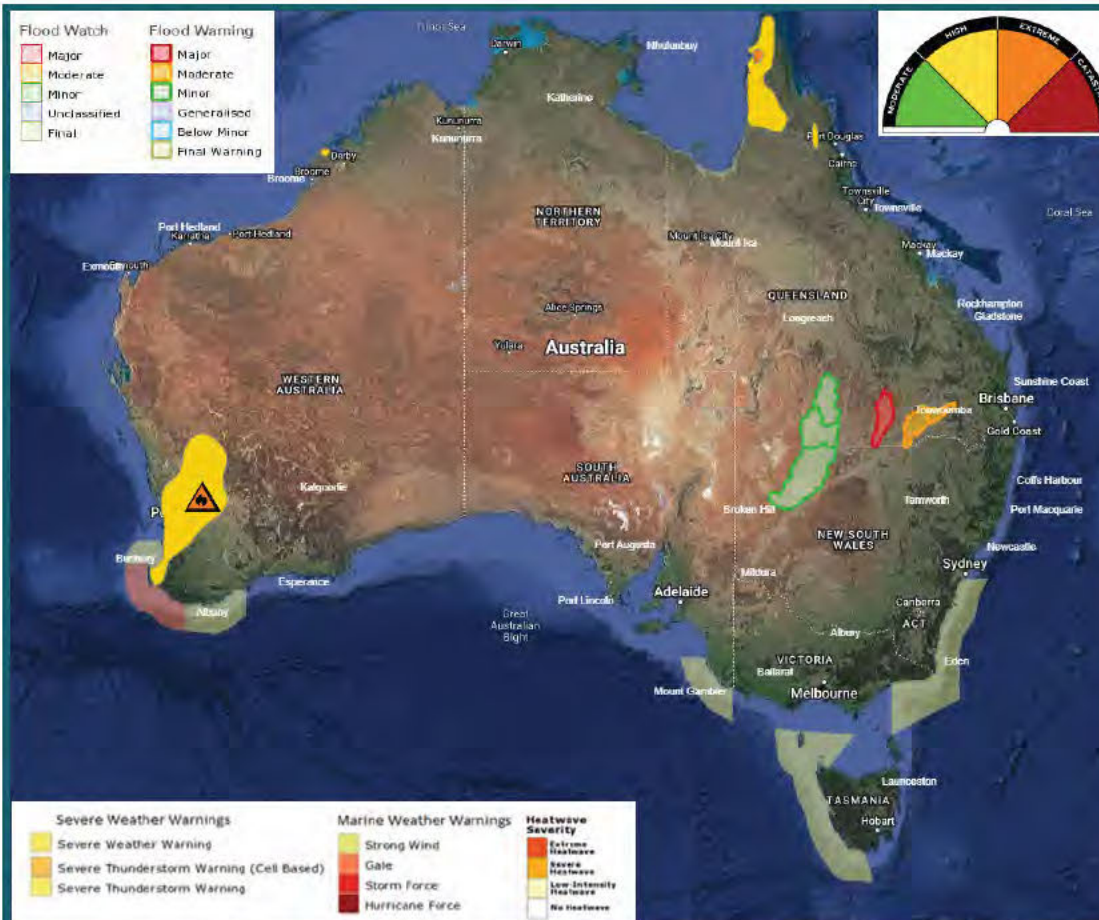
WA – SEVERE
Qld – SEVERE

NATIONAL TERRORISM THREAT LEVEL

Australia's National Terrorism Threat Level is

POSSIBLE

Continue to exercise caution and report suspicious behaviour to the National Security Hotline by calling 1800 123 400



Broad troughs over the north, east and interior will deepen, triggering rain, showers and storms from northern Western Australia, into the Northern Territory, across Queensland and into central and eastern New South Wales, Victoria and Tasmania. A persistent west coast trough will maintain intense heat over west Western Australia.

NEMA PLAN ACTIVATIONS

AUSRECEPLAN had a phase change from **ALERT** to **ACTIVE** on Tuesday 17 October 2023, to enable Australian Government assistance to support the domestic reception of Australians and approved Foreign Nationals subject to assisted departures from the Middle East.

COMDISPLAN was activated on Friday 27 October 2023, in response to bushfire activity in Queensland. This phase change was in anticipation of formal requests for Australian Government non-financial assistance. As of Thursday 23 November 2023 all task requests related to this activation are complete and COMDISPLAN has reverted to **STANDBY**.

COMDISPLAN had a phase change from **STANDBY** to **ACTIVE** on Sunday 5 November 2023, in response to bushfire activity in the Northern Territory. This phase change is in anticipation of formal requests for Australian Government non-financial assistance.

COMDISPLAN had a phase change from **STANDBY** to **ACTIVE** on Thursday 23 November 2023, in response to bushfire activity in Western Australia. This phase change is in anticipation of formal requests for Australian Government non-financial assistance.

COMMONWEALTH PAYMENTS

For further information please visit:
<https://nema.gov.au/disaster-assist>

Date	Plan/Status	Event	Further Information
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s 22(1)

23NOV23	COMDISPLAN ACTIVATED	Western Australia Fires	COMDISPLAN had a phase change from STANDBY to ACTIVE on Thursday 23 November 2023, in response to bushfire activity in Western Australia. This phase change is in anticipation of formal requests for Australian Government non-financial assistance.
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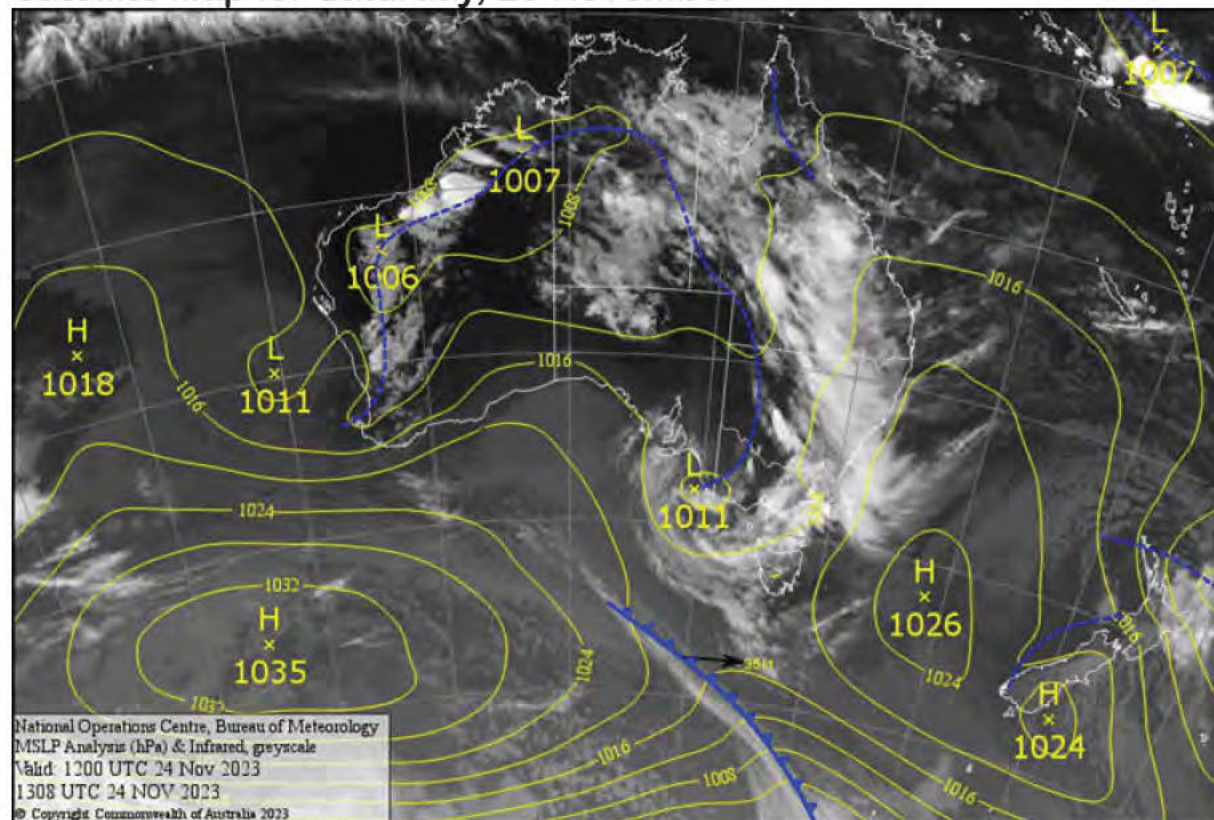
For further information, please see: [Australian Government Emergency Response Plans](#)



Weather – Forecast

1300 243 222
NSR@nema.gov.au

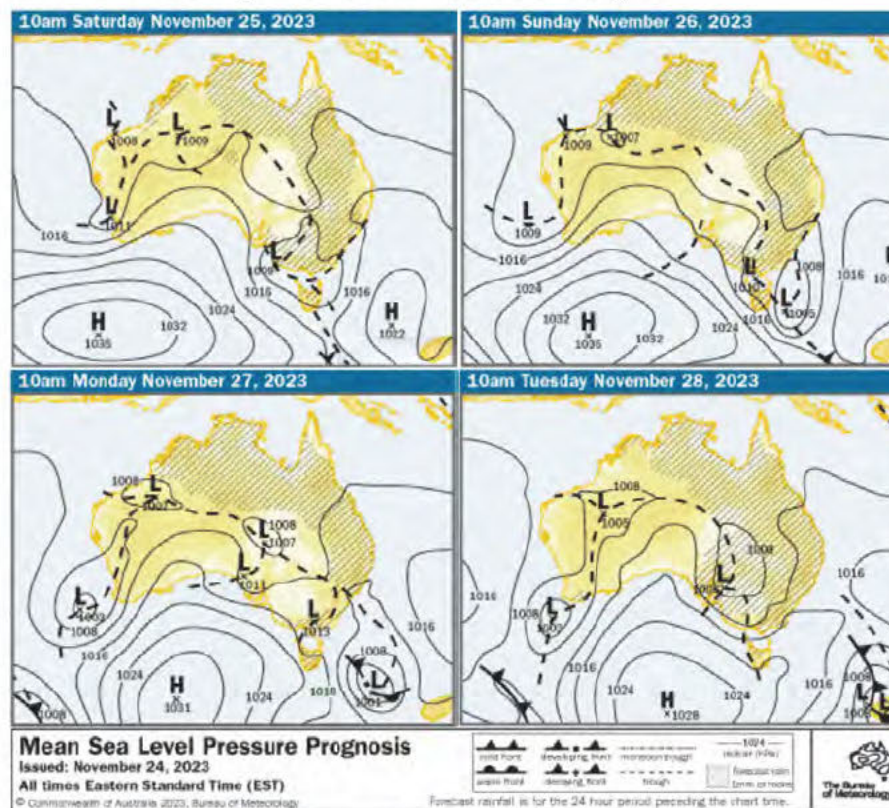
Satellite Map for Saturday, 25 November



An extensive cloud band sweeps across eastern Australia with isolated embedded thunderstorms predominantly through central northern Victoria and northwest New South Wales. Elsewhere, patchy cloud associated with typical evening isolated thunderstorms extends across central parts of the Northern Territory and western parts of Western Australia. Low cloud spreads over south-eastern parts of South Australia and western Victoria wrapping around a low pressure system.

Source: [Bureau of Meteorology](#)

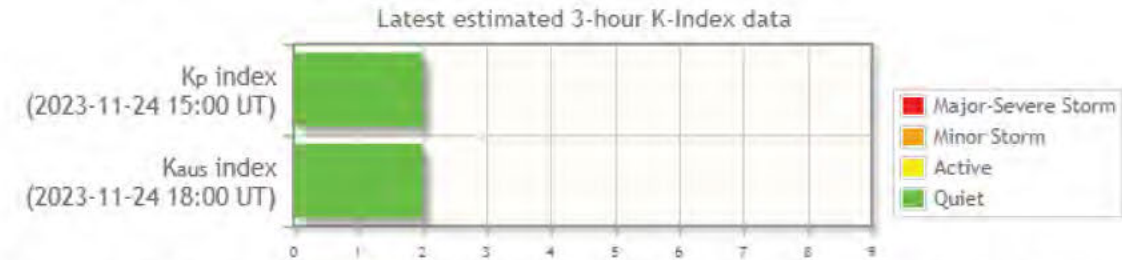
Forecast Map for the next four days



Source: [Bureau of Meteorology](#)



Geomagnetic Activity



The K index is a global measure of geomagnetic activity for a 3-hour period. The larger the K-index, the stronger the level of geomagnetic activity. A K value of 5 or above means that there are geomagnetic storm conditions occurring. The K_{aus} index represents the K value in the Australian region.

Source: [Bureau of Meteorology Australian Space Weather Forecasting Centre](#)

Space Weather Conditions	Friday 24 November	Saturday 25 November	Sunday 26 November
Radio Blackouts	R1 – R2: 45% R3 – R5: 10%	R1 – R2: 45% R3 – R5: 10%	R1 – R2: 45% R3 – R5: 10%
Radiation Storms	S1 or greater: 5%	S1 or greater: 5%	S1 or greater: 5%
Geomagnetic Storms	G0	G0	G1

For explanation of the R, S and G scales, and a description of risk and impact, see the [Australian Space Weather Alert System](#). Colour scaling provides an indication of the alertness level across each hazard. Observation data from Bureau of Meteorology and NOAA/SWPC. R and G forecast by Bureau of Meteorology. S forecast by NOAA/SWPC.

Summary Forecast

On Saturday 24 November solar activity is expected to be R0-R1. The solar wind is expected to be light. Geomagnetic conditions are expected to be G0. High frequency radio communication conditions are expected to be mostly normal. Maximum usable frequencies are expected to be near predicted monthly values.

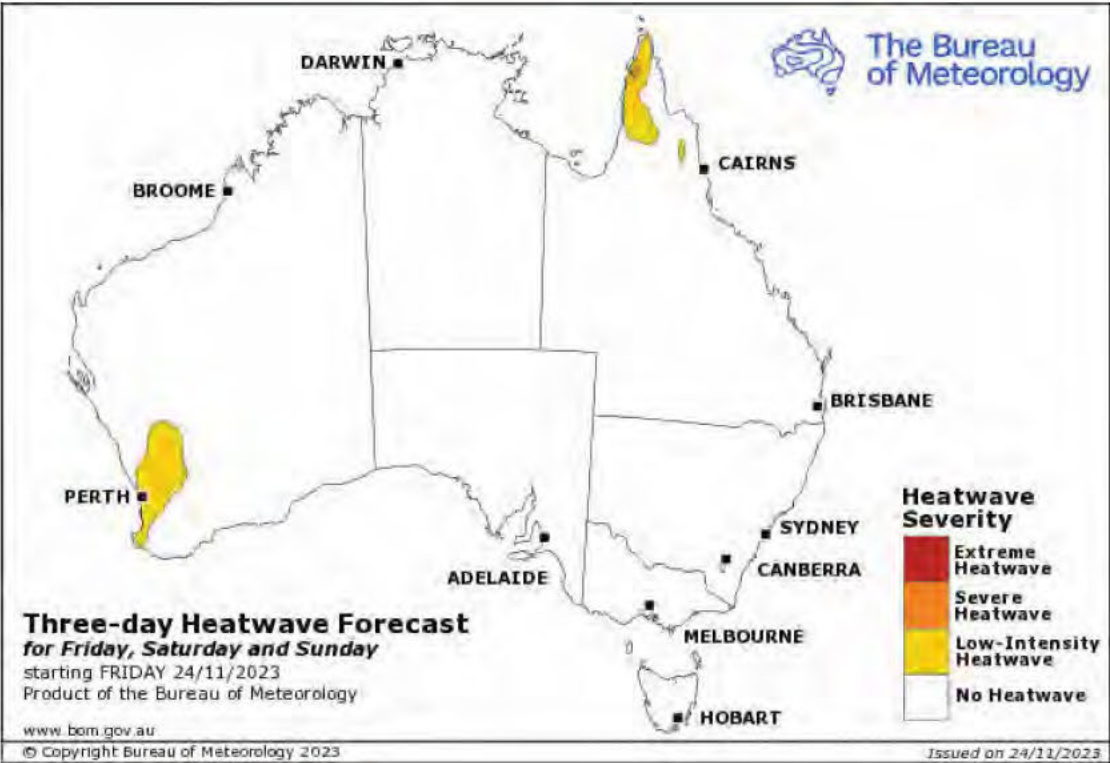
Note: Unless otherwise indicated all times and dates on this page are in UT (Universal Time).

Source: [Bureau of Meteorology Australian Space Weather Forecasting Centre](#)



Weather – Heatwave Forecast

1300 243 222
NSR@nema.gov.au



Source: [Bureau of Meteorology](#)

Heatwave Forecast

Jurisdiction	Forecast Districts	Warning
Qld	Peninsula	SEVERE
WA	Lower West and South West	SEVERE

LOW INTENSITY to SEVERE heatwave conditions over parts of Cape York in far north Queensland.

LOW INTENSITY heatwave conditions over parts of western and southwest Western Australia, including Perth, as well as isolated areas on the Dampier Peninsula in Western Australia.

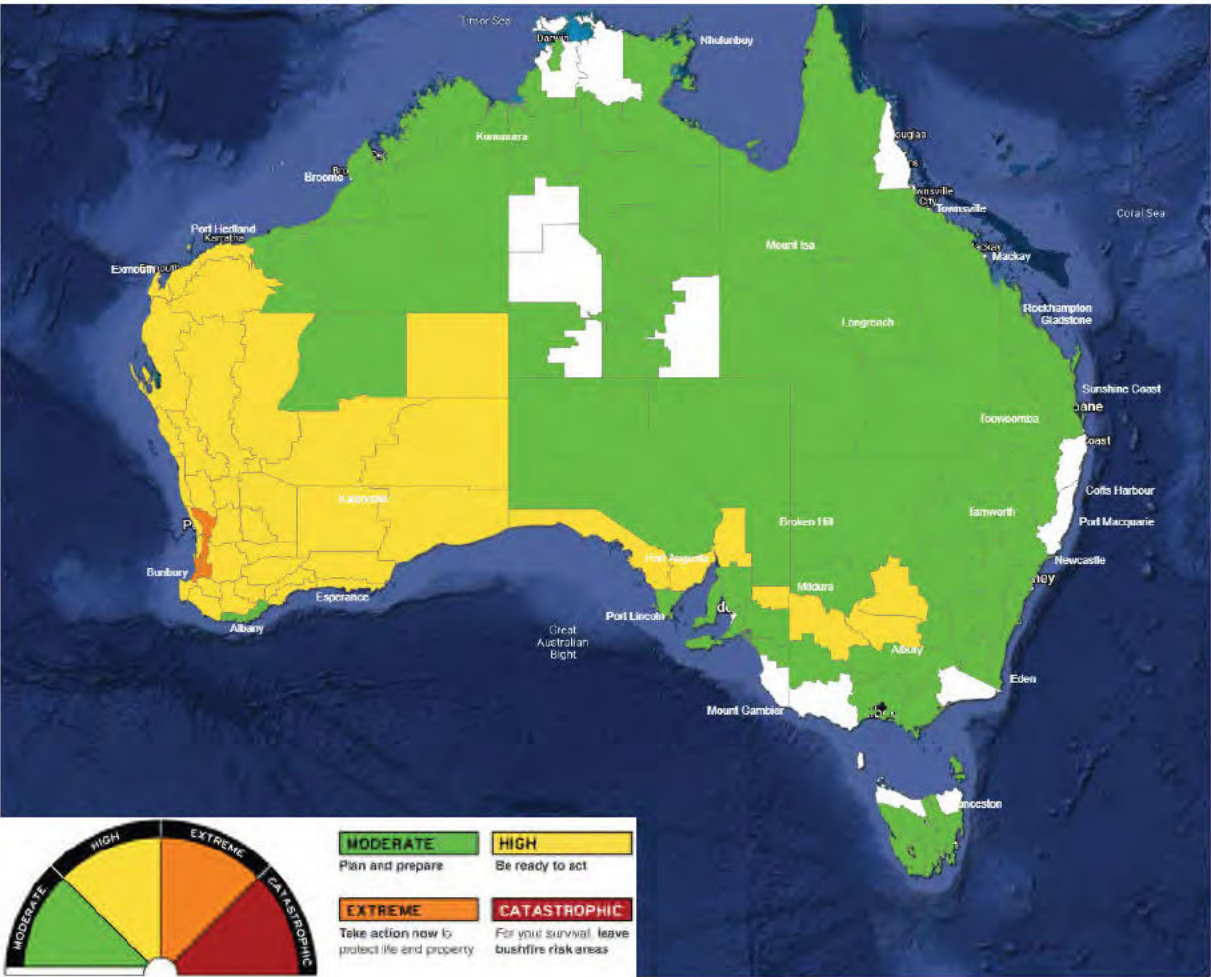
Note: The NSR will only report on heatwave conditions where the BOM forecasts SEVERE and/or EXTREME conditions over the next 72 hour period.

Source: [Bureau of Meteorology](#)



Weather – Fire Danger

1300 243 222
NSR@nema.gov.au



Jurisdiction	Forecast Districts	Fire Danger Rating
WA	Swan Inland North, Swan Inland South, Geographe and Brockman	EXTREME

Note: The NSR will only report on EXTREME and/or CATASTROPHIC fire danger ratings.

