



Australian Government



jobactive

Guideline:

Vacancies and Outcomes Guideline

The key objective of jobactive is to promote stronger workforce participation, help more job seekers move from welfare to work and better meet the needs of employers.

A provider may claim an Outcome Payment when a job seeker who they have helped:

- remains in sustainable Employment or self-employment which reduces their reliance on income support, or
- if they are eligible, completes a Qualifying Education or Training Courses.

Providers are required to:

- engage and work with Employers to understand their needs and ensure job seekers are equipped to meet those needs,
- work with Employers and other providers to source Vacancies, and
- refer job seekers with appropriate skills and work habits to Vacancies.

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Changes from the previous version (Version 5.0)

Policy changes:

N/A

Wording changes:

Page 15 – addition of ‘JobSeeker Payment’, which comes into effect on 20 March 2020.

Page 15 – clarification of job seekers eligible to achieve Education Outcomes.

Page 16 – allow online and distance learning to contribute to Education Outcomes based on participation.

Page 20 – clarification that Documentary Evidence for Education Outcomes must be uploaded at the time of claim.

Document Change History:

A full document history is available on the Provider Portal

Related documents and references

Learning Centre website

JobSearch Conditions of Use

Privacy Guideline

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Employment Outcomes

Providers may claim Employment Outcomes when a job seeker they are helping to move from welfare to work achieves sustainable Employment, Unsubsidised Self-Employment, or an apprenticeship or traineeship.

The amount that is paid for an Employment Outcome reflects the job seeker's Stream, the length of time they have been unemployed, and whether or not they are in a Regional Location.

An Employment Outcome cannot be claimed for a Stream A job seeker whose job started after they commenced in jobactive but before they had been receiving Services for three continuous months.

Full and Partial Outcomes

There are two types of Employment Outcomes – Full and Partial.

- A Full Outcome is achieved when a job seeker is in Employment, Unsubsidised Self-Employment or an apprenticeship or traineeship and has a 100% income support rate reduction, or meets their hourly requirements for the duration of the Outcome Period. A Full Outcome for job seekers with a Partial Work Capacity or who are Principal Carer Parents will take into account their part-time requirements.
- The Outcome Periods are 4, 12 and 26 weeks from the Employment Outcome Start Date (see the 'Setting the Employment Outcome Start Date' section in this Guideline).
- For the 26 Week Period, only Full Outcomes are payable and only where:
 - a 12 Week Full or Partial Outcome has been claimed, and
 - the job seeker has a 100% income support rate reduction or meets their hourly requirements for 14 consecutive weeks beginning at any time in the 26 Week Period after the 12 Week Outcome was claimed.

Note: this was previously referred to as a Full Outcome Conversion.

- A Partial Outcome is achieved when a job seeker is in Employment, Unsubsidised Self-Employment or an apprenticeship or traineeship and has their income support reduced by 60 per cent on average or meets a percentage of their hourly requirements. Partial Outcomes may be paid at 4 and 12 weeks only – no 26 Week Partial Outcomes are available.

(Deed reference: Annexure A1)

Verification of Outcomes

There are two ways that Outcomes can be verified – by information from Services Australia or by Documentary Evidence (Pay Slip Verified Outcome Payment).

- For job seekers receiving Income Support, Outcomes are based on the earnings or hours declared to Services Australia by job seekers each fortnight. This information is used by the Department's IT Systems to automatically calculate whether an Outcome is achieved (see the section in this Guideline on 'Lodging an Employment Outcome claim based on Services Australia data').
- Where a provider considers that a job seeker on income support has earned enough or has worked enough hours to achieve an Outcome but the information

from Services Australia does not support this, the provider may lodge a claim for the Employment Outcome as a Pay Slip Verified Outcome Payment.

- A provider may also lodge a claim for a Pay Slip Verified Outcome Payment where a job seeker is not on income support, or is in Unsubsidised Self-Employment (see the section in this Guideline on 'Lodging a Pay Slip Verified Outcome Payment claim').

(Deed reference: Annexure A1, Clause 125)

Sourcing a Vacancy

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



System step: Providers must record all employment Vacancies, including those found by job seekers, in the Department's IT Systems. They must ensure that each Vacancy is complete, up to date and compliant with the JobSearch Conditions of Use.

(Deed reference: Clause 91)

Lodging a Vacancy



System step: When entering a Vacancy into the Department's IT Systems, providers need to enter a range of information including a job description, employer details, hours, salary and whether the job was sourced by the provider or job seeker. Providers will also need to select a Vacancy type from the following options:

- Apprenticeship
- Commission
- Pre-existing Employment (see the 'Outcomes for Pre-existing Employment' section in this Guideline)
- Normal position
- Graduate
- Seasonal
- Traineeship
- Self-Employment



Documentary evidence: Providers should be aware that Outcome requirements and Documentary Evidence requirements may differ according to the type of Vacancy selected. See the 'Documentary Evidence - Outcome Payments' section of this Guideline for more details, as well as the Deed for details on Outcome requirements.

(Deed reference: Clause 91)

Checking Minimum Wage



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

The minimum wage may be set out in the Modern Award that relates to the Vacancy. If a Modern Award is not in place, then the National Minimum Wage will apply. As providers will check this at the Vacancy lodgement stage, they will not be

expected to check minimum wages again when they claim an associated Outcome Payment.

Where a job seeker has sourced a Vacancy, providers are not required to check the applicable minimum wage. The job seeker should already have information relating to the National Minimum Wage and the Fair Work Ombudsman. Note all providers were required to give this to all job seekers on their caseload by 30 September 2016, and must give it to all new job seekers when they commence in jobactive.

This information must include:

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

A fact sheet for job seekers is available on the Provider Portal.

The minimum wage fact sheet is available on the Fair Work Ombudsman website.

(Deed reference: Clauses 84, 85 and 91)

Referring suitable job seekers to Vacancies

Providers must:

- refer suitable eligible job seekers to appropriate Vacancies
- ensure that any job seekers they refer to Vacancies meet Employer needs
- encourage eligible job seekers to consider job opportunities outside their local area
- advise eligible job seekers that they are required to take any suitable job and explain the consequences of failing to do so.

(Deed reference: Annexure A1, Clause 91)

Placing a job seeker into a Vacancy



System step: Where a job seeker is successful in gaining Employment the provider must place the job seeker into the relevant Vacancy reflecting the date when the job seeker started working. This becomes the Job Seeker Placement Start Date in the Department's IT Systems.

- For Pre-existing Employment, the Job Seeker Placement Start Date must be the day which the increase in hours or earnings occurred (see the 'Outcomes for Pre-existing Employment' section in this Guideline)
- For Full Outcomes based on a Significant Increase in Income, the Job Seeker Placement Start Date must be the day on which the increase in earnings occurred (see the 'Full Outcomes based on a Significant Increase in Income' section in this Guideline)
- For provider funded Work Trials which lead to ongoing Employment with the Employer, the Job Seeker Placement Start Date is the first day of the ongoing Employment
- For Employer funded Work Trials which lead to ongoing Employment with the Employer, the Job Seeker Placement Start Date is the first day of the Work Trial

- For volunteer work/work experience/unpaid work that leads to ongoing Employment the Job Seeker Placement Start Date is the first day of the ongoing Employment.



System step: The Job Seeker Placement Start Date must be recorded within 56 days of the