Source: [Bureau of Meteorology](#)

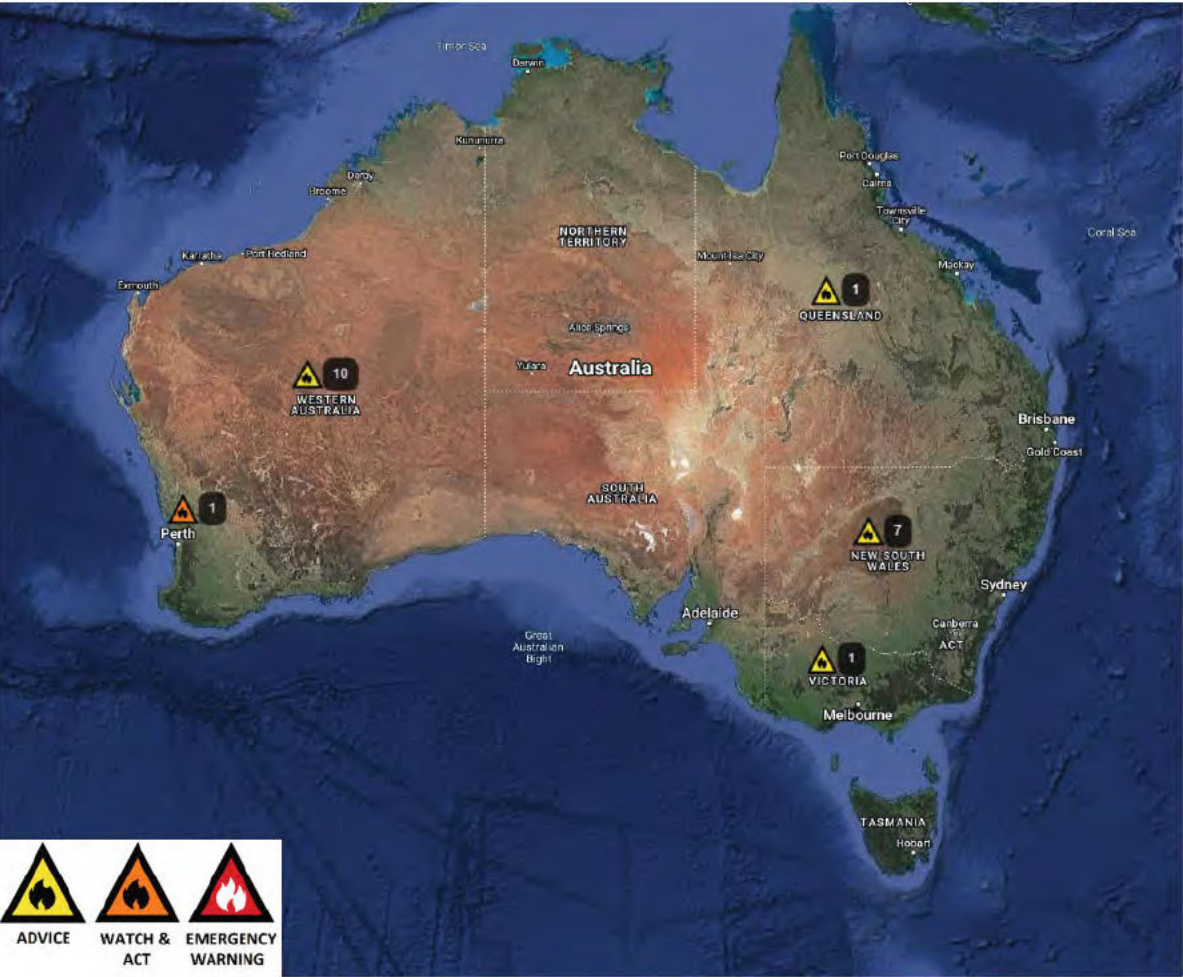
Areas shaded white indicate a fire danger rating below MODERATE.
Areas shaded grey indicate the fire danger rating period has not yet commenced.

Source: [Bureau of Meteorology](#), [AFDRS](#)



Emergency Management – Bushfire – Summary

1300 243 222
NSR@nema.gov.au



Jurisdiction	WATCH AND ACT	EMERGENCY WARNING
WA	1	0

Source: [WA DFES](#)

Note: The NSR does not report, in detail, on ADVICE level bushfires. ADVICE level bushfires on this map do not include hazard reduction burns.

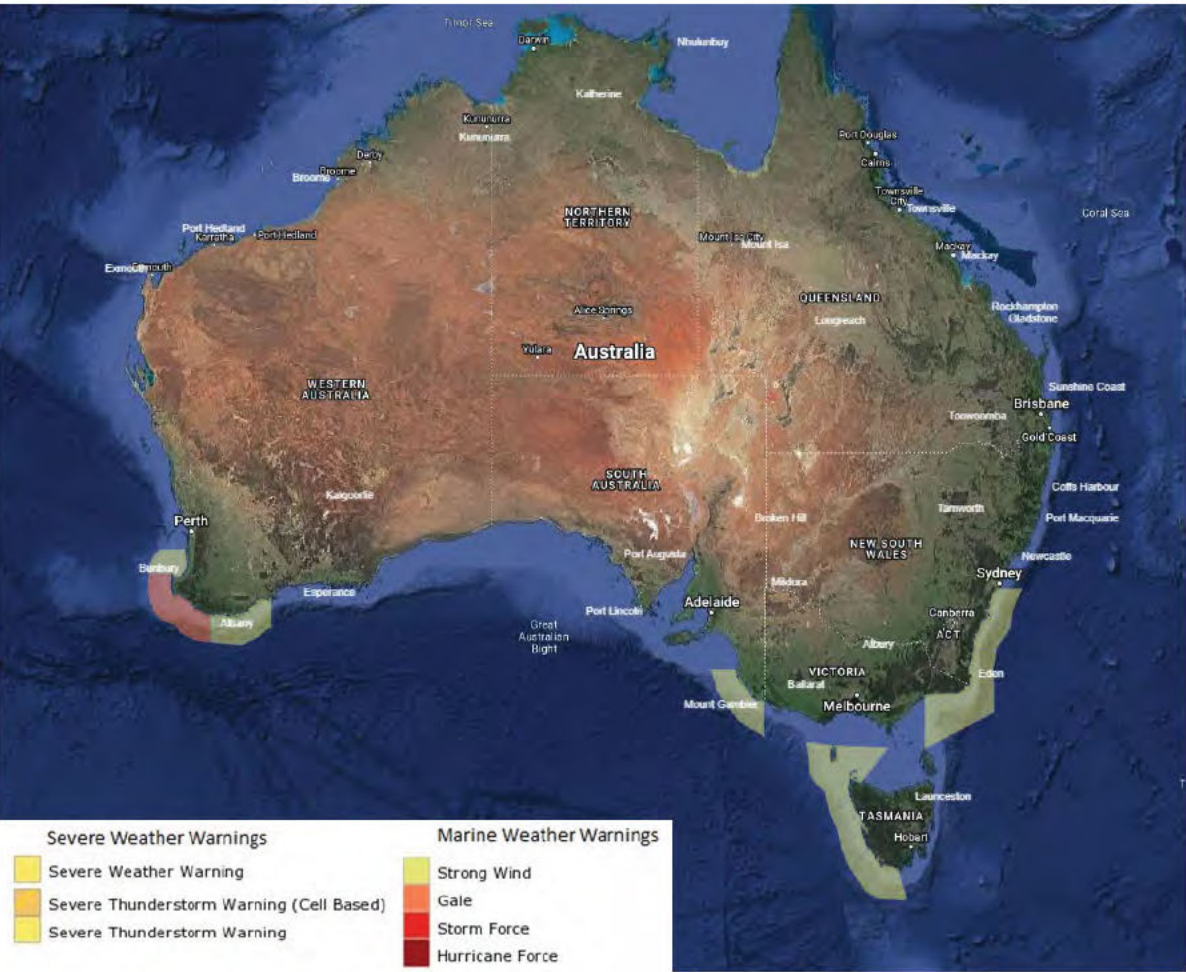


Source: [ACT ESA](#), [NSW RFS](#), [NT PFES](#), [Qld RFS](#), [SA CFS](#), [Tas. TFS](#), [Vic. CFA](#), [WA DFES](#)



Emergency Management – Severe Weather – Summary

1300 243 222
NSR@nema.gov.au



Source: [Bureau of Meteorology](#)

Jurisdiction	Forecast Area	Warning
WA	Leeuwin Coast	Marine Wind – Gale

Source: [Bureau of Meteorology](#)

Note: The NSR does not report, in detail, Marine Weather warnings lower than Gale.

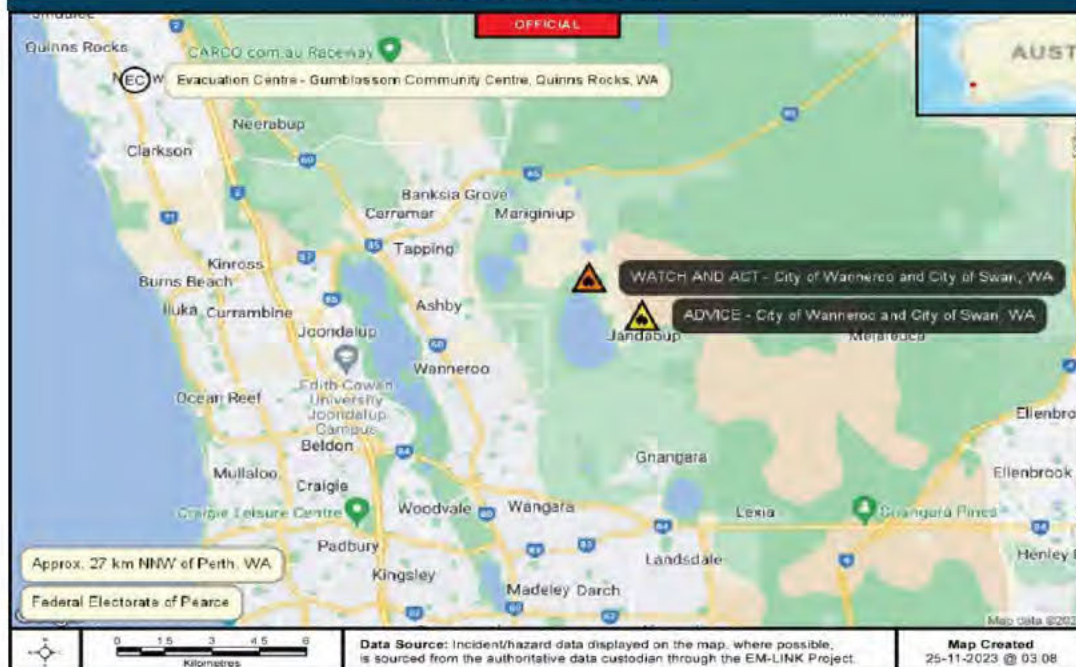


WA Bushfires – City of Wanneroo and City of Swan

Information current as at 0630 hrs AEST 25 November 2023
For further enquiries – NSR: 1300 243 222

1300 243 222
NSR@nema.gov.au

INCIDENT AREA MAP



FORECAST

- Today, 25NOV23:** Very hot temperatures return as the trough moves westward, with gusty easterly winds bringing drier air. Winds 25-40 km/h. Gusts to 70km/h about the Perth Hills possible. Fire danger ratings: HIGH to EXTREME.
- Sunday, 26NOV23:** Very hot and dry with easterly winds 30-45 km/h. Gusts to 80 km/h possible about the Perth Hills. Fire danger ratings: HIGH to EXTREME.
- Monday, 27NOV23:** Slightly cooler with max temperatures in the low 30s. Easterly winds 25-40 km/h shifting south to southwest 15-25 km/h in the afternoon. This should result in an easing in the fire weather conditions as the day progresses. Fire danger ratings: HIGH to possible EXTREME in some areas.

Source: Bureau of Meteorology

CURRENT SITUATION

- An EMERGENCY WARNING previously issued for the bushfire burning in the vicinity of Jandabup, Melaleuca, Wanneroo and Mariginiup in the City of Wanneroo and City of Swan, WA, has been downgraded to WATCH AND ACT.
- Within close proximity, an ADVICE is in place for parts of Mariginiup, Melaleuca, Jandabup, Wanneroo, Sinagra, Ashby, Tapping and Banksia Grove in the City of Wanneroo and City of Swan.
- The alert level for this fire has been downgraded as the immediate threat has reduced, however conditions could change rapidly.
- There is a possible threat to lives and homes as a fire is still burning in the area and weather conditions remain unpredictable. The public are advised to not enter fire impacted areas or bypass road closures as several hazards remain and it is unsafe.
- The bushfire is stationary however conditions could change rapidly - the fire is not contained or controlled.
- An evacuation centre remains open at Gumblossom Community Centre at Quinns Rocks.
- An animal evacuation area remains open for pets and livestock at the Wanneroo Showgrounds.
- Over 250 staff and volunteers from multiple agencies are in attendance.
- Firefighters are on the scene, actively fighting the fire and working on containment lines. Aerial support has been sent to assist ground crews.

Source: [EmergencyWA](#).

COMMUNITY IMPACTS

- In excess of 1,870 hectares have been burnt.
- 18 homes and 31 other buildings have been destroyed by the bushfire, with five more homes significantly damaged.
- Power supply has been affected at approximately 544 homes and there are reports that more than 100 power poles have been damaged.
- A number of roads in the area remain closed.
- Animals and livestock have also been lost, but totals are not yet known.
- The City of Wanneroo has set up a phone line for City of Wanneroo residents who wish to register that they want to return to their properties.

Sources: [EmergencyWA](#), [WAtoday](#), [ABC News](#)



National Terrorism Threat Level

Credible intelligence indicates that, while Australia is a possible target of terrorists, there is limited intention or capability to conduct an attack.

Australia's National Terrorism Threat Level is now at

POSSIBLE

The National Terrorism Threat Advisory System is a scale of five levels to provide advice about the likelihood of an act of terrorism occurring in Australia. The National Terrorism Threat Level is regularly reviewed in line with the security environment and intelligence.

NOT EXPECTED

POSSIBLE

PROBABLE

EXPECTED

CERTAIN

The public should continue to exercise caution and report any suspicious incidents to the National Security Hotline by calling 1800 123 400.

Life-threatening situations should be reported to the police by calling 000.

Source: [National Security](#)



The National Security Hotline (NSH) 1800 123 400 is a vital component of Australia's national counter-terrorism efforts.

The NSH was established on 27 December 2002, and has since received more than 450,000 calls, faxes, letters and emails. A significant number of reports to the NSH have contributed to investigations or initiated new ones.

The nature of terrorism is changing, with callers providing information on the use of websites or social media platforms promoting violent extremist ideology, suspicious travel planning, and reports from people concerned that someone they know is becoming radicalised towards violent extremism.

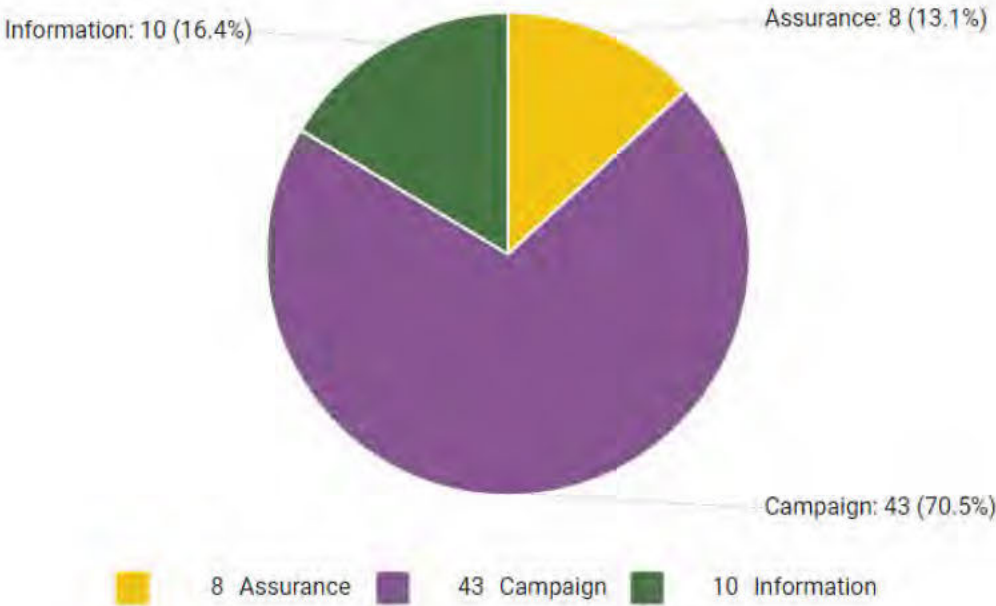
Even if you think it's "probably nothing", the smallest piece of information can be valuable. If something doesn't add up, speak up by calling the National Security Hotline on 1800 123 400.

Source: [National Security Hotline](#)



National Security Hotline – 1800 123 400

Total contacts for Friday 24 November – 61



National Security Hotline 7 day rolling totals							
Contact Type	Yesterday	Previous 6 days					
	24NOV	23NOV	22NOV	21NOV	20NOV	19NOV	18NOV
Information	10	15	15	8	12	10	6
Assurance	8	8	8	15	6	5	5
Campaign	43	22	21	14	21	24	11
Total	61	45	44	37	39	39	22

Information

Passed onto Australia's law enforcement and intelligence agencies for further analysis and investigation.

Assurance

Advice provided on Australia's national security arrangements and/or redirected to an appropriate area in line with their enquiry.

Campaign

Content not relevant to national security.



Incidents of Interest

s 22(1)

Western Australia: Residents in Mullewa, 440km north of Perth, have battled long-running power outages, with the town experience 20 to 30 outages a year. Western Power says the town's back-up generator worked "as intended" after it shut down in the middle of a 43-degree day this week. Two generators owned by the City of Greater Geraldton, which powers council offices and the town's swimming pool, also failed. ([ABC News](#))

s 22(1)



Daily All Hazards Report

Information current to 0630 hrs (AEDT) – 26 November 2023

1300 243 222
NSR@nema.gov.au

CURRENT EVENTS



Bushfire

WA – WATCH AND ACT - Pannawonica, Shire of Ashburton, WA
WA – WATCH AND ACT – City of Wanneroo and City of Swan, WA



Fire Weather Warning

WA – EXTREME



Heatwave

Qld – SEVERE



Flooding

Qld – MODERATE – Moonie River and Wallam Creek



Severe Weather

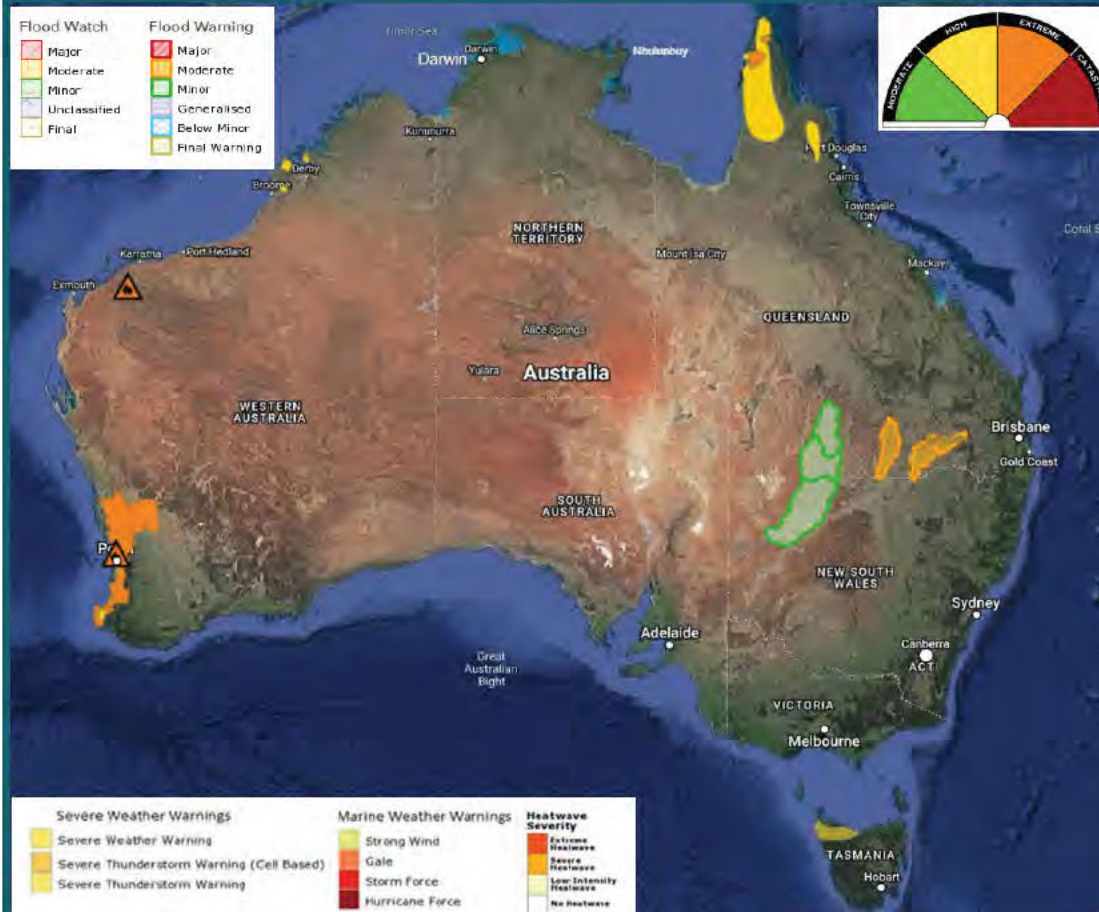
WA – Damaging Winds

NATIONAL TERRORISM THREAT LEVEL

Australia's National Terrorism Threat Level is

POSSIBLE

Continue to exercise caution and report suspicious behaviour to the National Security Hotline by calling 1800 123 400



Troughs over the interior will bring rain, showers and storms to the northern New South Wales, Queensland, the Northern Territory, South Australia's north and Western Australia's north. A low and troughs in the southeast with onshore winds will produce showers and some storms over Victoria and Tasmania. Hot over Western Australia's west as a trough draws hot air.

NEMA PLAN ACTIVATIONS

AUSRECEPLAN had a phase change from **ALERT** to **ACTIVE** on Tuesday 17 October 2023, to enable Australian Government assistance to support the domestic reception of Australians and approved Foreign Nationals subject to assisted departures from the Middle East.

COMDISPLAN was activated on Friday 27 October 2023, in response to bushfire activity in Queensland. This phase change was in anticipation of formal requests for Australian Government non-financial assistance. As of Thursday 23 November 2023 all task requests related to this activation are complete and COMDISPLAN has reverted to **STANDBY**.

COMDISPLAN had a phase change from **STANDBY** to **ACTIVE** on Sunday 5 November 2023, in response to bushfire activity in the Northern Territory. This phase change is in anticipation of formal requests for Australian Government non-financial assistance.

COMDISPLAN had a phase change from **STANDBY** to **ACTIVE** on Thursday 23 November 2023, in response to bushfire activity in the Western Australia. This phase change is in anticipation of formal requests for Australian Government non-financial assistance.

COMMONWEALTH PAYMENTS

For further information please visit:
<https://nema.gov.au/disaster-assist>

Australian Government Emergency Response Plan Activations

1300 243 222
NSR@nema.gov.au

Date	Plan/Status	Event	Further Information
s 22(1)			
23NOV23	COMDISPLAN ACTIVATED	Western Australia Fires	COMDISPLAN had a phase change from STANDBY to ACTIVE on Thursday 23 November 2023, in response to bushfire activity in the Western Australia. This phase change is in anticipation of formal requests for Australian Government non-financial assistance.

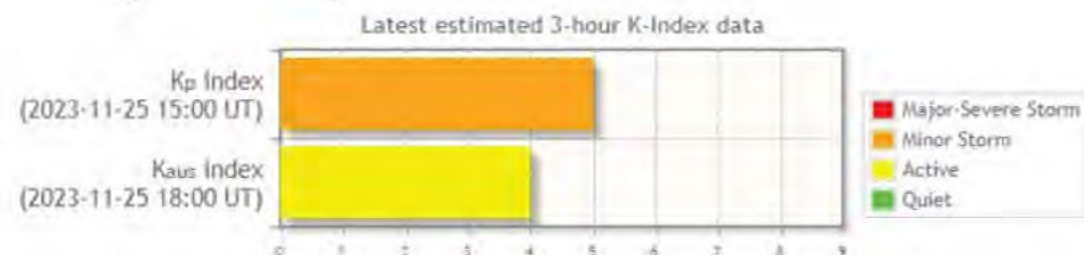
For further information, please see: [Australian Government Emergency Response Plans](#)



Emergency Management – Space Weather

1300 243 222
NSR@nema.gov.au

Geomagnetic Activity



The K index is a global measure of geomagnetic activity for a 3-hour period. The larger the K-index, the stronger the level of geomagnetic activity. A K value of 5 or above means that there are geomagnetic storm conditions occurring. The K_{aus} index represents the K value in the Australian region.

Source: [Bureau of Meteorology Australian Space Weather Forecasting Centre](#)

Space Weather Conditions	25 November 2023	26 November 2023	27 November 2023
Radio Blackouts	R1 – R2: 20% R3 – R5: 5%	R1 – R2: 20% R3 – R5: 5%	R1 – R2: 20% R3 – R5: 5%
Radiation Storms	S1 or greater: 10%	S1 or greater: 10%	S1 or greater: 10%
Geomagnetic Storms	G0	G1	G0

For explanation of the R, S and G scales, and a description of risk and impact, see the [Australian Space Weather Alert System](#). Colour scaling provides an indication of the alertness level across each hazard. Observation data from Bureau of Meteorology and NOAA/SWPC. R and G forecast by Bureau of Meteorology. S forecast by NOAA/SWPC.

Summary Forecast

On Saturday 25 November solar activity is expected to be R0-R1. The solar wind is expected to be mostly light. An moderate increase in solar wind conditions is expected from late in the day of 25 November and on Sunday 26 November due to a combination of recent weak Coronal Mass Ejection activity and a solar coronal hole wind stream. Geomagnetic conditions are generally expected to be G0, increasing to G1 on Sunday 26 November. High Frequency (HF) radio communication conditions are expected to be mostly normal. Maximum usable frequencies are expected to be near predicted monthly values to 15% enhanced. Degraded HF conditions for the southern Australian region may be experienced during local night hours on Sunday 26 November, with mild depressions in frequencies of ionospheric support possible on Monday 27 November.

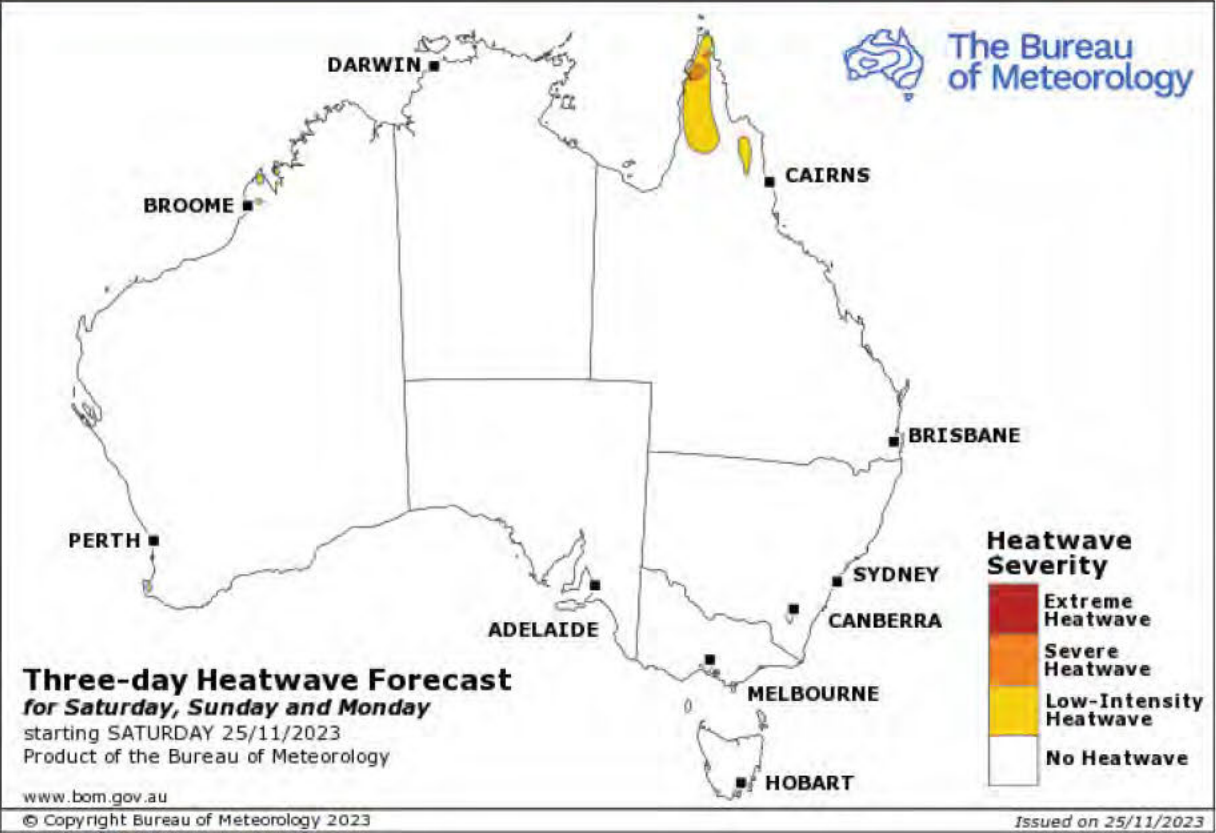
Note: Unless otherwise indicated all times and dates on this page are in UT (Universal Time).

Source: [Bureau of Meteorology Australian Space Weather Forecasting Centre](#)



Weather – Heatwave Forecast

1300 243 222
NSR@nema.gov.au



Source: [Bureau of Meteorology](#)

Heatwave Forecast

Jurisdiction	Forecast Districts	Warning
Qld	Peninsula District	SEVERE

Low intensity to SEVERE heatwave conditions over parts of Cape York in far north Queensland. Low intensity heatwave conditions over parts of southwest WA as well as isolated areas on the Dampier Peninsula in WA.

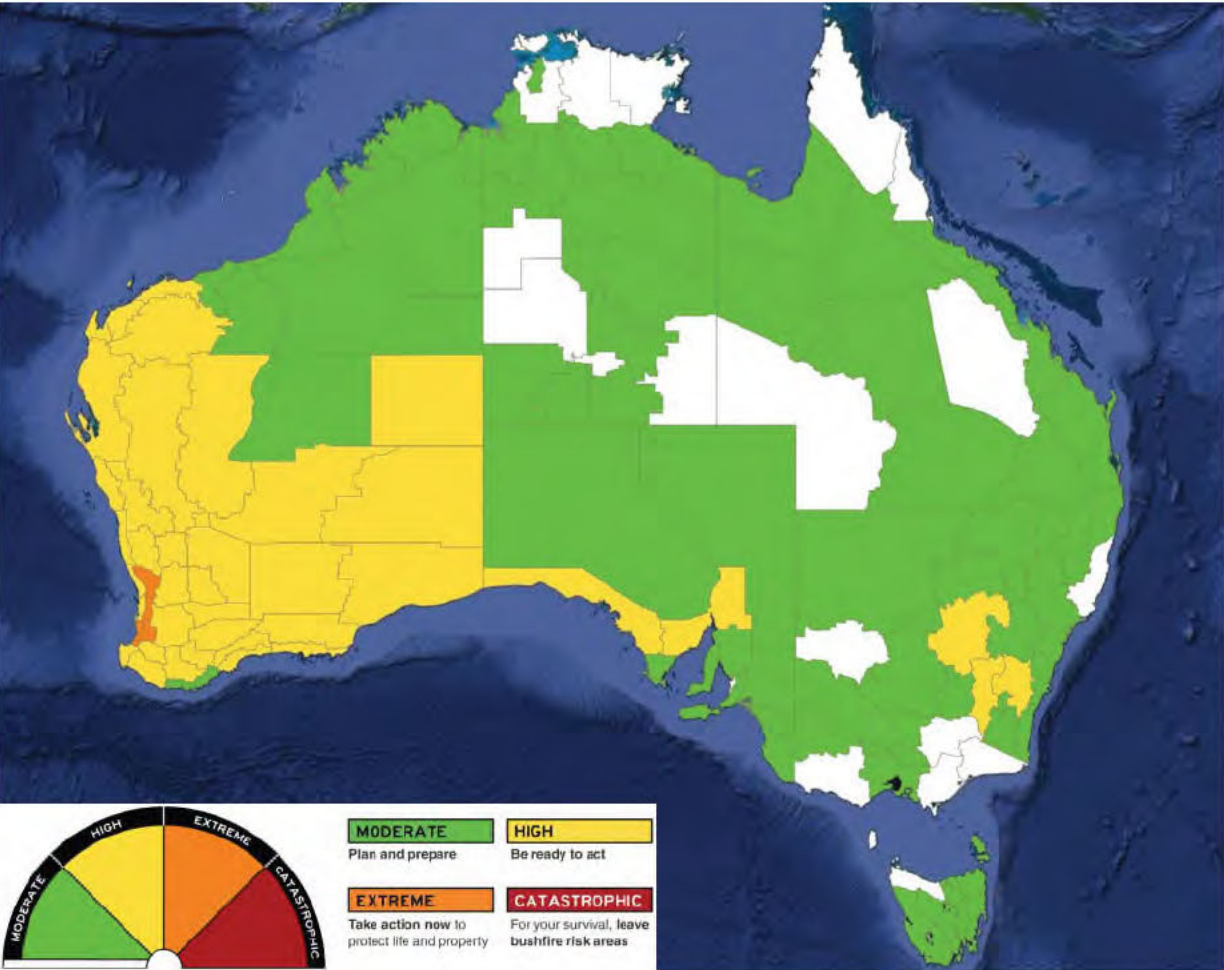
Source: [Bureau of Meteorology](#)

Note: The NSR will only report on heatwave conditions where the BOM forecasts SEVERE and/or EXTREME conditions over the next 72 hour period.



Weather – Fire Danger

1300 243 222
NSR@nema.gov.au



Jurisdiction	Forecast Districts	Fire Danger Rating
WA	Brockman, Capes, Geographe, Lower West Inland, Mortlock, and Yarra Yarra.	EXTREME

Source: [Bureau of Meteorology](#)

Note: The NSR will only report on EXTREME and/or CATASTROPHIC fire danger ratings.

Areas shaded white indicate a fire danger rating below MODERATE.
Areas shaded grey indicate the fire danger rating period has not yet commenced.

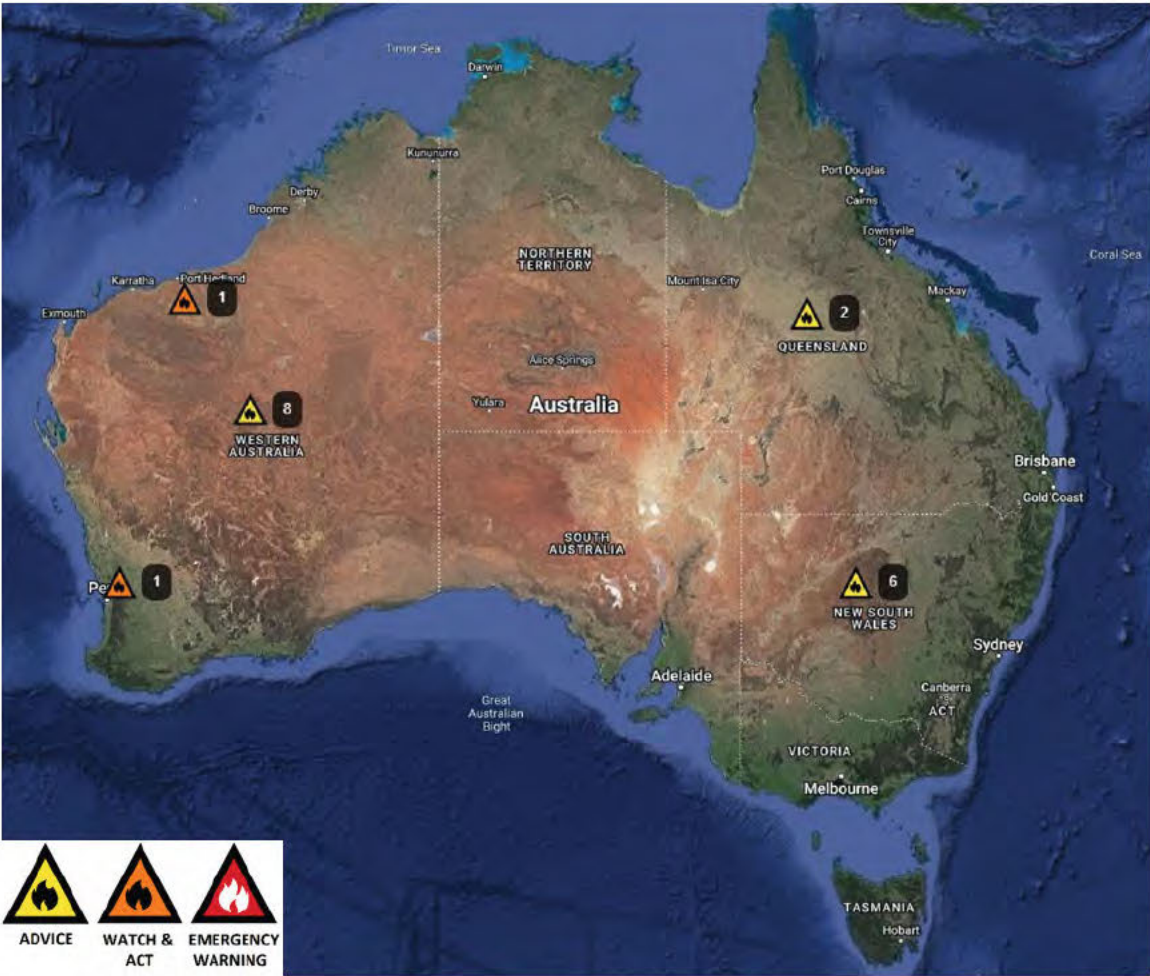
Source: [Bureau of Meteorology](#), [AFDRS](#)



Emergency Management – Bushfire – Summary

1300 243 222

NSR@nema.gov.au



Jurisdiction	WATCH AND ACT	EMERGENCY WARNING
WA	2	0

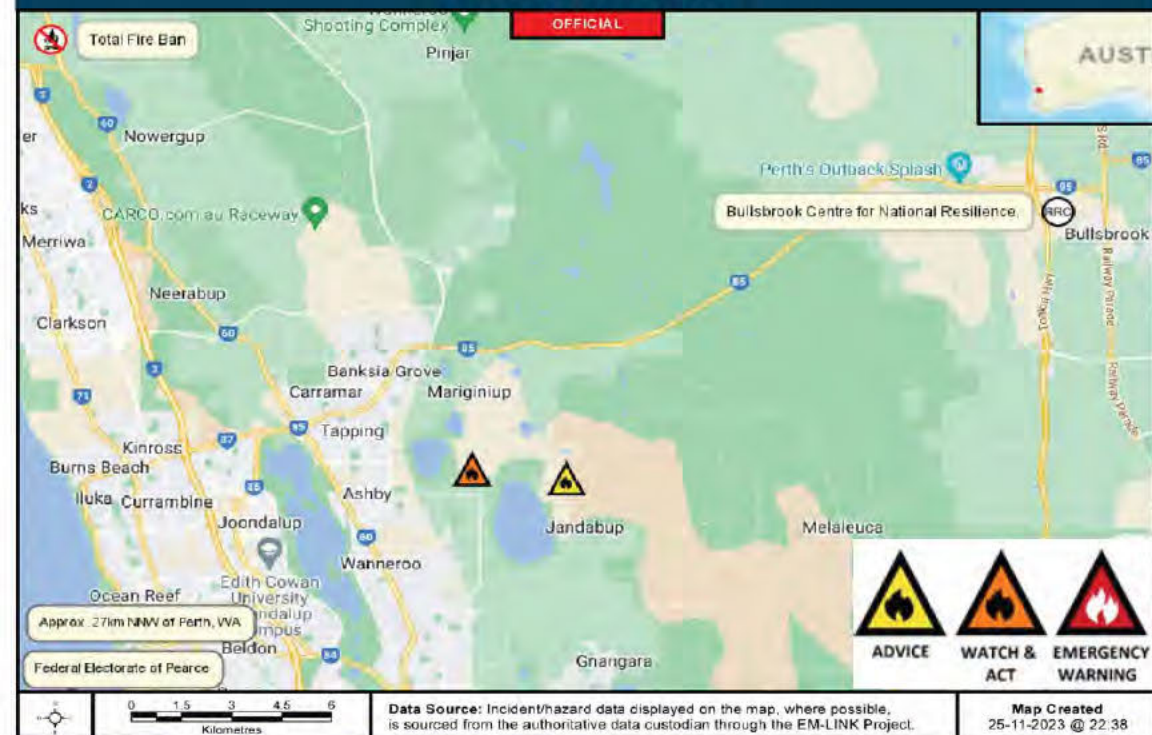
Note: The NSR does not report, in detail, on ADVICE level bushfires. ADVICE level bushfires on this map do not include hazard reduction burns.

Source: [WA DFES](#)

Source: [ACT ESA](#), [NSW RFS](#), [NT PFES](#), [Qld RFS](#), [SA CFS](#), [Tas. TFS](#), [Vic. CFA](#), [WA DFES](#)



INCIDENT AREA MAP



FORECAST

- Sunday, 26NOV23:** Partly cloudy. Winds east to north-easterly 30 to 45 km/h tending northwest to south-westerly 15 to 25 km/h in the early afternoon then tending northeast to south-easterly in the late evening. Damaging wind gusts up to 90 km/h possible about the hills and foothills during the morning. HIGH to EXTREME.
- Monday, 27NOV23:** Partly cloudy. Slight chance of a shower in the afternoon and evening. The chance of a thunderstorm in the afternoon and evening. Winds east to north-easterly 15 to 25 km/h shifting westerly 20 to 30 km/h in the morning then becoming west to north-westerly and light in the evening. HIGH Fire Danger Rating.
- Tuesday, 28NOV23:** Partly cloudy. Slight chance of a shower. Light winds becoming westerly 20 to 30 km/h during the morning then becoming light during the evening. HIGH Fire Danger Rating.

Source: [Bureau of Meteorology](#)

CURRENT SITUATION

- An EMERGENCY WARNING previously issued for the bushfire burning in the vicinity of Jandabup, Melaleuca, Wanneroo and Mariginiup in the City of Wanneroo and City of Swan, WA, has been downgraded to WATCH AND ACT.
- Within close proximity, an ADVICE is in place for parts of Mariginiup, Melaleuca, Jandabup, Wanneroo, Sinagra, Ashby, Tapping and Banksia Grove in the City of Wanneroo and City of Swan.
- There is a possible threat to lives and homes as a fire is still burning in the area and weather conditions remain unpredictable. The public are advised to not enter fire impacted areas or bypass road closures as several hazards remain and it is unsafe.
- The bushfire is stationary however conditions could change rapidly - the fire is not contained or controlled.
- The evacuation centre at Gumblossom Community Centre is now closed. Residents requiring Emergency Accommodation have been advised to register for emergency accommodation at the Bullsbrook Centre for National Resilience.
- An animal evacuation area remains open for pets and livestock at the Wanneroo Showgrounds.
- Over 250 staff and volunteers from multiple agencies are in attendance.
- Firefighters are on the scene, actively fighting the fire and working on containment lines. Aerial support has been sent to assist ground crews.
- A Total Fire Ban remains in place throughout the fire affected area and surrounding districts.

Source: [EmergencyWA](#)

COMMUNITY IMPACTS

- In excess of 1,870 hectares have been burnt.
- 18 homes and 31 other buildings have been destroyed by the bushfire, with five more homes significantly damaged.
- Power supply has been affected at approximately 544 homes and there are reports that more than 100 power poles have been damaged.
- A number of roads in the area remain closed.
- Animals and livestock have also been lost, but totals are not yet known.
- The City of Wanneroo has set up a phone line for City of Wanneroo residents who wish to register that they want to return to their properties.

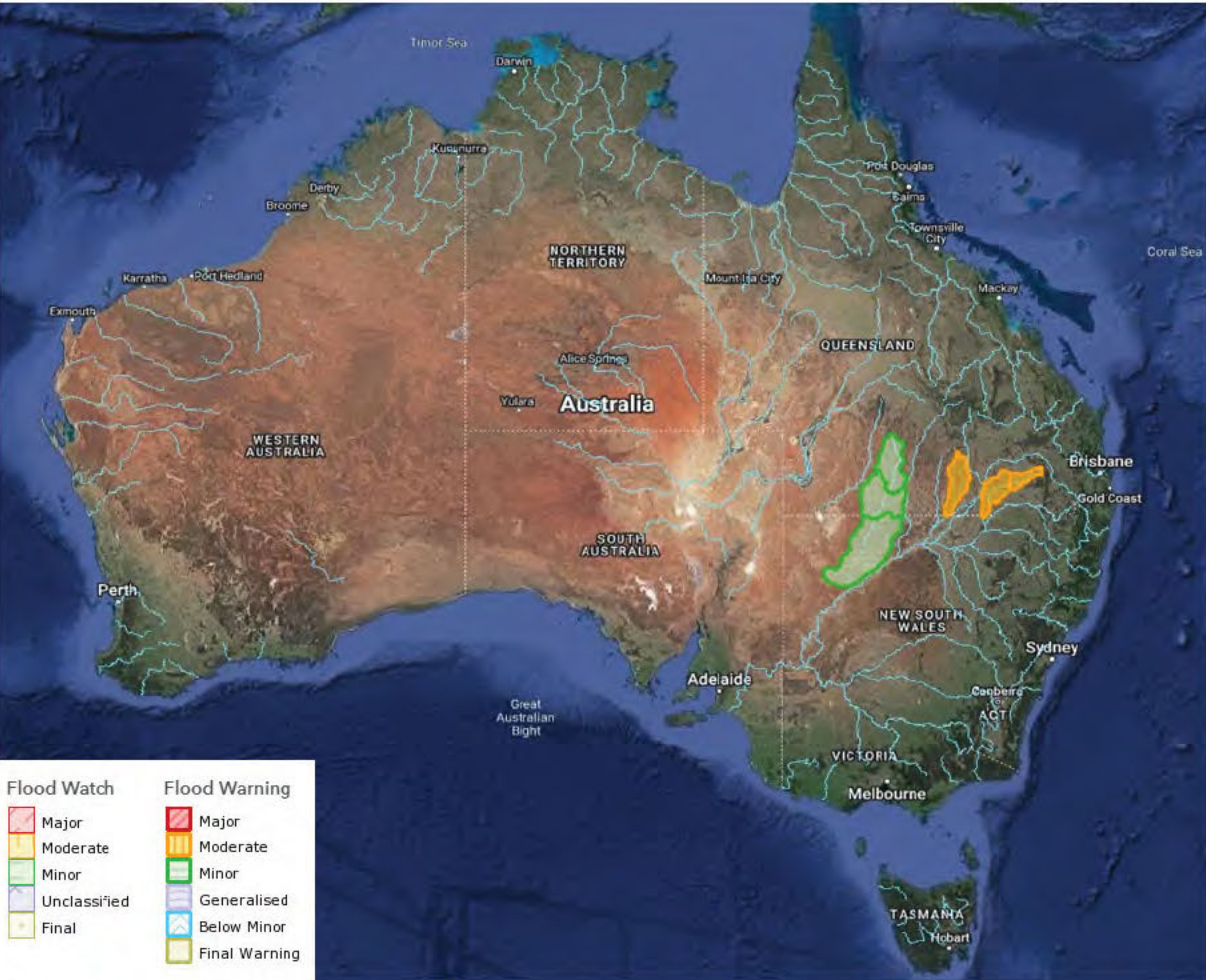
Sources: [EmergencyWA](#), [WA today](#), [ABC News](#), [City of Wanneroo](#)



Emergency Management – Flood – Summary

1300 243 222

NSR@nema.gov.au



Jurisdiction	River	Severity
Qld	Moonie River (at Flinton and Nindigully) Wallam Creek (at Bollon)	MODERATE

Source: [Bureau of Meteorology](#)

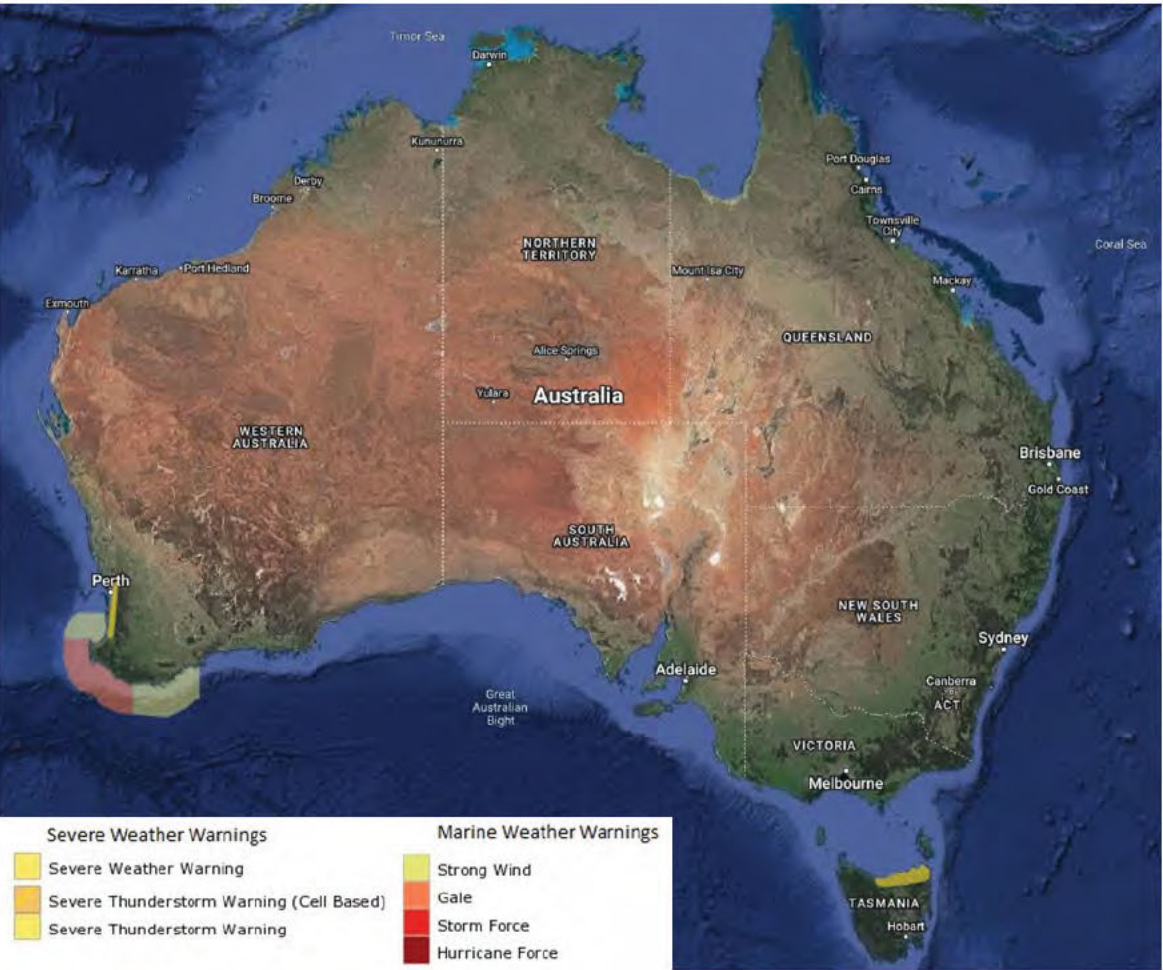
Note: The NSR will only report on flood conditions where the BOM forecasts MODERATE and/or MAJOR conditions over the next 24 hour period.

Source: [Bureau of Meteorology](#)



Emergency Management – Severe Weather – Summary

1300 243 222
NSR@nema.gov.au



Jurisdiction	Forecast Area	Warning
WA	Lower West and South West districts.	Damaging winds
WA	Albany Coast and Leeuwin Coast	Marine Wind – Gale

Source: [Bureau of Meteorology](#)

Note: The NSR does not report, in detail, Marine Weather warnings lower than Gale.

Source: [Bureau of Meteorology](#)



National Terrorism Threat Level

Credible intelligence indicates that, while Australia is a possible target of terrorists, there is limited intention or capability to conduct an attack.

Australia's National Terrorism Threat Level is now at

POSSIBLE

The National Terrorism Threat Advisory System is a scale of five levels to provide advice about the likelihood of an act of terrorism occurring in Australia. The National Terrorism Threat Level is regularly reviewed in line with the security environment and intelligence.

NOT EXPECTED

POSSIBLE

PROBABLE

EXPECTED

CERTAIN

The public should continue to exercise caution and report any suspicious incidents to the National Security Hotline by calling 1800 123 400.

Life-threatening situations should be reported to the police by calling 000.

Source: [National Security](#)



The National Security Hotline (NSH) 1800 123 400 is a vital component of Australia's national counter-terrorism efforts.

The NSH was established on 27 December 2002, and has since received more than 450,000 calls, faxes, letters and emails. A significant number of reports to the NSH have contributed to investigations or initiated new ones.

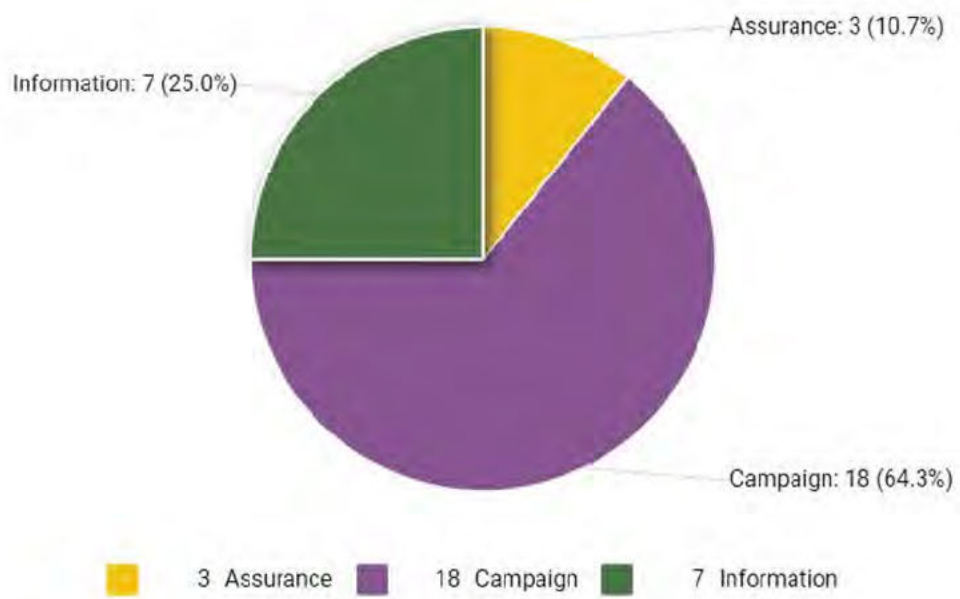
The nature of terrorism is changing, with callers providing information on the use of websites or social media platforms promoting violent extremist ideology, suspicious travel planning, and reports from people concerned that someone they know is becoming radicalised towards violent extremism.

Even if you think it's "probably nothing", the smallest piece of information can be valuable. If something doesn't add up, speak up by calling the National Security Hotline on 1800 123 400.

Source: [National Security Hotline](#)



National Security Hotline – 1800 123 400
Total contacts for Saturday 25 November – 28



National Security Hotline 7 day rolling totals							
Contact Type	Yesterday	Previous 6 days					
	25NOV	24NOV	23NOV	22NOV	21NOV	20NOV	19NOV
Information	7	10	15	15	8	12	10
Assurance	3	8	8	8	15	6	5
Campaign	18	43	22	21	14	21	24
Total	28	61	45	44	37	39	39

Information
Passed onto Australia's law enforcement and intelligence agencies for further analysis and investigation.

Assurance
Advice provided on Australia's national security arrangements and/or redirected to an appropriate area in line with their enquiry.

Campaign
Content not relevant to national security.

From: s 22(1), s 47E(d), s 47F(1)
Sent: Friday, 24 November 2023 5:45 PM
To: s 22(1), s 47E(d), s 47F(1)
Cc: NICHOLAS,Ian (INACTIVE); s 22(1), s 47E(d), s 47F(1)
Subject: RE: Bushfire Contingency [SEC=OFFICIAL]

Good Afternoon All

Just closing the loop for today on this one.

We have made further contact with Providers and can confirm that they are managing locally and are ensuring flexible arrangements are in place. One of our providers has also offered some of their participants assistance in terms of food vouchers and clothing however participants have advised not required at this stage.

I will continue to monitor over the weekend and if anything changes I will let you know.

Regards

s 22(1), s 47E(d), s 47F(1)

State Manager

Western Australia State Office
 Workforce Australia Providers Support Division
 Australian Government Department of Employment and Workplace Relations
 Phone s 22(1), s 47E(d), s 47F(1) | Mobile s 22(1), s 47E(d), s 47F(1)
[dewr.gov.au](mailto:ian.nicholas@dewr.gov.au)

The Department of Employment and Workplace Relations acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, waters and community. We pay our respects to them and their cultures, and Elders past, present and emerging.

From: s 22(1), s 47E(d), s 47F(1)
Sent: Friday, November 24, 2023 1:13 PM
To: s 22(1), s 47E(d), s 47F(1)
Cc: NICHOLAS,Ian <ian.nicholas@dewr.gov.au>; s 22(1), s 47E(d), s 47F(1)

Subject: RE: Bushfire Contingency [SEC=OFFICIAL]

s 22(1), s 47E(d), s 47F(1)

Hi and

Closing the loop on my last email.

This afternoon we met with s 22(1), s 47E(d), s 47F(1) the WA State Manager to discuss the situation in Perth.
 s 22(1), s 47E(d)

had just come from a briefing, based on the briefing and that providers are managing it at the local level appropriately, we will not be pausing mutual obligation requirements at this time.

Please note, managing at the local level means there should be no inappropriate compliance raised for impacted participants. Providers are able to service participants in their area who are not impacted, and for those participants who are impacted, they would provide support and referrals to additional services and support as needed.

When managing at the local level Providers are able to

- Reschedule or cancel provider appointments
- Provide provider appointments over the phone if needed
- Set points and job search targets to No Longer Required (NLR)
- Cancel job interviews/job referral tasks

Thanks

s 22(1), s 47E(d), s 47F(1)

s 22(1), s 47E(d), s 47F(1)
 Director

Compliance | Access and Participation Branch
Workforce Australia for Individuals Division
Australian Government Department of Employment and Workplace Relations
Phone s 22(1), s 47E(d), s 47F(1)
dewr.gov.au

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From: s 22(1), s 47E(d), s 47F(1)
Sent: Friday, November 24, 2023 1:03 PM
To: s 22(1), s 47E(d), s 47F(1)
Cc: NICHOLAS,Ian <Ian.Nicholas@dewr.gov.au>; s 22(1), s 47E(d), s 47F(1)

Subject: RE: Bushfire Contingency [SEC=OFFICIAL]
s 22(1), s s 22(1), s 47E(d), s 47

Hi and

I have been in contact with our WA State Office, they have been working with providers and it is being managed at the local level.

However, I am expecting a further update today and will come back to you if the above changes.

Thanks
s 22(1), s 47E(d), s 47F(1)
s 22(1), s 47E(d), s 47F(1)
Director

Compliance | Access and Participation Branch
Workforce Australia for Individuals Division
Australian Government Department of Employment and Workplace Relations
Phone (02) 6121 6537
dewr.gov.au

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From: s 22(1), s 47E(d), s 47F(1)
Sent: Friday, November 24, 2023 1:00 PM
To: s 22(1), s 47E(d), s 47F(1)
Cc: NICHOLAS,Ian <Ian.Nicholas@dewr.gov.au>; s 22(1), s 47E(d), s 47F(1)

Subject: RE: Bushfire Contingency [SEC=OFFICIAL]

Hi – heatwaves as well, apparently (WA).

s 22(1), s 47E(d), s 47 (she/her)
Phone s 22(1), s 47E(d), s 47F(1) | Mobile s 22(1), s 47E(d), s 47

From: s 22(1)
Sent: Friday, November 24, 2023 12:54 PM
To: s 22(1), s 47E(d), s 47F(1)
Cc: NICHOLAS,Ian <Ian.Nicholas@dewr.gov.au>; s 22(1), s 47E(d), s 47F(1)

Subject: Bushfire Contingency [SEC=OFFICIAL]
Importance: High

He s 22(1), s 47E(d), s 47F(1) s 22(1), s 47

Jay Coonan from the AntiPoverty Centre has contacted seeking advice as to whether obligations are being paused as a result of today’s bushfires. Apparently they are taking calls from clients asking the question.

Grateful for your advice.

Thanks,

s 22(1), s 47E(d), s 47F(1)

From: s 22(1), s 47F(1), s 47E(d)
Sent: Thursday, 23 November 2023 4:05 PM
To: s 22(1), s 47F(1), s 47E(d)
Cc: s 22(1), s 47F(1), s 47E(d)
Subject: RE: Bushfires - Western Australia [SEC=OFFICIAL]
Attachments: Discussions with Providers regarding the WA Bushfires and MORs - Perth North - 23/11/2023 [SEC=OFFICIAL]

Hi s 22(1), s 47F(1), s 47E(d)

Thanks for your assistance and discussion earlier today.

As discussed, confirming we will not be looking to suspend mutual obligations formally for the affected area's at this stage.

We have reached out to key providers and I am comfortable with their approach (I have attached summary from my team for your records) and will continue to monitor.

For awareness, there have been 10 homes confirmed lost, with over 540 homes without power with high winds temperatures continuing in high 30/40 degrees over the next couple of days. If the situation changes and the affected area's increase I will review and provide further advice.

Thankyou for confirming participant numbers of approx.. 1250 for the affected post codes. We also have our Perth North Employment Facilitator's family affected however all are safe.

Thanks again for your support – appreciate it!

s 22(1), s 47F(1), s 47E(d)
 State Manager

Western Australia State Office
 Workforce Australia Providers Support Division
 Australian Government Department of Employment and Workplace Relations
 Phone s 22(1), s 47F(1), s 47E(d) | Mobile s 22(1), s 47F(1), s 47E(d)
[dewr.gov.au](mailto:lan.Nicholas@dewr.gov.au)

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From: s 22(1), s 47F(1), s 47E(d)
Sent: Thursday, November 23, 2023 7:33 AM
To: s 22(1), s 47F(1), s 47E(d)
Cc: s 22(1), s 47E(d), s 47F(1) NICHOLAS,Ian <lan.Nicholas@dewr.gov.au>; s 22(1), s 47E(d), s 47F(1)
Subject: RE: Bushfires - Western Australia [SEC=OFFICIAL]

Hi s 22(1), s 47F(1), s 47E(d)

I was looking at the info this morning and it's a bit early at this stage to reach out to providers but the fires are ongoing and we still have two evacuation centres up and running.

Affected suburbs at the moment are;

Banksia Grove
 Jandabup
 Mariginiup
 Melaleuca
 Sinagra
 Tapping
 Wanneroo

Which is parts of City of Wanneroo and City of Swan – and other suburbs in that area are on watch and act.

Many businesses have reported closures in Wanneroo today as well.

I'll have the team reach out to providers in the Perth North region this morning (as well as the EF) and see if there is any further intel – I would expect management at a local level at this point (noting minimum suspension is one month) however due to increased weather conditions and the time of year we might need to consider a formal option.

s 22(1), s 47F(1), s 47E(d)

State Manager

Western Australia State Office

Workforce Australia Providers Support Division

Australian Government Department of Employment and Workplace Relations

Phone ^{s 22(1), s 47F(1), s 47E(d)} | Mobile ^{s 22(1), s 47F(1), s 47}

dewr.gov.au

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From: s 22(1), s 47F(1), s 47E(d)

Sent: Thursday, November 23, 2023 7:01 AM

To: s 22(1), s 47F(1), s 47E(d)

Cc: s 22(1), s 47E(d), s 47F(1) NICHOLAS, Ian <Ian.Nicholas@dewr.gov.au>; s 22(1), s 47E(d), s 47F(1)

Subject: Bushfires - Western Australia [SEC=OFFICIAL]

^{s 22(1), s 47F(1)} ^{s 22(1), s 47F(1), s 47E(d)}

Hi and

Reaching out regarding the current bushfires [Perth bushfire rages through northern suburbs with unconfirmed reports of homes lost in Tapping - ABC News](#)

Appreciate if your team could provide local intel on the situation in affected areas, and if they believe a pause of mutual obligation is required, or providers are managing it at the local level.

For context managing at the local level means provides are rescheduling provider appointments, cancelling any activities and taking into account the situation and the impact it would have on their participants. Sometimes not directly but indirectly, they may have families who are affected and they are assisting.

Noting the time difference I need a response regarding invoking a pause by 11am WA time, this allows DSD to input into the system run for the night.

Reach out if you need any further clarification.

Thanks

s 22(1), s 47F(1), s 47E(d)

s 22(1), s 47F(1), s 47E(d)

Director

Compliance | Access and Participation Branch

Workforce Australia for Individuals Division

Australian Government Department of Employment and Workplace Relations

Phone ^{s 22(1), s 47F(1), s 47}

dewr.gov.au

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From: NICHOLAS,Ian (INACTIVE) <Ian.Nicholas@dewr.gov.au>

Sent on: Friday, November 24, 2023 6:10:49 AM

To: s 22(1), s 47F(1), s 47E(d)

CC: s 22(1), s 47E(d), s 47F(1)

RYAN,Melissa <Melissa.Ryan@dewr.gov.au>; s 22(1), s 47E(d), s 47F(1)

Subject: Not pausing MOR for Perth WA [SEC=OFFICIAL]

Hello All

Reaching out to provide you an update on our approach for not pausing mutual obligation requirements in Perth WA. Noting that the AntiPoverty Centre have started a campaign regarding the heat and bushfires in WA, calling on Minister Burke to suspend MOR <https://twitter.com/antipovertycent/status/1727869894350487842>

Yesterday and today we have been in direct contact with s 22(1), s 47F(1), s 47E the WA State Manager to discuss the situation in Perth.

Today, s 22(1), s 47 had just come from a situation briefing involving relevant emergency services and related agencies. Based on this briefing and advice from providers that they are managing it at the local level appropriately and they unanimously indicated a pause was not required, it was agreed that a pause of mutual obligation requirements was not needed at this time. When managing at the local level Providers are able to:

- Reschedule or cancel Provider appointments
- Conduct Provider appointments over the phone if needed
- Set points and job search targets to No Longer Required (NLR)
- Cancel job interviews/job referral tasks s 22(1), s 47F

It was agreed that if the situation changes over the weekend s 22(1), s 47F will be in contact and the team will invoke the pause in the system first thing Monday morning. Noting the time zone difference, Perth is 3 hours behind.

Regards

Ian Nicholas (he/him)

Assistant Secretary

Access and Participation Branch | Workforce Australia for Individuals Division

Australian Government Department of Employment and Workplace Relations

Ph: s 22(1), s 47F(1), s 47E(d)

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Sent: Tuesday, 26 March 2024 8:51 AM
To: s 22(1), s 47F(1), s 47E(d)
Subject: FW: Follow up re: heatwaves and mutual obligations [SEC=OFFICIAL]

FYI

s 22(1), s 47F(1), s 47E(d)

Director

Compliance | Access and Participation Branch
Workforce Australia for Individuals Division
Australian Government Department of Employment and Workplace Relations
Phone s 22(1), s 47F(1), s 47E(d)
dewr.gov

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From: NICHOLAS,Ian <Ian.Nicholas@dewr.gov.au>
Sent: Monday, March 25, 2024 3:27 PM
To: RYAN,Melissa <Melissa.Ryan@dewr.gov.au>
Cc: S 22(1), s 47F(1), s 47E(d)
Subject: FW: Follow up re: heatwaves and mutual obligations [SEC=OFFICIAL]

Mel

Further to the below, please note proposed text for inclusion in a response has been drafted outlining the broader engagement we undertake.

The Compliance team engages with other agencies and departments about weather impacts across Australia at our attendance at National Emergency Management Agency (NEMA) meetings.

Separate to these meetings, the team recently engaged with the National Indigenous Australian's Agency (NIAA) to discuss the impacts of heatwaves on their participant's mutual obligation requirements. NIAA are responsible for the providers who deliver the Community Development Program (CDP) in remote areas where it is common for the Bureau of Meteorology (BoM) to declare heatwave conditions. The feedback from NIAA and their providers was that this continues to be managed on a local level and forms part of what is considered 'normal' conditions over the summer periods.

To build on existing provider communication work the team, based on a BoM declaration of a severe or extreme heatwave, will publish heatwave targeted provider communication to increase awareness of their ability to provide employment services such as tailoring of points targets and/or conducting appointments by phone.

Regards

Ian Nicholas (he/him)
Assistant Secretary
Access and Participation Branch | Workforce Australia for Individuals Division
Ph: s 22(1), s 47F(1), s 47E(d) / s 22(1), s 47F(1), s 47E(d)

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From: S 22(1), s 47E(d), s 47F(1)
Sent: Monday, March 18, 2024 9:21 AM
To: RYAN,Melissa <Melissa.Ryan@dewr.gov.au>
Cc: RISHNIW,Tania <Tania.Rishniw@dewr.gov.au>; S 22(1), s 47E(d), s 47F(1)
NICHOLAS,Ian <Ian.Nicholas@dewr.gov.au>; S 22(1), s 47E(d), s 47F(1)

Subject: RE: Follow up re: heatwaves and mutual obligations [SEC=OFFICIAL]

Hi Mel

s 22(1), s 47E(d), s 47F(1)

Kind regards

s 22(1), s 47E(d), s 47F(1)

s 22(1), s 47E(d), s 47F(1)

Senior adviser

Office of the Hon Tony Burke MP

Phone: s 22(1), or s 22(1), s
47E(d) 47E(d)

From: RYAN,Melissa <Melissa.Ryan@dewr.gov.au>

Sent: Tuesday, March 12, 2024 1:49 PM

To: s 22(1), s 47E(d), s 47F(1)

Cc: RISHNIW,Tania <Tania.Rishniw@dewr.gov.au>; s 22(1), s 47E(d), s 47F(1)
NICHOLAS,Ian <Ian.Nicholas@dewr.gov.au>; s 22(1), s 47E(d), s 47F(1)

Subject: RE: Follow up re: heatwaves and mutual obligations [SEC=OFFICIAL]

s 22(1), s 47E(d), s

47F(1)

Thank you for sharing this information.

For background, the department has not previously paused mutual obligation requirements in response to extreme heat events.

Where localised extreme weather events may impact on participant's ability to meet their mutual obligation requirements, the department has been managing these at a local level through the relevant State Office and with Workforce Australia Services providers directly.

As with other natural disasters, if advice is received from the Bureau of Meteorology, National Emergency Management Agency, DEWR state offices, or state and territory emergency services agencies that heatwave conditions could impact people's ability to meet their mutual obligation requirements, the department would act on this advice.

Decisions to pause Mutual Obligation Requirements are made on a case by case basis. The department considers a range of factors and advice from local sources, other government agencies and Emergency Services Agencies to ensure the response is appropriate and proportionate to the situation.

We will follow up with other agencies to see what work is being done to address extreme heat events and set up a time to discuss.

Thank you Mel

From: s 22(1), s 47E(d), s 47F(1)

Sent: Friday, March 8, 2024 4:23 PM

To: RYAN,Melissa <Melissa.Ryan@dewr.gov.au>

Cc: RISHNIW,Tania <Tania.Rishniw@dewr.gov.au>; s 22(1), s 47E(d), s 47F(1)

Subject: FW: Follow up re: heatwaves and mutual obligations [SEC=OFFICIAL]

Hi Mel

s 22(1) ^{s 22} s 22(1)

s 22(1), s 47E(d), s 47F(1)

s 22(1), s 47E(d), s 47F(1)

Senior adviser

Office of the Hon Tony Burke MP

Phone: s 22(1), s 47E(d), s 47 or s 22(1), s 47E(d), s 47

From: Emma Bacon <emma@swelteringcities.org>

Sent: Thursday, March 7, 2024 10:55 AM

To: s 22(1), s 47E(d), s 47F(1)

You don't often get email from emma@swelteringcities.org. [Learn why this is important](#)

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

s 22(1), s 47E s 22(1), s 47E(d), s 47F(1)

Hi and

Thanks for your time today. Here's some more contextual information about the issue, and a medium point which may be a good place to start. I think the most important overall point is that the mutual obligations requirements should allow people to follow heatwave safety directions.

Heatwave Health Impacts:

- Heatwaves are the deadliest environmental disaster in Australia.
- Heat health risks include physical health impacts such as heat exhaustion, heat stroke or the exacerbation of existing cardiovascular or respiratory illness.
- There are also mental health impacts and rising temperatures correspond with a rise in assaults, domestic violence and suicidality.
- Extreme heat impacts some more than others. Older people, young children, pregnant women, people with pre-existing conditions, and low-income people are at a higher risk of heat-related disease.
- Exposure to extreme heat at any point of pregnancy has been proved to contribute to miscarriage, still births and low birth weight.
- It's not just about the time we spend outside, but the surrounding circumstances including sleepless nights and other physical stress.

If people are trying to follow [the health advice shared by the Australian Government](#) or State and Territory Governments, actions include:

- Stay out of the sun.
- Drink cold drinks and eat cold meals, such as salads and fruit.
- Wear light-coloured and loose-fitting clothes made from natural fibres such as cotton.
- Take cool showers or baths.
- Apply sunscreen and wear a hat, if you must go outside.
- Plan your day around the heat — avoid being outdoors between 11am and 5pm.
- Minimise physical activity.

Keep your house cool

- Shut curtains and blinds during the day.
- Go to a cool place such as a library, shopping centre, cinema or swimming pool, if you do not have air conditioning.
- Stay in the coolest room in the house.
- Use the stove and oven as little as possible.

In our original letter (attached) we proposed that mutual obligations penalties be suspended during severe and extreme heatwaves. As I mentioned in the meeting, a pathway towards including heatwaves in the system in the same way as other environmental disasters could be to suspend all activities that involve leaving the house or attending a specific location during heatwaves. This would address some of the most urgent danger, align mutual obligations with other workplaces, and enable people to follow the health advice.

In my opinion, the safest thing to reduce the likelihood of heatwave disasters is to suspend mutual obligations during the period of heatwaves as defined by BoM, as with other disasters.

Kind regards,
Emma

—
Emma Bacon

Executive Director
Ph: 0401 343 058

s 22(1), s 47E(d), s 47F(1)
Assistant Director
Compliance | Access and Participation Branch
Workforce Australia for Individuals Division
Australian Government Department of Employment and Workplace Relations
Phone s 22(1), s 47E(d), s 47F(1)
www.dewr.gov.au

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Question Time Brief - Employment and Workplace Relations**QTB No: QB23-000026**

Last Updated by Department:

Last Updated by Adviser: 18 October 2023

Workforce Australia – Jobseekers and mutual obligations**HEADLINE**

- The Australian Government is committed to an employment system that helps individuals prepare for employment while receiving income support.

KEY ISSUES

- High suspensions in recent data from April - June 2023 are being investigated by the department, including for implementation of the Points Based Activation System. The Government inherited the Workforce Australia system from the former LNP Government, with \$7 billion in contracts signed 14 days before caretaker period.
- That's why the Government has initiated a Select Committee on Workforce Australia to examine all policy settings of Workforce Australia. The Committee is due to report its findings to the Parliament by the end of 2023, including on recommendations for mutual obligations and suspensions.
- Under the Points Based Activation System, job seekers have greater flexibility and choice in deciding what tasks and activities they complete to meet their mutual obligation requirements.
- The exact requirements for each individual are determined by an employment services provider or the Digital Services Contact Centre (DSCC). Both providers and the DSCC are expected to consider each person's individual circumstances and tailor their points target accordingly.
- Jobseekers that do not meet their mutual obligation requirements may receive a payment suspension, penalty, or cancellation in accordance with the Targeted Compliance Framework.
- My department closely monitors the application of the Targeted Compliance Framework by providers to ensure it is applied appropriately.
- Mutual Obligation Requirements are currently paused in the following regions:
 - o QLD towns of Tara, Chinchilla and Dalby until 28 November 2023.
 - o QLD towns of Dalveen/Palgrave, Fleurbaix, Thulimbah, Maryland, Stanthorpe, Warwick until 29 November 2023.
 - o NSW LGA of Tenterfield until 29 November 2023.
 - o Qld local government area of Woorabinda Aboriginal Shire until 27 November 2023.

Question Time Brief - Employment and Workplace Relations**QTB No: QB23-000026**

Last Updated by Department:

Last Updated by Adviser: 18 October 2023

RECENT MEDIA

- **Media Article: *Centrelink urged to suspend mutual obligations during periods of extreme heat***

The Guardian Australia, Monday 20 November 2023

<https://www.theguardian.com/australia-news/2023/nov/20/centrelink-urged-to-suspend-mutual-obligations-during-periods-of-extreme-heat>

- The article quotes a participant who states that she suffered from heat stroke after being required to travel to an appointment with Centrelink during a heat wave in Perth.
- The CEO of Sweltering Cities has written to the Minister for families and social services requesting that mutual obligation requirements be paused during heat wave conditions.

Response:

- The department has not previously paused mutual obligation requirements in response to extreme heat events.
- As with other natural disasters, if advice was received from the Bureau of Meteorology, National Emergency Management Agency or state and territory emergency services agencies that heatwave conditions could impact people's ability to meet their mutual obligation requirements, the department would act on this advice.
- Where localised extreme weather events may impact on participant's ability to meet their mutual obligation requirements, including participant in activities such as Work for the Dole, the department manages these at a local level through the relevant State Office and with Workforce Australia Services providers directly.
- A Risk Assessment must be completed for every Work for the Dole activity to ensure a safe system of work is in place. For example – if a Work for the Dole activity is occurring outdoors – Providers need to consider appropriate equipment for participants such as providing sunscreen and hats if there is a risk of sun/heat exposure.
- Providers also have the discretion to not require a person from having to participate in an activity where participant may be impacted by extreme weather events.
- Individuals with health conditions that may limit their ability to meet their mutual obligation requirements can apply to Services Australia for an exemption.

Question Time Brief - Employment and Workplace Relations**QTB No: QB23-000026**

Last Updated by Department:

Last Updated by Adviser: 18 October 2023

BACKGROUND

- The Australian Council of Social Service (ACOSS) have advised that they are considering undertaking a media campaign regarding payment suspensions under the Targeted Compliance Framework.
- Recent media (attached) mentioned the response from Minister Burke to ACOSS (attached) regarding payment suspensions and changes to the current employment services system.
- The Targeted Compliance Framework has strong safeguards to ensure that only those who are deliberately not meeting their requirements are at risk of potential financial penalties.
- If participants miss a requirement, their provider or the DSCC attempts to contact them to discuss. If the contact attempt is not successful, they are notified that they have two business days ('resolution time') to contact their provider, or for online participants the DSCC, to discuss.
- If participants have a valid reason for not meeting their requirements, or they re-engage within two days, their payment is not suspended.
- Where a suspension does occur, payments are generally restored within 24 hours once job seekers meet a re-engagement requirement. The majority of job seekers re-engage with their provider promptly.
- Payment suspensions generally do not equal net loss of money to job seekers, and are appealable under Social Security Law.
- There are two capability reviews where participant's circumstances and requirements are assessed by a provider, the DSCC or Services Australia.
- If a participant is temporarily unable to meet their requirements, Services Australia may grant an exemption for a specified period.

From: [GRONEY, Nadine](#)
To: s 22(1), s 47E(d), s 47F(1)
Cc: [HUENDER, Sharon](#); [RYAN, Melissa](#); s 22(1), s 47E(d), s 47F [NICHOLAS, Ian \(DORMANT\)](#); s 22(1), s 47E(d), s 47
Subject: Working draft - principles and short term options for discussion at 2pm s 22(1)]
Date: Thursday, 23 November 2023 11:25:45 AM
Attachments: [231123 Working draft principles and short term options.pptx](#)

s 22(1)

s 22(1), s 47E(d), s 47F(1)

Please find attached a working draft version of some slides on draft principles, short term options and possible future direction around mutual obligations and compliance for initial discussion at 2pm.

Kind regards,
Nadine Groney
Assistant Secretary

Targeted Employment Policy Branch
Employment Policy and Analytics Division
Australian Government Department of Employment and Workplace Relations
Phone s 22(1), s 47E(d), s 47F | Mobile s 22(1), s 47E(d), s 47
[dewr.gov.au](#)

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s 22(1)

First Principles

Mutual Obligations

Compliance

Summary

Requirements should target available unemployment payment assistance

Requirements should be tailored and appropriate

Compliance should incentivise positive behaviour while deterring unwanted behaviour

The goal is engagement, not punishment

Details

- Requirements should help target payment assistance to those who need it;
- There should be reasonable reciprocity in return for unemployment payments, for those who are able;
- Requirements should increase employment, or employability, with an aim to reducing reliance on welfare.

- Where people do not have capacity to participate or benefit from participation, they should not be required to;
- Requirements should be tailored to circumstances and capacity;
- Requirements should be informed by accurate but non-burdensome and culturally appropriate assessments;
- Requirements should be easily understood (both what is required and the rationale for it);
- Requirements should be flexible, with participants having choice (within reason) in acknowledgment that participants generally know their own circumstances best;
- Requirements should not get in the way of addressing barriers to employment;
- People in similar circumstances should have similar requirements;
- Requirements should reflect the modern local labour market;
- Decision makers who determine if a person has not met a requirement for a good reason should be able to adjust requirements.

- Where people are able but not willing to be compliant, a necessary function of compulsory requirements is that there be consequences;
- To be effective at deterring non-compliance, a system of consequences must be understood;
- Withdrawal of an incentive is functionally the same as application of a consequence;
- A necessary part of a compliance framework is monitoring to detect when non-compliance occurs;
- Higher likelihood of detection of non-compliance means smaller consequences can apply.

- Most people want to comply with requirements and where people are willing to be compliant, demonstrating compliance should not be onerous;
- Requirements should not feel like a punishment;
- It is not reasonable to apply a consequence if the person is not able to comply;
- Consequences should not cause unreasonable hardship or stress;
- Strong protections should exist to stop consequences applying for reasons beyond a person's control;
- Consequences should encourage rather than disincentivise engagement.

Compliance

Current state

Short term options

Future state

Summary

- Large volume of payment suspensions and perceived harm has been a key focus of stakeholders
- s 22(1)

s 47C(1)

s 47C(1)

Details

- Current framework operates on a system of demerits, which are applied when non-compliance with requirements is confirmed.
- Exception is where non-compliance is a ‘finding of fact’, including failure to enter into employment pathway plan by the date due, and failing to record sufficient points to meet the monthly target
- Payment suspensions serve two functions:
 1. Primary: to trigger contact with client where this has not been able to be established
 2. Secondary: to mandate reengagement with requirements following a failure to comply
- Prior to payment suspension, but after attempts to directly contact the client, clients are notified they have 2 business days to resolve the non-compliance. If no action, payment is suspended after this “Resolution Time”.
- Payment suspensions can occur from the first failure to comply in employment services
- Generally, when 5 demerits are accrued, and if client has been twice assessed as capable of meeting their requirements, they move into the penalty zone.

s 22(1)

s 47C(1)

s 22(1)

s 47C(1)

Mutual Obligations

	Current state	Short term options	Future state
Summary	There have been criticisms around lack of tailoring s 47C(1)	s 47C(1)	s 47C(1)
	Mutual obligation requirements are embedded in legislation	s 47C(1)	
Details	<u>Requirements for all services include:</u> - agreement to enter into a Job Plan - accept any offer of a suitable job - not voluntarily leave a suitable job without good reason. - Participants in each employment service are expected to have appropriately tailored requirements - Where participants are temporarily unable to meet requirements, they can seek an exemption from Services Australia	s 22(1)	s 47C(1)
	<u>Workforce Australia requirements:</u> - Meet a monthly points target (maximum 100 points, tailored to circumstances), with minimum job search requirements (4, but can be reduced) - Participate in Provider Appointments, frequency determined by provider (excluding online) - Undertake mandatory activity at relevant activation point	s 22(1)	
	<u>Disability Employment Services requirements:</u> - Meet monthly job search requirement (maximum 20, tailored to circumstances) - Participate in activities to improve employment prospects (relevant to personal circumstances) - Participate in Provider Appointments, weekly or fortnightly, as determined by provider <u>Community Development Program (in remote Australia):</u> - Meet monthly job search requirement (maximum 20, much lower in practice) - Participate in Provider Appointments, at least monthly - All activities are voluntary (since May 2021)	s 47C(1)	
136 of 336		Working Draft	

From: [GRONEY, Nadine](#)
To: s 22(1), s 47F(1), s 47E(d)
Cc: s 22(1), s 47E(d), s 47F(1); [HUENDER, Sharon](#); [NICHOLAS, Ian \(DORMANT\)](#); s 22(1), s 47E(d), s 47F(1) ; [RYAN, Melissa](#); s 22(1), s 47E(d), s 47F(1)

S
 22(1
)

s 22(1)

S s 22(1), s 47F(1), s 47E(d)
 s 22(1)

– we

can develop similar diagrams for the other proposals too if that is helpful.

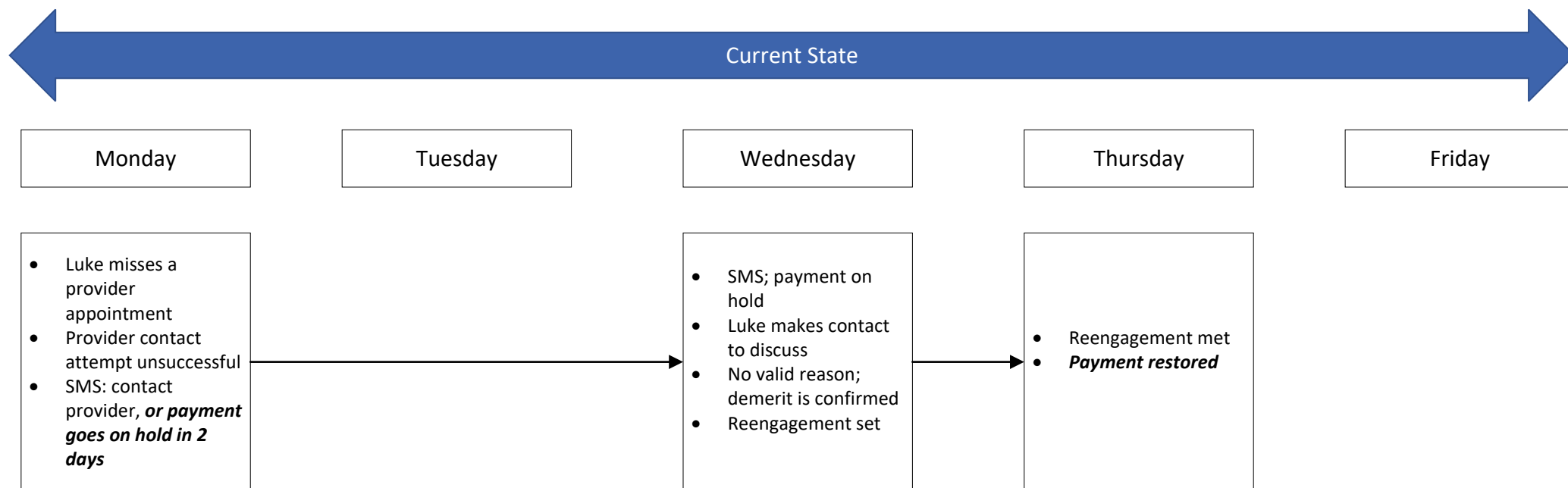
Currently in the table is also a placeholder related to options for better ensuring requirements and paid work do not clash – which you asked for at our recent meeting. We are currently consulting internally on advice on options in this space, which we aim to provide very shortly. There is also an additional option included, which you have not seen before. When working with Services Australia on the other short term compliance options they suggested another issue related to automation could be quickly and easily addressed. Currently certain failures in the Penalty Zone can be accepted without needing to discuss reasonable excuse with Centrelink. The intent of this was to reduce need for those who know that they have no reasonable excuse to talk to Centrelink – both reducing administrative burden on individuals and workload for Centrelink. However, Centrelink advise that it has not worked out that way in practice – instead most people who ‘self-accept’ penalties call Centrelink back and contest these penalties, with a high proportion found to have a reasonable excuse. So instead of reducing burden on individuals, the current policy increases it – while also removing a protection. Accordingly, we recommend removing the ability for individuals to ‘self-accept’ penalties in the Penalty Zone.

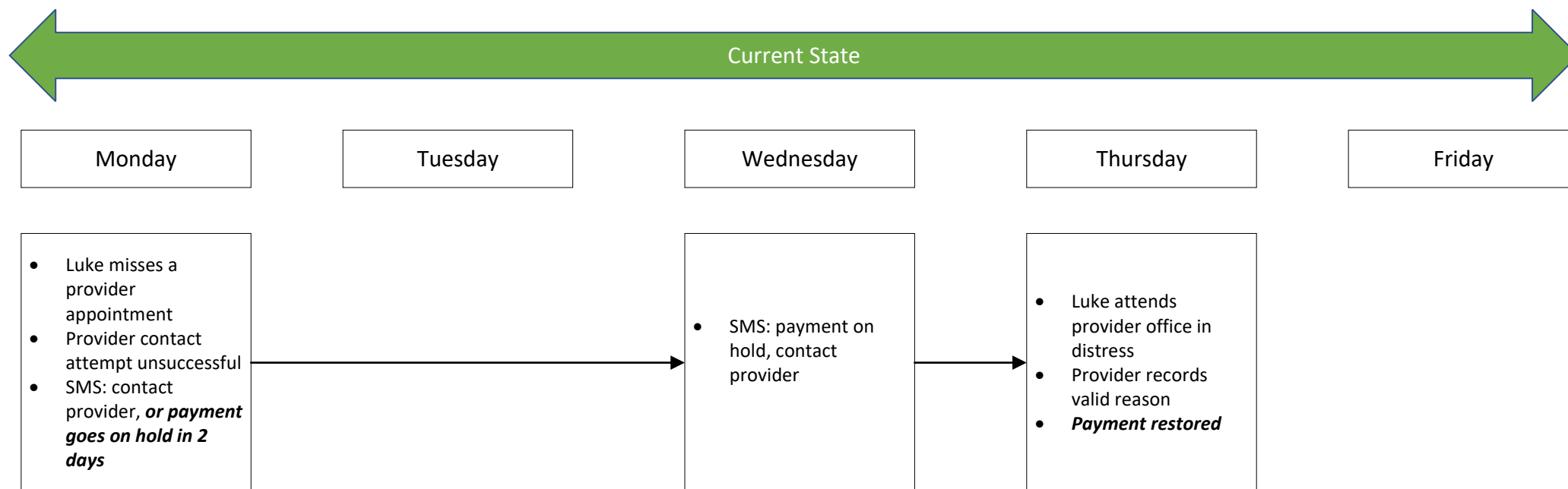
s 22(1)

Nadine Groney
 Assistant Secretary

Targeted Employment Policy Branch
 Employment Policy and Analytics Division
 Australian Government Department of Employment and Workplace Relations
 s 22(1), s 47E(d), s 47F(1)

s 22(1)





Mutual obligations and compliance options

Current and future state

s 47C(1)

Current state	s 47C(1)
Payment suspension (following Resolution Time) can currently occur from the first instance of not meeting requirements in employment services. <u>Attendance & Assessment-Based failures</u> Following a successful contact attempt, valid reason is discussed. • If the individual has a valid reason, this is recorded in DEWR's IT system. No demerit is accrued and there is no payment suspension. • If the individual does not have a valid reason, this is recorded in DEWR's IT system and the individual is notified they have 2 business days 'resolution time' to meet the reengagement requirement (usually whatever requirement they did not meet). If the reengagement requirement is not met within the timeframe their payment is suspended and remains suspended until reengagement is met. Following an unsuccessful contact attempt and recording of the non-attendance/relevant assessment outcome in DEWR's IT system, the individual is notified they have 2 business days 'resolution time' to resolve non-compliance (either by providing a valid reason, or, if they have no valid reason, by meeting a reengagement requirement) before their payment is suspended. • If they resolve the non-compliance or contact and provide a valid reason in this time frame, their payment is not suspended. • If they do not resolve the non-compliance in this time frame, their payment is automatically suspended via transactions between DEWR and SA IT systems. Once payment is suspended, it is lifted when the person re-engages or provides a valid reason. A demerit is only confirmed when the provider records in DEWR's IT system that the individual does not have a valid reason for the attendance-based or assessment-based failure. <u>Automated failures</u> Where DEWR's IT system processes identify a Job Plan has not been agreed or the required number of job search efforts or points has not been recorded by the due date: • The individual is notified they have 2 business days 'resolution time' to resolve the non-compliance before payment is suspended either by; ▪ providing a valid reason for not meeting the requirement, ▪ meeting the reengagement requirement. If they resolve the non-compliance in this time frame, their payment is not suspended. If they do not resolve the non-compliance in this time frame, their payment is automatically suspended. For automated failures, the demerit is confirmed at the same time they are notified that resolution time has commenced. If the participant provides a valid reason, the demerit is removed from their non-compliance history.	
A1.Cameo: Luke, 42 • <i>Lives in a regional town and has no dependent children</i> • <i>Has some digital literacy, but online services are not suitable for him, so he is in provider-services.</i> • <i>Luke has frequent spells off income support.</i> Under current arrangements ➤ Luke misses a provider appointment on Monday ➤ His provider tries to call Luke, but Luke does not answer. ➤ Luke is notified that he needs to call his provider, or his payment will go on hold in 2 business days (resolution time). ➤ Luke does not make contact during resolution time; his payment is suspended, and he is notified he needs to meet a reengagement requirement to have his payment restored ➤ When Luke gets the SMS notifying him of payment suspension, he calls his provider to discuss non-compliance	s 47C(1)

s 22(1)

s 47C(1)

➤ The provider records in the IT system that they do not accept Luke has a good reason, and a demerit is confirmed. ➤ Luke meets a reengagement requirement, and his payment is restored.	s 47C(1)
Except where the client is in the Penalty Zone (where payment suspension is immediate following system validity checks), clients are notified that they have 2 business days “resolution time” in which to resolve the non-compliance (generally by either providing a valid reason or meeting a reengagement requirement) before payment will be suspended.	
A2.Cameo: Luke, 42 • <i>Lives in a regional town and has no dependent children</i> • <i>Has some digital literacy, but online services are not suitable for him, so he is in provider-services.</i> • <i>Luke has frequent spells off income support.</i>	
Under current arrangements ➤ Luke misses his scheduled provider appointment ➤ His provider tries to call Luke, but Luke does not answer ➤ Again, Luke is notified that he needs to call his provider, or his payment will go on hold in 2 business days (resolution time). ➤ Luke does not make contact during resolution time; his payment is suspended, and he is notified he needs to meet a reengagement requirement to have his payment restored. ➤ The day after his payment is suspended, Luke attends the provider office in some distress, as he needs to report for income support and his rent is due very soon. ➤ Luke and his provider discuss the non-compliance. The provider records that they accept Luke’s reason for not attending. ➤ Luke’s payment is immediately restored, and no failure is recorded on his history.	s 47C(1)
Where a client doesn’t agree a Job Plan, record sufficient tasks to meet their monthly points target (if in Workforce Australia) or record sufficient job search efforts to meet their monthly job search requirement (if in Disability Employment Services), the consequences for non-compliance workflow is ‘automated’, meaning DEWR’s IT system; • Commences the payment suspension workflow • Confirms a demerit on the client’s TCF history if relevant • Sets the appropriate reengagement requirement if relevant If the client provides a valid reason, the demerit and/or reengagement requirement is manually removed by the provider. Where attendance is not recorded at compulsory activities, job interviews or appointments with a third party, DEWR’s IT system will automatically commence the payment suspension workflow (noting that attendance not being recorded does not result in a demerit or the need to reengage)	
A3.Cameo: Luke, 42 • <i>Lives in a regional town and has no dependent children</i> • <i>Has some digital literacy, but online services are not suitable for him, so he is in provider-services.</i> • <i>Luke has frequent spells off income support.</i>	
Under current arrangements ➤ Luke does not submit enough tasks to meet his points requirement. ➤ The IT system identifies this, and Luke is notified that he needs to call his provider, or his payment will go on hold in 2 business days. ➤ Because this is a system automated failure, a demerit is automatically confirmed (per new proposal), and the reengagement requirement is automatically set. ➤ Luke does not make contact during resolution time; his payment is suspended, and he is notified he needs to contact his provider with a good reason or meet the reengagement requirement to have his payment restored. ➤ Luke does not contact his provider and instead records several job applications to meet his reengagement requirement. ➤ Luke’s payment is restored.	s 47C(1)

s 22(1)

s 47C(1)

Once a client enters the Penalty Zone, they can only exit (and return to the Green Zone) by demonstrating ongoing compliance for three months, even where a client's circumstances change such that a lasting financial penalty for not meeting obligations may not be inappropriate.

s 47C(1)

A4.Cameo: Reggie, 27

- *Lives in a major city, rent-free in a room in her uncle's home.*
- *Previous history of drug dependency but has been drug free for 12 months.*
- *Has an extensive non-compliance history and is in the Penalty Zone*

Shortly after entering the Penalty Zone, Reggie's uncle announces he is leaving to live in New Zealand so Reggie will not have anywhere to live. Reggie is now in financial and emotional distress. Reggie's provider fears she may return to drug use.

Under current arrangements:

- If Reggie can remain compliant with requirements for 3 months, she can return to the green zone and not face penalties.

s 47C(1)

s 22(1)

s 22(1)

s 22(1)

	8. Better ensuring clients are not disadvantaged where they do not meet a requirement due to working		
		A8.Cameo: Simon, 34	
		Under current arrangements	Under proposed future arrangements
	9. Removing the ability for clients to 'self-accept' financial penalties in the Penalty Zone of the Targeted Compliance Framework	When individuals in the penalty zone fail to meet a requirement, they have the option to 'accept' the resulting financial penalty, as long as: - the failure was because they failed to attend a requirement, and - the failure is not the third failure in the penalty zone. In this case, the individual can acknowledge during their fortnightly reporting that they did fail to meet a requirement and that they did not have a reasonable excuse for the failure, and they can choose to accept a financial penalty. This speeds up the processing of their fortnightly report because Services Australia does not have to conduct an investigation into the failure.	Individuals in the penalty zone will not have the option to accept a financial penalty. Instead, Services Australia staff will investigate every failure in the penalty zone and will make a reasonable excuse determination.
		A9.Cameo: Liz, 48	
		Under current arrangements	Under proposed future arrangements
		- When Liz makes her fortnightly report to Services Australia to receive income support, she is advised that she has failed to attend an activity. - She is given the option to accept the financial penalty – by doing this, she is acknowledging that she did fail to attend that activity, that she does not have a reasonable excuse for the failure, and that her fortnightly income support will be reduced by 50%. - Liz is too stressed to deal with the process so accepts the penalty. When she sees that her payment will be reduced by half she calls Services Australia, who assess that she had a reasonable excuse and overturn her penalty.	- When Liz makes her fortnightly report to Services Australia to receive income support, she is advised that she has failed to attend an activity. - Liz does not have an option to accept a financial penalty. - Services Australia investigate and find that she has reasonable excuse.
B. Better recognising Individual's circumstances	1. Introducing concessional mutual obligation rules for unemployment payment recipients in receipt of Carer Allowance to align with other cohorts with limited capacity to work	➤ When setting mutual obligation requirements, employment services providers are required to take into consideration a person's individual circumstances, such as their age, medical conditions, and any caring responsibilities they may have. ➤ Some cohorts have systematic recognition of their personal circumstances and have automatically reduced requirements (e.g. automatic reduction of PBAS points by 40 points per period). They also have access to concessional mutual obligation arrangements where they can 'fully meet' their requirements through 30 hours per fortnight of approved activities and can be managed by Centrelink (instead of engaging with the employment services provider). These groups include principal carer parents, those aged 55 and over, and individuals with an assessed partial capacity to work. ➤ Unemployment payment recipients who receive Carer Allowance will generally have significant caring responsibilities in addition to their mutual obligation requirements. To be eligible for Carer Allowance, a person must provide someone ongoing daily care and support for at least 12 months in a private home.	➤ From 1 January 2025, systematic concessional requirements would be extended to Carer Allowance recipients with mutual obligation requirements. Carer Allowance recipients would: - receive an automated reduction to their Points Based Activation System (PBAS) points requirement of 40 points if in Workforce Australia; and - be able to 'fully meet' their requirements by undertaking 30 hours per fortnight of approved activities (paid work, approved study, and/or approved voluntary work). • These are the same requirements that apply to principal carer parents, those with an assessed partial capacity to work, and those aged 55 and over. • Recipients 'fully meeting' their requirements do not need to meet any other requirements (including looking for paid work or attending employment services provider appointments). They would be managed by Centrelink instead of an employment services provider. • This change recognises the significant contribution those on Carer Allowance make towards their family and community through their caring responsibilities and treats carers more equitably across

		○ Services Australia assess an individual's caring responsibilities as part of determining eligibility for Carer Allowance. ➤ Providing this care is likely to impact an individual's capacity to look for and take up work, but there is no systematic recognition of this reduced work capacity in setting requirements. ➤ Currently, employment services providers must take into consideration a person's caring responsibilities and manually reduce their mutual obligation requirements. However, manual reduction of requirements is up to provider discretion and may be applied inequitably across individuals in similar circumstances. ➤ Additionally, those on Carer Allowance are not able to 'fully meet' their requirements (unless they are also a principal carer parent, have a partial capacity to work, or are aged 55 and over) and must generally be connected to an employment services provider. Despite the impact on their capacity to work likely being much higher than some groups who are able to 'fully meet' their requirements.	the social support system. It would enable Carer Allowance recipients to better balance their caring responsibilities and mutual obligations requirements. • This change would apply only to carers who are eligible for Carer Allowance. For those who are not in receipt of Carer Allowance but still have caring responsibilities, employment services providers would still be required to consider their circumstances and manually tailor (e.g., reduce their PBAS points and minimum job search requirements) appropriately. • The change would not apply to those on Carer Payment - who do not have mutual obligation requirements. • The change would apply to Workforce Australia, Disability Employment Services, and the Community Development Program.
		B1.Cameo: Jonathan is a 27 year old male living with his brother who has a disability and requires regular ongoing care. Jonathen receives Carer Allowance.	
		<u>Current state example</u> ➤ Jonathan is in Workforce Australia with a provider. He has been unemployed for more than 12 months. He does not have a partial capacity to work, is not a principal carer parent, nor is he aged 55 and over. He currently has to meet his PBAS points target each period by looking for work, attending provider appointments, and undertaking other activities to help improve his employability. ➤ His provider has determined that Jonathan should have reduced PBAS requirements due to his caring responsibilities, and so has reduced his points target to 80 points per period (a reduction of 20 points). He still has a minimum job search of 4 job searches per period. ➤ Jonathan is doing a Certificate III in Early Childhood Education and Care, as he wishes to pursue a career in child care. The course is an approved course and is 15 hours per week. He gets 15 points per week (60 points per period) for this study. He also does his minimum 4 job searches in addition to this and attends provider appointments.	<u>Future state example</u> ➤ Jonathan is able to 'fully meet' his requirements through his 30 hours per week approved study. ➤ Jonathan would no longer have to engage with his Workforce Australia provider, or undertake a minimum job search requirement, so long as he continues his approved study for 30 hours per fortnight. He would have a job plan with Centrelink and report his participation in his activities to Centrelink. ➤ Once he completes his study, unless he moves off JobSeeker Payment, he would return to Workforce Australia and have a PBAS points requirement of 60 points per period (with a minimum job search of 4 job searches per period, unless his provider determines otherwise). ➤ This is because under the proposed change, those on Carer Allowance would have an automatic PBAS points reduction of 40 points per period (therefore only having to meet 60 points per period).
	2. More consistent mutual obligation rules	➤ Some cohorts receiving unemployment payments have access to concessional mutual obligation arrangements and can 'fully meet' their mutual obligation requirements. These cohorts currently include principal carer parents, people with an assessed partial capacity to work, and those who are aged 55 years and over. ➤ For each cohort, the rules through which they can do this are different. Each cohort may 'fully meet' their requirements through 30 hours per fortnight of approved activities but the approved activities differ. ➤ The current rules around what it means to be 'fully meeting' requirements through 30 hours per fortnight of approved activities are: ○ Principal carer parents and those assessed with a partial capacity to work may 'fully meet' requirements through 30 hours per fortnight of paid work, approved study (or a combination of these activities);, ○ In some limited circumstances, voluntary work for principal carer parents may also contribute to 'fully meeting' requirements ○ Those aged 55 and over may fully meet requirements through 30 hours per fortnight of approved combinations of voluntary and paid work. Those aged 55-59 in their first 12 months of payment may fully meet through a combination of paid and voluntary work only if 15 of 30 hours is in paid work. Those who have been on payment 12 months or more, or who are aged 60 and over, may fully meet their requirements through 30 hours of any combination of paid and approved voluntary work. ➤ This means those aged 55 and over cannot 'fully meet' through approved study, and people with a partial capacity to work and most principal carer parents (except for in very limited circumstances) cannot 'fully meet' through approved voluntary work.	➤ Better alignment of the 'fully meeting' rules for these cohorts (including for Carer Allowance recipients, as described above), would be achieved by allowing: ○ those aged 55 and over to 'fully meet' their mutual obligation requirements through approved study, in the same way as principal carer parents and people with a partial capacity to work are currently able to; and ○ people with a partial capacity to work and all principal carer parents to 'fully meet' their requirements by undertaking approved voluntary work, if undertaken in combination with at least 15 hours per fortnight of another approved activity to fully meet their requirements (i.e. work or study). This rule currently applies to those aged 55-59 during their first 12 months on payment. • The outcome would be consistent criteria for individuals able to 'fully meet' their requirements. The only discrepancy would be further concessional arrangements for fully meeting requirements would continue to apply for those aged 60 and over or aged 55-59 with more than 12 months payment duration. This reflects rules in the social security law. • These changes would result in approximately 2,000 more individuals exiting employment services (reducing provider fees) but also result in increased provider outcome payments (increasing fees), as clients 'fully meeting' would attract an outcome payment.
		B2.Cameo: Noriko is a 55 year old female who volunteers regularly at her local community centre. She has been on JobSeeker Payment for 15 months.	
		<u>Current state example</u> ➤ Noriko volunteers 20 hours per week helping out with the foster care educational program at the local community centre.	<u>Future state example</u> ➤ From 1 January 2025, Noriko is able to 'fully meet' her mutual obligation requirements through her studies in Certificate III in Community Services.

		➤ Noriko enjoys her voluntary work, but feels she could contribute more if she studies a course in a relevant area. ➤ Currently she 'fully meets' her requirements through her volunteering as those aged 55 and over may 'fully meet' their mutual obligation requirements through 30 hours per fortnight of approved voluntary work and/or paid work. To pursue her study, Noriko decides she would have to reduce her voluntary work hours by 10 hours per fortnight and commence a Certificate III in Community Services. ➤ The Certificate III is an approved course of study and is 15 hours per week. However, as Noriko is no longer 'fully meeting' her requirements (as she is not doing 30 hours per fortnight of approved voluntary and/or paid work), she is connected to a Workforce Australia provider while she undertakes her study. Her study counts towards her PBAS points requirement, but Noriko still has to attend provider appointments and undertake her minimum job search requirement of 4 job searches per period.	➤ This is because under the changes to align 'fully meeting' rules, individuals aged 55 and over are able to 'fully meet' their requirements through 30 hours per fortnight of approved study (and/or voluntary/paid work). ➤ While undertaking her study, Noriko would not need to be connected to her Workforce Australia provider. She would not need to meet a minimum job search requirement or attend employment services provider appointments. ➤ She would have a Centrelink job plan and report her participation in her study and voluntary work at the community centre to Centrelink.
	3. Remove time limits on temporary medical exemptions from mutual obligation requirements	• Unemployment payment recipients with a medical condition causing temporary incapacity may be exempted from mutual obligation requirements if they are unable to work and unable to undertake another appropriate activity for 8 hours or more per week. • Exemptions for temporary incapacity can only be granted for a maximum period of 13 weeks at a time – even if the medical condition is expected to continue longer. If the person requires a longer exemption, they need to provide consecutive medical certificates. • Exceptions exist for a tightly defined group of serious illnesses, where exemptions may be granted by Services Australia for a maximum of 52 weeks. Serious illnesses currently are restricted to an exhaustive and arbitrary list of categories, including cancer/leukaemia, severe stroke, acquired brain injury, serious burns, serious physical injuries requiring long recovery periods and severe mental health conditions receiving treatment in an institutional setting. • Impacts include: – individuals with medium to long-term incapacity must return to their medical practitioner for another certificate to submit to Services Australia (despite the medical practitioner deciding they have very limited capacity due to their condition); – financial impacts for individuals to obtain consecutive medical certificates, with resultant undue stress and anxiety, potentially negatively affecting recovery; – additional hardship for people in regional and remote areas who have significant difficulties accessing health services; – unnecessary demands on the healthcare system; and – the unnecessary burden of processing consecutive medical certificates for Services Australia.	➤ The current maximum 13-week time limits for temporary incapacity and incapacity due to serious illness exemptions would be removed (this is consistent with recommendation 34 of the Select Committee to reduce the cost of obtaining medical evidence for purposes relating to employment services). ➤ A medical practitioner's assessment of the duration of incapacity would be used to determine the period of a client's exemption. Medical practitioners already provide this information in the approved medical certificate form used to apply for temporary medical exemptions. ➤ To mitigate the risk of individuals falling through the cracks through this change, existing assessments by allied health professionals in Services Australia would continue where conditions are expected to last longer than 13 weeks. ➤ No change would be made to the requirement that medical exemptions be limited to either temporary medical conditions or temporary exacerbation of permanent conditions. ➤ Individuals with permanent conditions resulting in reduced work capacity would continue to have their requirements reduced in line with an assessment of partial work capacity following an ESAt.
		B3.Cameo: Basil, 51 • JobSeeker Payment recipient • Lives alone in a remote area of Australia • Basil cannot drive and has no family support so uses taxis to attend doctor appointments <i>Three months ago, Basil sustained multiple fractures in a fall from his house roof. Post surgical complications have delayed recovery. Basil's doctor expects that he will be unable to work for 8 hours or more per week for the next 14 months and includes this on the medical certificate she provides.</i>	
		Under current arrangements: ➤ To be exempt from his mutual obligation requirements, Basil will need to submit a new medical certificate to Services Australia every 13 weeks for the duration of his incapacity. ➤ If the incapacity has a duration of 2 or more years, the incapacity would be classed as permanent and Basil would have his requirements reduced in line with an assessment of a partial capacity to work, following an Employment Services Assessment.	Under future proposed arrangements: ➤ Basil only needs to submit one medical certificate to receive an exemption for the full duration indicated by his doctor. He will not need to submit further medical certificates every 13 weeks for temporary incapacity caused by the same medical condition. ➤ Basil will be able to focus on his recovery without the burden of needing to attend unnecessary appointments for consecutive medical certificates. ➤ If the incapacity has a duration of 2 or more years, the incapacity would be classed as permanent and Basil would have his requirements reduced in line with an assessment of a partial capacity to work, following an Employment Services Assessment.

From: [GRONEY, Nadine](#)
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Subject: s 22(1)
Date: s 22(1)
Attachments: s 22(1)
 s 22(1)

s 22(1)

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s 47C(1)

[@DILLON, Nicholas](#) s 47C(1)

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s 22(1)

s 47C(1)

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Nadine Groney

Assistant Secretary

Targeted Employment Policy Branch

Employment Policy and Analytics Division

Australian Government Department of Employment and Workplace Relations

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Background information on existing assessments by allied health professionals in Services Australia where conditions are expected to last longer than 13 weeks

SA officers assess medical certificates in accordance with the legislation and policy guidelines. Once a decision to grant (or not grant) an exemption has been made, some job seekers may require an Employment Services Assessment (ESAt) if the medical certificate and other available information indicate that the job seeker:

- May have an ongoing partial capacity to work because of the impact of permanent conditions (i.e. likely to persist for 2 or more years)
- May have a temporary reduced work capacity of less than 30 hours per week, or
- Is potentially eligible for a more appropriate payment such as Disability Support Pension (DSP).

ESAts are conducted by allied health professionals employed by SA.

This would not change under the proposal to removal time limits for medical exemptions. For example, whilst it seems unlikely that medical professionals would provide certificates for a duration of 2 or more years, if this did occur, the existing policy that the incapacity would be classed as permanent would still apply. In this case, the person would not be eligible for an exemption. Under current rules, those with permanent conditions impacting their capacity should have their requirements reduced in line with an assessment of a partial capacity to work, following an ESAt. This would not change under the proposal.

Background information on arbitrary list of serious illnesses

The Social Security Guide provides an arbitrary and exhaustive list of serious illnesses. Currently, where a person has one of the medical conditions included in that list of serious illnesses, they may be given an initial exemption of 13 weeks and can be granted subsequent exemptions without additional medical certificates up to a maximum of 52 weeks.

The arbitrary and exhaustive list of serious illnesses identifies only the following medical conditions:

- Cancer/leukaemia
- Severe stroke
- Acquired brain injuries
- Serious burns
- Serious physical injuries requiring long recovery periods
- Severe mental health conditions for which the person is receiving treatment in an institutional setting.

If a person has a medical condition that is not listed in the above but is just as serious, they currently will not be able to be granted a serious illness exemption and instead will need to revisit their GP multiple times to get subsequent medical certificates to cover the full duration of their incapacity.

Responsible minister for exemptions

The [Administrative Arrangements Order](#) (AAO) provides that Minister Burke as the Minister for Employment and Workplace Relations is responsible for the exemption provisions, because they relate to participation requirements and compliance with them.

The AAO says that Minister Burke (as the Minister for Employment and Workplace Relations) is responsible for the following:

s 22(1)

“Social Security Act 1991, insofar as it relates to participation requirements and compliance with those requirements for participation payment recipients and Chapter 2D

Social Security (Administration) Act 1999, insofar as it relates to participation requirements and compliance with those requirements for participation payment recipients...”

The exemption provisions “relate” to participation requirements and compliance with them; as such, they would fall within the responsibility of Minister Burke.

Cohort	Current state	Future state
Principal carer parents	Principal carer parents can fully meet their requirements through 30 hours per fortnight of: • Paid work • Approved study • Any combination of paid work and approved study In very limited circumstances, a principal carer parent may be able to fully meet their requirements through 30 hours per fortnight of approved voluntary work. The employment services provider may approve the principal carer parent to fully meet their requirements through voluntary work if they determine that: - The principal carer parent lives in a poor labour market - there are limited training opportunities locally available - there is a significant vocational aspect to the voluntary work, and - that the voluntary work placement meets the criteria for approval as part of requirements	These cohorts would be able to fully meet their requirements through 30 hours per fortnight of: • Paid work • Approved study • Any combination of paid work and approved study These cohorts would also be able to fully meet their requirements through approved voluntary work if at least 15 of the 30 hours per fortnight of their fully meeting activities is in another activity. <u>For example</u>, a principal carer parent doing voluntary work may fully meet by undertaking: • 15 hours per fortnight in voluntary work and 15 hours per fortnight in paid work • 15 hours per fortnight in voluntary work and 15 hours per fortnight in approved study • 10 hours per fortnight in voluntary work, 10 hours per fortnight in paid work, and 10 hours per fortnight in approved study Note: other combinations are possible, so long as at least 15 hours per fortnight of the 30 hour requirement is in an activity other than approved voluntary work.
Partial capacity to work	Those with an assessed partial capacity to work can fully meet their requirements through 30 hours per fortnight of: • Paid work • Approved study • Any combination of paid work and approved study	
Individuals aged 55 and over during on their first 12 months of receiving payment	These individuals can fully meet their mutual obligation requirements through 30 hours per fortnight of: • paid work • paid work and voluntary work, if at least 15 hours of the 30 hours per fortnight requirement is in paid work.	
For those aged 55 to 59 who have been in receipt of payment for more than 12 months, and any individual aged 60 and over	These individuals can fully meet their requirements through 30 hours per fortnight of: • paid work • approved voluntary work • any combination of the two activities	This cohort can fully meet their requirements through 30 hours per fortnight of: • paid work • approved voluntary work • approved study • any combination of these activities

From: [GRONEY, Nadine](#)
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Attachments: s 22(1)

S s 22(1), s 4 S s 22(1), s 47E(d), s

Post our conversation the other week- the team has been investigating and working on several updates to the options paper around reducing clash of work and appointments. I have highlighted in yellow the additional significant content that has been added in the document.

Updated data is provided on the first page with approximately **122,000 – 137,000 people in Workforce Australia Services who are employed in some capacity are expected to** remain on the caseload once Better Targeting takes effect (around 30% provider caseload).

The rest of the document now comprises 3 tables:

- The options to reduce clashes (that the department previously provided originally)
 - With a specific addition around **not suspending payment if someone is in paid work**
- The **thresholds of paid work options** that could be considered
- **Options to identify those undertaking paid work in the IT system**. This will be critical to monitoring the effectiveness of any changed policy.

In addition to the added options, we've also added a bit more to the pros and cons throughout. Also included is information about how the DES cohort could be included (assuming the options are also to be implemented for DES and not just WFA).

Keen for your thoughts/reactions particularly around the new options on the table.

s 22(1)

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 Assistant Secretary

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 Employment Policy and Analytics Division
 Australian Government Department of Employment and Workplace Relations

S s 22(1), s 47E(d), s 47F | S s 22(1), s 47E(d), s 47
 s 22(1)

Options for reducing clash of work and appointments

Problem:

- According to anecdotal evidence and qualitative review, employment services providers sometimes set mutual obligation requirements for times at which individuals have advised they are engaged in paid work.
- This appears to be a widespread issue and is not isolated to a handful of provider organisations or sites. It is not consistent with overarching guidance to providers that requirements should be scheduled at times that the person is able to attend; and it is inconsistent with the objectives of employment services to encourage and facilitate employment.
- This anecdotal feedback is longstanding, for example was referred to in the jobactive Senate Inquiry, published in February 2019.
- However, it is unclear what the cause of the issue is. It may be the case that providers are inappropriately scheduling requirements on top of paid work. Alternatively, it may be that participants are not telling providers about paid work – there has also been some anecdotal feedback from providers that this is the case.
- **Paid work is always a valid reason for not meeting/rescheduling a requirement.** However, **participants must advise their provider of their inability to meet a requirement in advance where it is reasonable to do so.** For example, if an appointment is scheduled and a person is asked to work a shift that conflicts with that appointment they would be expected to advise their provider beforehand if it were a week in the future, but not if they were called in and asked to start immediately. The person could advise using the Job Seeker Calendar, or by contacting their provider.

Data:

- In 2023, 13 per cent of provider appointments were for clients who had recently (in the last two months) declared paid work. Attendance at appointments was much higher for those reporting work (78 per cent) relative to those not reporting work (69 per cent). However, rates of non-attendance with a valid reason were similar for those reporting work (10 per cent) compared with those not reporting paid work (9 per cent). The specific valid reason 'working on the day of requirement' was rarely used – in 0.1 per cent of accepted valid reasons for those reporting work and 0.03 per cent for those not reporting paid work.
- Non-attendance at appointments resulted in suspension in 29 per cent of cases for those reporting work, compared to 41 per cent for those not reporting work.
- From data received on 21 February 2024, the Workforce Australia caseload is approximately 450,000 people. The estimated number of people employed while on the caseload, based on PPM survey responses, is 170,000 – 185,000. This range accounts for the survey margin of error. Around 48,000 people are working and are in the groups who will be moved off the caseload under the Better Targeting measure (based on exemption and paused reasons recorded by Services Australia). Which leaves approximately 122,000 – 137,000 people in Workforce Australia Services who are employed and expected to remain on the caseload once Better Targeting takes effect.

Option 1 (proposed below) would provide strong evidence to the extent to which issues are caused by misbehaviour from providers, as well as likely going a significant way to addressing the issue. It is likely to be relatively low cost and could be accompanied by supporting communication materials. Additionally Option 2 would require providers to schedule appointments to be over the phone or via video conferencing if a client is working.

- There is existing functionality for **people to schedule 'personal events' in the system** to alert providers to commitments that a person may have – such as work or caring responsibilities. However, anecdotally this functionality is not well known by participants. **Providers are also able to schedule personal events in the system.** The **Workforce Australia guidelines require them to do so** when they are aware the participant has regular paid work.
- From July 2024 the MYEFO proposal Better Targeting Employment Services will likely reduce instances of clashes of paid work and provider appointments – as **76,000 people who are 'fully meeting' their requirements, including through paid, work will exit employment services.**

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How processes related to conflicts between appointments and paid work should be managed currently

Person is offered paid work conflicting with an appointment and reasonably can advise their provider



Person is offered last minute paid work and cannot reasonably advise their provider



Person has paid work, and wants to stop requirements being scheduled that conflict



Policy Option 1



Policy Option 2



Table 1 – options to reduce the clash of paid work and appointments

Option	Pros	Cons	Implementation considerations
1. Promotion of personal event calendar and stronger assurance of provider behaviour (Recommended) - This option would strengthen and clarify obligations on providers to ensure that they are clearly required not to schedule appointments at the same time as paid work and other responsibilities such as caring. - This option would be strengthened by better promotion of the participant personal event calendar, allowing 'blocking out' of time when providers cannot schedule requirements on top of without discussing with the person. - A new specific assurance activity would be introduced, with potential for breach notices to be issued to address non-compliance. - At the conclusion of the assurance activity, show cause notices may be issued to providers if they have not demonstrated sufficient compliance or have not improved their performance to the required standard. If the provider is unable to show cause, a breach notice would be issued. Providers are given an opportunity to rectify the breach and, if they are not able to do so, remedial action will apply. Successful breach processes against a provider have a direct effect on that provider's performance rating, and may potentially include actions like reduction in market share or recovery of fees. - This would apply to all providers in Workforce Australia (including Transition to Work) and Disability Employment Services (subject to DSS agreement). - The option would be further strengthened with messaging to providers, and active messaging to participants encouraging them to provide feedback via the NCSL if their provider is inappropriately scheduling requirements. - A robust escalation point would be developed to ensure the department is recording substantiated claims of inappropriate scheduling of appointments. Data collection of these contacts/complaints could be captured and provider leads would be able to assess the data regularly. If participants were being actively messaged to contact to provide feedback, resourcing costs would need to be considered. - Any assurance focused messaging should also reinforce the importance of servicing clients based on their needs – including support clients to increase their hours/earnings where it is in the clients benefit/interest.	- This option is likely to help address the cause of requirements conflicting with paid work while <u>maintaining engagement and ability for providers to deliver services to help participants.</u> - Encouraging people to complain when their requirements are scheduled inappropriately may also <u>help to address concerns of provider/participant power imbalance.</u> - Employment service providers have historically been very sensitive to program assurance activity and typically respond positively to department initiated direction. - Regular and targeted messaging will likely result in immediate performance improvement. - Could be applied in both Workforce Australia and DES	- Time-intensive: review, revision and assurance will likely take 12 months or longer. However, improvements in performance would be expected immediately. This could be managed through strong messaging to providers would be expected to alter behaviour, in the meantime and providers would be told throughout that period if their performance was unsatisfactory and prompted to improve. - May be criticised as being 'too soft' on providers. - May not be effective for those who are unable to advise their providers that they are working – for example if a shift is scheduled at the last minute, or if they are unable to use IT systems/contact their provider by other means. - Relies on the client and/or provider being able to schedule paid work as a personal event	- This option would require a small increase in departmental resourcing to enable additional assurance activities and NCSL processes. - No significant new IT functionality is expected.

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Table 2 – options on specified thresholds

Option	Pros	Cons	Implementation considerations
A. Work above 30 hours per fortnight that is likely to continue for two PBAS/Job Search periods or more (preferred) • This threshold aligns with 'fully meeting' criteria for parents, those with disability and aged 55 and over. • This threshold is the equivalent of 15 hours, or two full days of work a week. • This threshold requires the person to be declaring paid work for at least two PBAS/Job Search periods (equivalent to two months), therefore more likely to be continuing paid work. • A single recipient of JobSeeker Payment, without children, receiving Rent Assistance and working at minimum wage could still be receiving \$625 per fortnight in income support at this threshold, with total income of \$1,322 per fortnight.	• Those working regular hours are most likely to be able to self-manage increasing their hours, if they choose. • Those working regular hours are least likely to benefit from provider servicing.	• At least one appointment would be required for providers to determine if the work was likely to continue for two PBAS/job search periods or more (which is equivalent to at least two months) • Where a person has fluctuating hours or is working casual shifts, and it cannot be determined if the work is likely to continue for two periods or more, this option would not help address concerns of appointments clashing with work. • Those working sufficient hours, and receiving some income support, are most likely to be able to meet their living expenses long term without seeking additional work. Some individuals in this circumstance may not want to look for additional work, options that reduce verification of job search may result in increased income support expenditure. ○ Increased job search verification in Australia (without change in requirements) resulted in average reduction of income support duration by 7 per cent i. ○ Removal of monitoring in Northern Ireland resulted in estimated increased benefit recipients of 15 per cent ii. • Depending on a person's circumstances, may not lead to an employment outcome for providers. If it is unlikely that providers will remain connected to the individual, this may incentivise providers not to refer individuals to this level of paid work.	• If IT changes could be made to match declared hours of work with income declared to Services Australia, this would reduce the likelihood of people incorrectly declaring that they are working over thresholds to have appointments voluntary (under options 3 and 4) or by telephone (option 2). • This would also enable identification of when a person's income has reduced. Without data matching, there would be a strong incentive for people not to report that their hours are reduced (which would result in compulsory appointments). • A risk with relying on earnings information reported to Services Australia is that the hours worked as reported by individuals or employers (including through Single Touch Payroll) is often inaccurate.
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ii. Rely on the declaration of paid work hours for PBAS purposes • Clients currently declare hours of paid work to earn points under PBAS and this information could be used to determine the agreed threshold of work (per Table 1)	• Uses existing IT functionality and processes • Does not require additional reporting for the client • Anecdotally, clients under-report their paid hours in Workforce Australia. Clients having information that provider appointments would be voluntary if they declare paid work may encourage better PBAS reporting on paid work	• The information on paid work inputted by clients is not able to be reliably verified. It is not a requirement for clients to provide evidence of their paid work (such as pay slips). • May create a perverse incentive for participants to report paid work hours in excess of what they are actually undertaking. This would essentially mean they are not meeting their monthly PBAS target and are not required to attend provider appointments • This option will not be suitable for DES clients, as they do not report paid work for points. If this method is used to determine the level of paid work being undertaken, it would create an inequity for DES participants	• No IT system changes • No legislation changes • Likely to be able to be implemented via guidelines
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Options for reducing clash of work and appointments

Problem:

- According to anecdotal evidence and qualitative review, employment services providers sometimes set mutual obligation requirements for times at which individuals have advised they are engaged in paid work.
- This appears to be a widespread issue and is not isolated to a handful of provider organisations or sites. It is not consistent with overarching guidance to providers that requirements should be scheduled at times that the person is able to attend; and it is inconsistent with the objectives of employment services to encourage and facilitate employment.
 - This anecdotal feedback is longstanding, for example was referred to in the jobactive Senate Inquiry, published in February 2019.
- However, it is unclear what the cause of the issue is. It may be the case that providers are inappropriately scheduling requirements on top of paid work. Alternatively, it may be that participants are not telling providers about paid work – there has also been some anecdotal feedback from providers that this is the case.
- **Paid work is always a valid reason for not meeting/rescheduling a requirement.** However, **participants must advise their provider of their inability to meet a requirement in advance where it is reasonable to do so.** For example, if an appointment is scheduled and a person is asked to work a shift that conflicts with that appointment they would be expected to advise their provider beforehand if it were a week in the future, but not if they were called in and asked to start immediately. The person could advise using the Job Seeker Calendar, or by contacting their provider.

Data:

- In 2023, 13 per cent of provider appointments were for clients who had recently (in the last two months) declared paid work. Attendance at appointments was much higher for those reporting work (78 per cent) relative to those not reporting work (69 per cent). However, rates of non-attendance with a valid reason were similar for those reporting work (10 per cent) compared with those not reporting paid work (9 per cent). The specific valid reason 'working on the day of requirement' was rarely used – in 0.1 per cent of accepted valid reasons for those reporting work and 0.03 per cent for those not reporting paid work.
 - Non-attendance at appointments resulted in suspension in 29 per cent of cases for those reporting work, compared to 41 per cent for those not reporting work.

Option 1 (proposed below) would provide strong evidence to the extent to which issues are caused by misbehaviour from providers, as well as likely going a significant way to addressing the issue. It is likely to be relatively low cost and could be accompanied by supporting communication materials. Additionally Option 2 would require providers to schedule appointments to be over the phone or via video conferencing if a client is working.

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Policy Option 1



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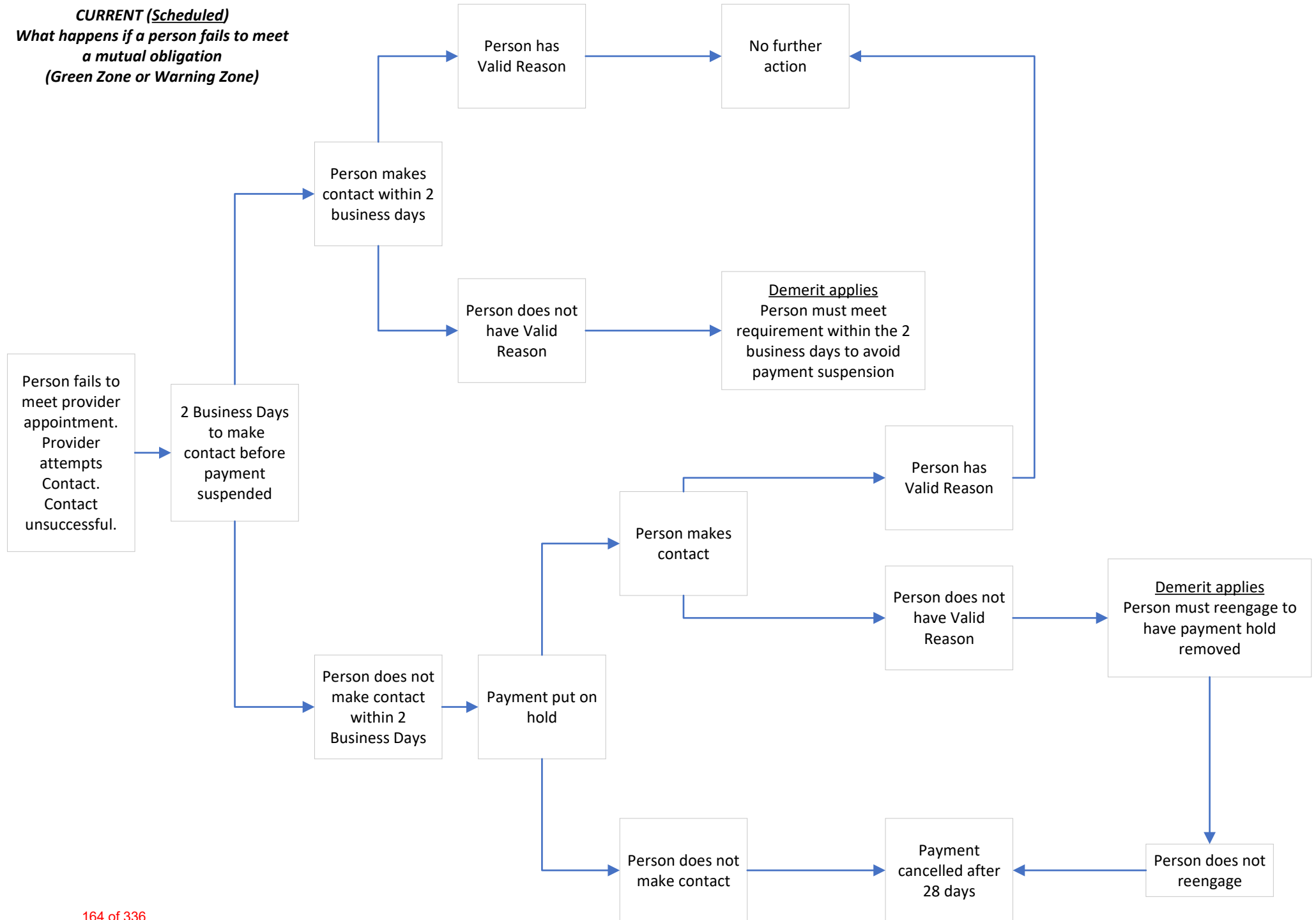
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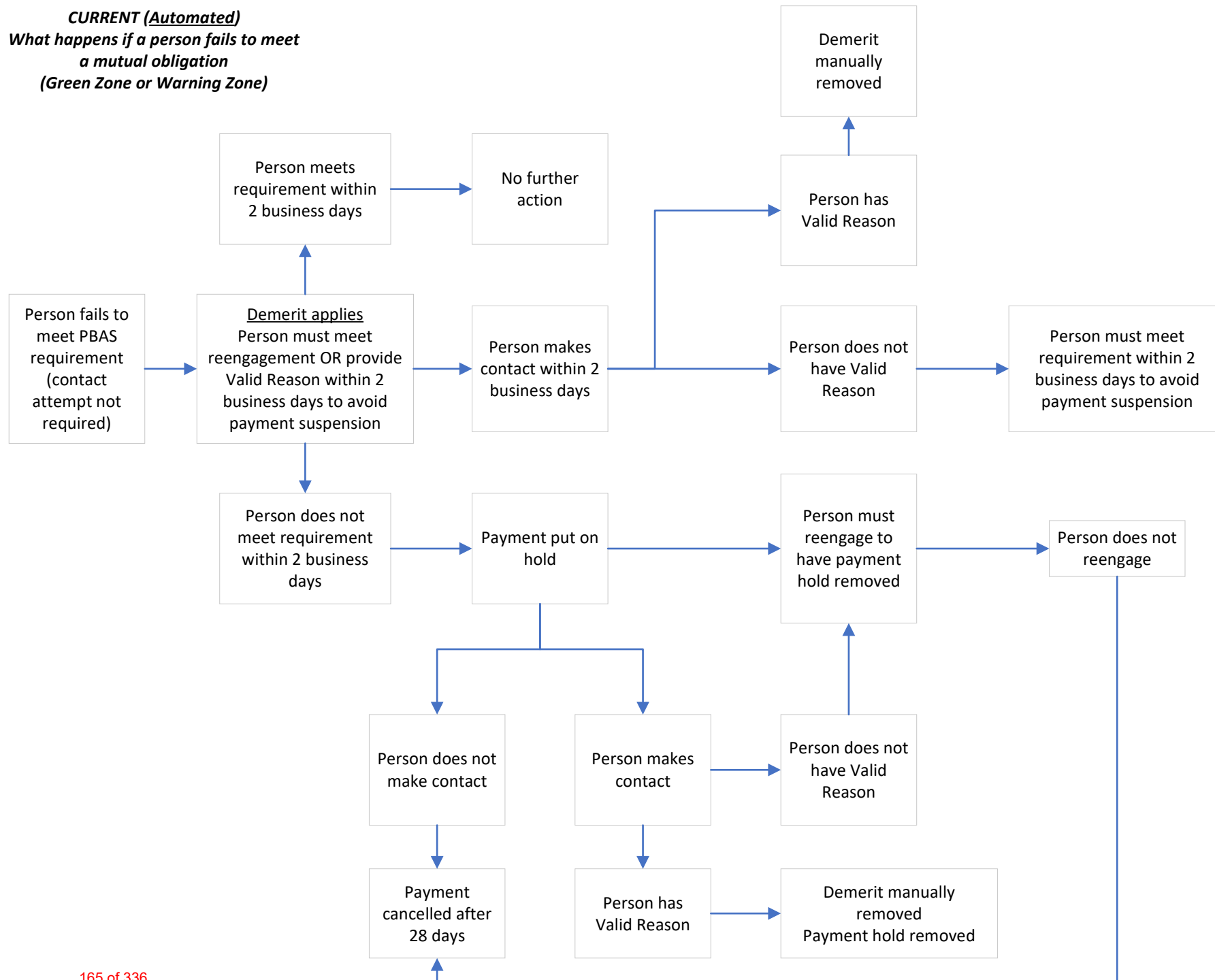
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CURRENT (Scheduled)
***What happens if a person fails to meet
a mutual obligation
(Green Zone or Warning Zone)***

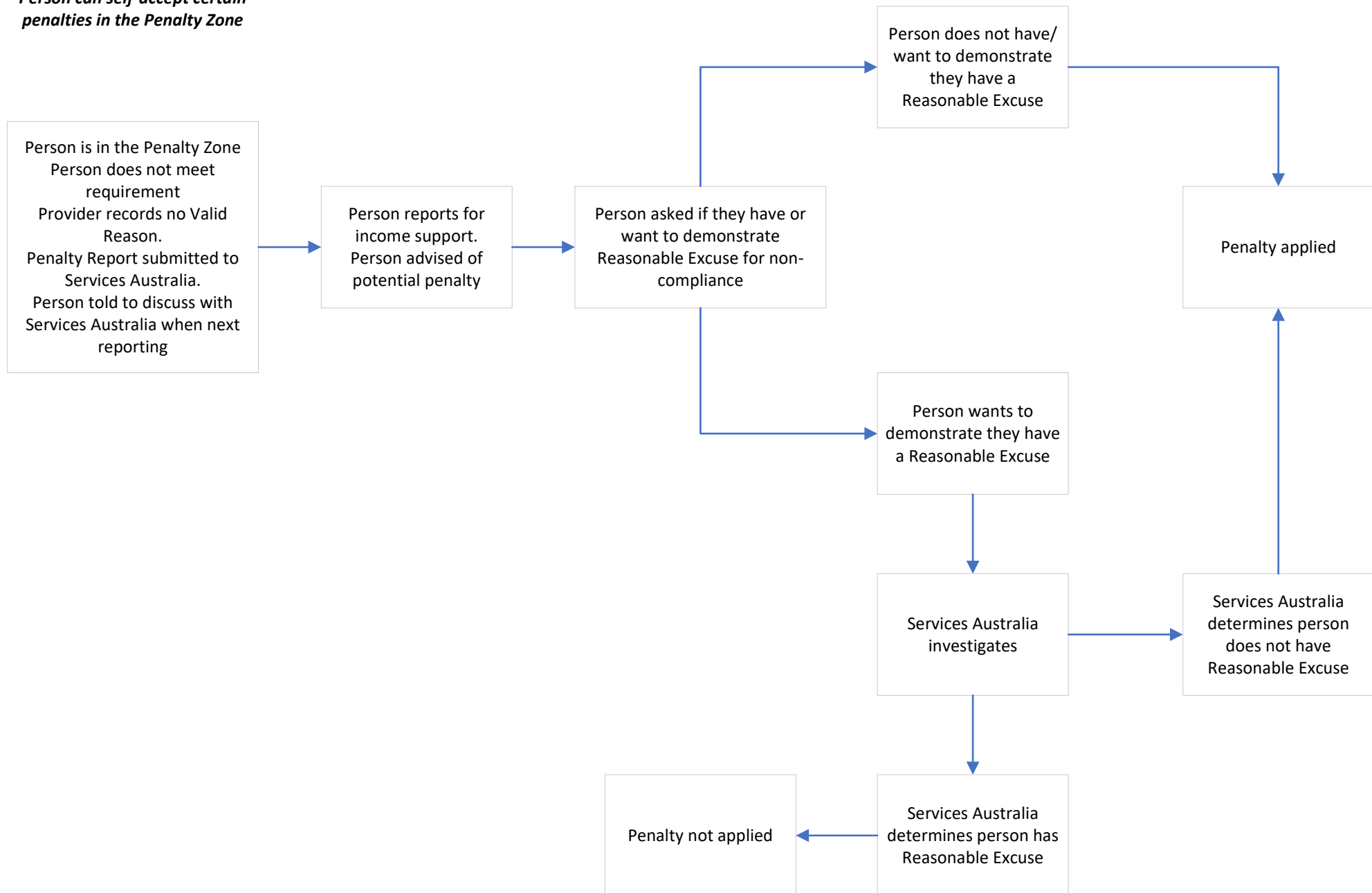


CURRENT (Automated)
What happens if a person fails to meet
a mutual obligation
(Green Zone or Warning Zone)

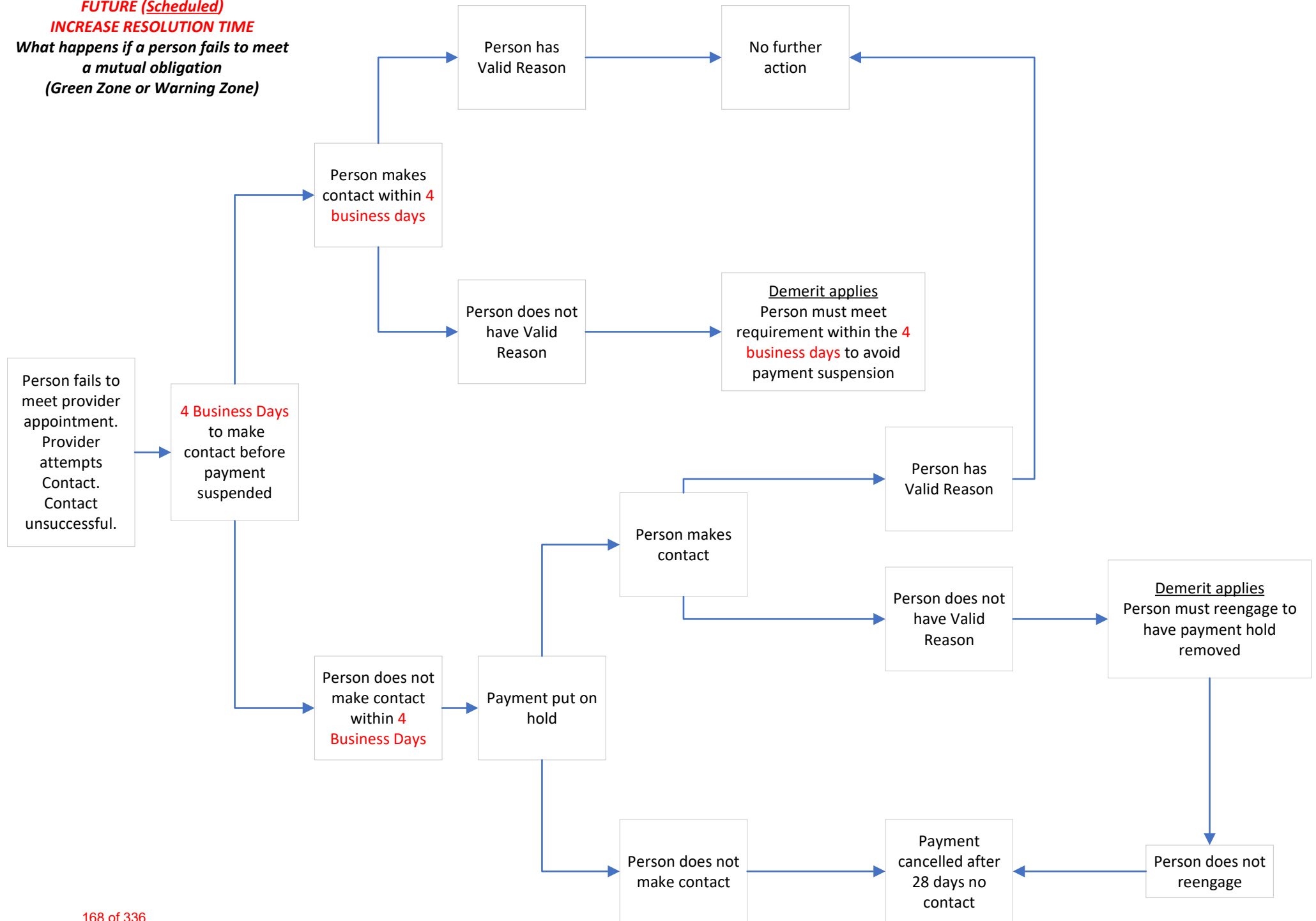


CURRENT

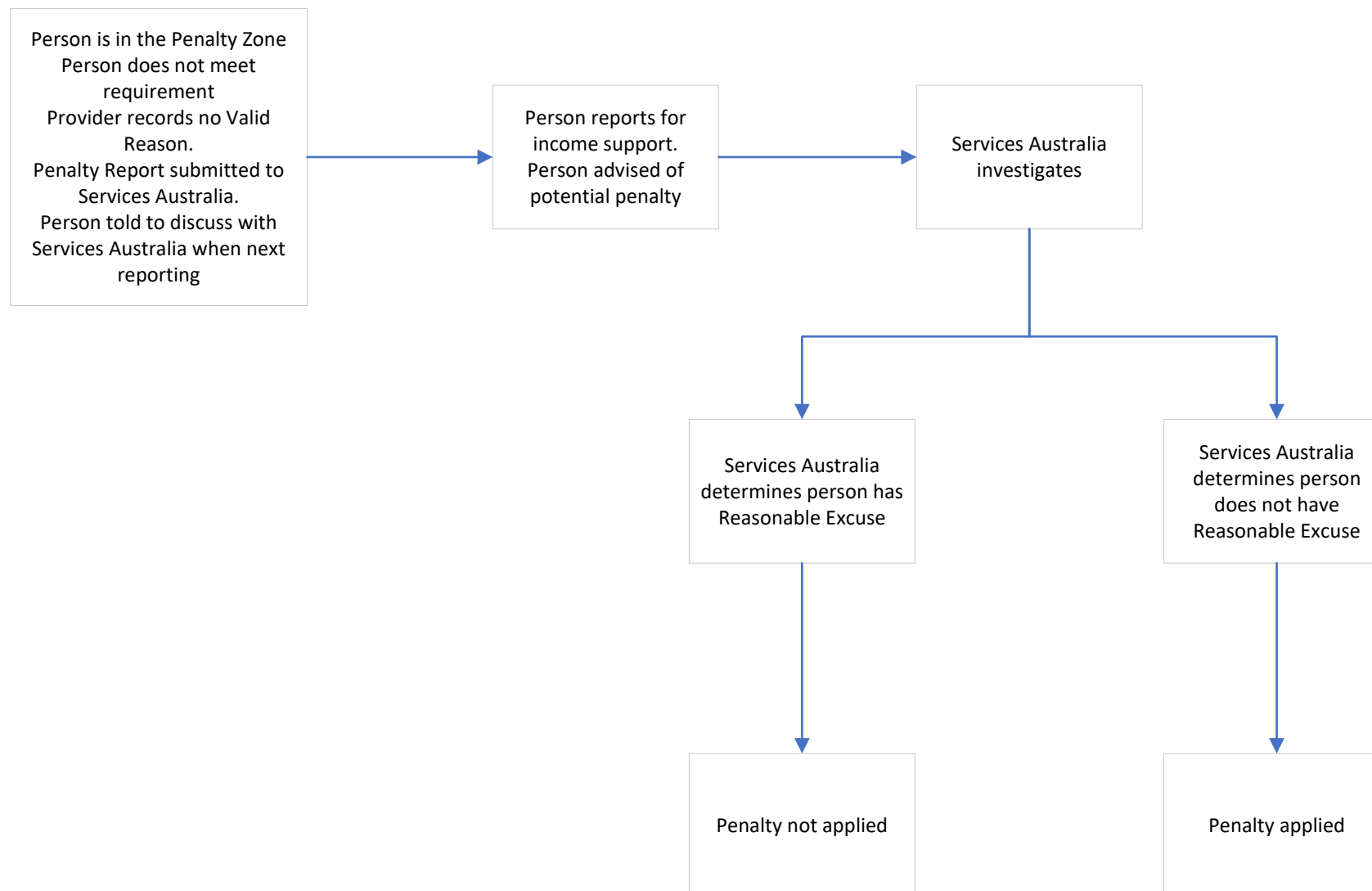
Person can self-accept certain penalties in the Penalty Zone



FUTURE (Scheduled)
INCREASE RESOLUTION TIME
What happens if a person fails to meet
a mutual obligation
(Green Zone or Warning Zone)



FUTURE
Remove ability for person to
self-accept any penalties in
Penalty Zone



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From: s 22(1), s 47E(d), s 47F(1)
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To: GRONEY,Nadine <Nadine.Groney@dewr.gov.au>
Cc: s 22(1), s 47E(d), s 47F(1)
HUENDER,Sharon <Sharon.Huender@dewr.gov.au>; s 22(1), s 47E(d), s 47F(1)

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^{s2}GRONEY,Nadine <Nadine.Gronney@dewr.gov.au>

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Kind regards,

Nadine Groney

Assistant Secretary

s 22(1)Targeted Employment Policy Branch

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Question Time Brief - Employment and Workplace Relations

QB24-000052

Last Updated by Department: 14 May 2024

Last Updated by Adviser: 15 May 2024

Employment services reform | Budget 2024-25**HEADLINE**

- The Government is taking steps to improve employment services in the Budget, as an initial response to key issues identified by the Inquiry into Workforce Australia, and to support larger reform in the future.

KEY ISSUES

- The various measures related to employment services announced as part of the 2024-24 Budget include:

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Question Time Brief - Employment and Workplace Relations

QB24-000052

Last Updated by Department: 14 May 2024

Last Updated by Adviser: 15 May 2024

Strengthening the Integrity of Employment Services

- The government will provide \$13.0 million over five years from 2023-24 to strengthen the integrity of employment services.
- This measure will improve safeguards and transparency for people in Workforce Australia and Disability Employment Services, and ensure a human decision-maker for every potential financial penalty.
- The measure ensures paid work always takes priority over income support requirements, allows people more time to become familiar with their requirements, and allows more time to re-engage with their provider if they miss a requirement before any compliance action.
- People will also receive improved support with a robust pathway to seek complaints resolution.

Better Recognising Individuals' Circumstances

- This measure will better recognise people's capacity to participate in the labour market when setting requirements for carers and increase fairness by removing inequities between some cohorts.
- The measure will also reduce the burden on people who have a temporary medical condition by removing the 13-week time limit for temporary medical exemptions.
- The government will provide \$6.4 million over five years from 2023-24 to deliver this measure.

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Question Time Brief - Employment and Workplace Relations

QB24-000052

Last Updated by Department: 14 May 2024

Last Updated by Adviser: 15 May 2024

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Question Time Brief - Employment and Workplace Relations

QB24-000052

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Funding

	2023-24 (\$m)	2024-25 (\$m)	2025-26 (\$m)	2026-27 (\$m)	2027-28 (\$m)	Total (\$m)
Strengthening the Integrity of Employment Services	0.1	9.8	1.2	1.0	0.9	13.0
Better Recognising Individuals' Circumstances	0.4	8.7	-1.5	-0.9	-0.3	6.4

s 22(1)

Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds. Note: Costs for other entities are included in the total and figures may vary due to rounding issues.

Employment and Workplace Relations

The Department of Employment and Workplace Relations supports people in Australia to have safe, secure and well-paid work with the skills for a sustainable future. The department provides advice and implements Australian Government policies and programs to help deliver secure jobs with strong wages and contribute to a dynamic and inclusive labour market.

The department contributes to the delivery of the Government's Regional Investment Framework by promoting and supporting investment in people, industries and local economies across Australia. The department works collaboratively with other Australian Government agencies, state and territory governments, international organisations, regulators, businesses, peak bodies, employment providers, unions, industry and the community.

The 2024–25 Budget includes measures that support regional employers and employees and address skills and workforce needs. The Government will make changes to the employment services system to address the additional barriers to workforce participation in regional areas, including through empowering Aboriginal and Torres Strait Islander people to access education, training and employment. The Government is also growing the skilled workforce needed to deliver a future made in Australia, through investments supporting workers and apprentices to access secure work in critical industries, including clean energy and construction.

New initiatives

Reforming Employment Services

Workforce Australia is the Government's largest employment service and operates across all non-remote areas in Australia. A quality employment services system needs to respond to the unique opportunities and challenges of regional labour markets, supporting people to find employment, and employers to meet their recruitment needs.

Consistent with the Government's commitment to strengthen employment services under Working Future: The Australian Government's White Paper on Jobs and Opportunities, the 2024–25 Budget includes initial reforms to Workforce Australia employment services. These reforms include strengthening the integrity of employment services, better recognising individuals' circumstances, and supporting job seekers through paid employment pathways. The reforms are an initial response to the immediate issues identified through the House of Representatives Select Committee on Workforce Australia Employment Services.

The Government recognises further reform will be necessary to achieve its vision and is committed to working closely with stakeholders and the broader community to improve employment services in the longer term.

Supporting jobseekers through paid employment pathways package – Real Jobs, Real Wages

The Government is committing \$54.0 million over five years from 2024-25 to trial two new paid work placement programs in partnership with employers across Australia, focusing on people with barriers to work who are seeking to connect to job opportunities and achieve sustained employment.

The Real Jobs, Real Wages pilot will support people who are at risk of long-term unemployment by placing them in jobs with employers who receive wage reimbursements for up to six months. The support will be tapered (to provide a greater amount of support early in their engagement), with a retention bonus payable to the employer after 12 months if the individual is employed in a secure job with paid leave entitlements.

WorkFoundations will assist people with complex vocational and/or non-vocational barriers to build their work readiness in a supportive work environment, with funding available for social enterprises and other suitable businesses for paid employment placements of up to six months, with tailored, wrap-around supports. All placements in this package will be real jobs, paid at the relevant Award or enterprise agreement rate, with legal entitlements including superannuation.

These programs support the Government's ambition to create an inclusive labour market with job opportunities and secure work that are attainable for all Australians, including those in regional and remote areas where labour markets can be less diverse.

Supporting workers through energy system changes

The Government will invest \$102.9 million over four years from 2024-25 to support communities likely to be affected by the closure of coal and gas industries. Workers, their families, and members of their broader communities will be able to access comprehensive employment and skills services to help them access new employment opportunities in their region. This may include career advice, job search assistance, case management, training and other supports.

Some regional and rural communities currently depend on the coal and gas industries for employment, with little diversity in local labour markets. In recognition of the impact that industry-wide closures will have on these communities, the Government will also seek to develop Regional Workforce Transition Plans, negotiated with communities, state, territory and local governments, employers, workers and unions, to support people to take up new employment opportunities through the delivery of place-based supports and services in affected regions.

First Nations Prison to Employment Program

The Government will invest \$76.2 million over five years into a new program, building on the Time to Work Employment Service, to improve the transition from prison to work for First Nations people. The program will be progressively rolled out from 1 July 2025 and support people in prisons, detention centres, and juvenile justice facilities across Australia,

with service providers offering pre-release and post-release supports to help people reintegrate into their communities and engage with employment and education and training. The program responds to extensive consultation with First Nations organisations, communities and evidence on how to improve support in the transition from prison to work and reduce recidivism.

This program contributes to several socioeconomic targets under the National Agreement on Closing the Gap, including targets seven, eight, ten and 11, as well as the Government's Regional Investment Framework, by investing in First Nations people participating in regional and remote economies.

Extending Broome Employment Services

The Government will provide \$3.7 million from 2025-26 to extend Broome Employment Services until June 2027 to allow time to fully embed and evaluate the service delivery model. Broome Employment Services recognises the unique local context of the Broome labour market and tailors a place-based employment service, where the First Nations service provider works in partnership with Australian Public Service personnel. This model builds on Broome's strengths and responds to its needs, while supporting its people and businesses to thrive.

Harvest Trails Services and Harvest Trail Information Service

The Government will cease the Harvest Trail Services program and the Harvest Trail Information Service on 30 June 2024. The program has seen a steady decline in usage since its commencement in 2020, which reflects post-COVID trends where employers are more heavily recruiting through other methods. A range of other workforce supports are available to the agricultural sector including through Workforce Australia and the Pacific Australia Labour Mobility scheme.

Australian Apprenticeships Incentives System

The Government will provide an additional \$265.1 million over four years from 2024-25 to the Australian Apprenticeships Incentives System (AAIS), which supports apprentices and employers across Australia to access secure, well-paid jobs. The AAIS will continue to provide targeted support to encourage people to commence and complete apprenticeships in priority occupations, via continued direct financial support to apprentices to provide cost-of-living relief and through adjusted hiring incentives for employers to assist in offsetting the cost associated with training an apprentice. The barriers to completing an apprenticeship are higher in regional and remote Australia, resulting in lower retention rates in these areas. This measure will help ensure this cohort is supported to complete their training and reduce barriers to their subsequent workforce participation. At the same time, the Government is undertaking a Strategic Review into the AAIS and how the apprenticeships system can best support high quality apprenticeships and traineeships.

Australian Skills Guarantee

The Government will invest an additional \$10.6 million over four years from 2024-25 to support the implementation of the Australian Skills Guarantee. From 1 July 2024, the Government is introducing new national targets for apprentices, trainees and paid cadets (including specific targets for women that increase annually) to work on Government-funded major projects. Businesses in regional Australia face additional challenges such as thinner markets for apprentices, and the Guarantee contains flexibility for these businesses to engage with the contracting entity to assist with compliance. This initiative will enable the introduction of a robust and reliable reporting system to monitor progress against the targets, and support suppliers (including suppliers in regional Australia) to comply with their new obligations.

Skilling the clean energy workforce

The Government will invest \$90.8 million over four years from 2024-25 into increasing vocational education and training and apprenticeships in priority clean energy occupations. It will also support the development of the training system required to build the necessary workforce to deliver on Australia's emissions reduction and net zero targets. As most of the clean energy infrastructure, including generation and transmission infrastructure and maintenance, is likely to occur in regional Australia, this measure is designed to work in partnership with other programs to upskill locally in these regional and rural communities. This initiative will also help employers in regional areas take on apprentices and will work to develop technology and facilities in regional, rural and remote communities experiencing workforce transition.

Skilling the construction workforce to support housing supply

The Government is providing \$88.8 million over three years from 2024-25 to grow Australia's construction workforce and boost housing supply. The Government is building on Fee-Free TAFE, which is available in all states and territories, and supporting them to deliver up to 20,000 additional Fee -Free places that may be offered in TAFE and industry Registered Training Organisations in courses relevant to the construction sector. This funding offers cost-of-living relief for students, enabling them to access high quality training and develop the skills to work in a high-priority industry.

As part of this commitment, the Government will work with jurisdictions to support up to 5,000 people to access pre-apprenticeship programs designed to give students an experience of working in construction-related trades. This will inform their decisions around which apprenticeship to pursue, improve their employability, and support their transition into these industries. The Government will also update policy settings to streamline skills assessment requirements for migrants seeking to work in the construction industry. This will increase the supply of qualified and experienced tradespeople migrating from countries with comparable training frameworks to Australia.

WHS Accreditation Scheme Assistance for the Housing Australia Future Fund and National Housing Accord Facility

The Government will provide \$13.2 million over three years from 2023-24, to provide targeted assistance to increase the number of builders accredited under the Work Health and Safety Accreditation Scheme available to work on Housing Australia Future Fund and National Housing Accord Facility projects, including in regional Australia. The funding will include \$X.X million over X years to from 20XX-XX to facilitate fast tracked accreditation applications and establish a grant program to enable building industry employer associations to support builders to obtain accreditation. This will help ensure construction of Government-funded housing is delivered safely in line with delivery targets.

Supporting women to achieve higher paying careers through VET pathways

The Government will invest \$55.6 million over four years from 2024-25, to the Building Women's Careers program, which will drive structural and systemic change in workplaces, training and across industry sectors. This program will have a particular focus on the construction and clean energy sectors, where significantly increasing women's participation is required to overcome skills shortages. It will work to provide women with flexible, safe and inclusive work and training opportunities, with the appropriate structures in place for success in traditionally male-dominated industries. Through the creation of local and place-based partnerships that deliver VET related training and employment, this program will positively support women in regional communities to attain secure, well-paid employment. The encouragement of flexible and innovative training delivery will reduce the barriers created by distance and promote the development of local employment opportunities.

Remote Training Hubs Network

The Government will provide \$30.2 million over five years from 2023-24 to co-design and establish a network of Remote Training Hubs in partnership with central Australian communities and the Northern Territory Government. This place-based initiative, which is part of the A Better, Safer Future for Central Australia plan, supports people in remote communities to access on-Country training that meets community needs and leads to local, sustainable jobs. This measure delivers on the Government's commitments to Closing the Gap socioeconomic targets six, seven and eight by supporting First Nations people in central Australia to connect with further education pathways and economic opportunities. It also advances the Government's commitment to investing in regional people, places, and local economies by upskilling local workforces.

Jobs and Skills Australia

The Government will provide an additional \$9.5 million in 2024-25 to Jobs and Skills Australia (JSA) to continue to provide independent advice on current, emerging, and future workforce skills and training needs. Established in 2022, JSA provides evidence to the

Government to inform its economic, skills and education priorities. The legislative functions of JSA include analysis of skills and workforce needs in regional, rural and remote Australia. JSA engages with the interests of the regions through consultation with tripartite partners and through its broad engagement and outreach program. JSA plays an important role in providing the labour market and education and training system information required to ensure regional Australians are prepared for the future, including identifying skills shortages and how technology impacts the nature of work.

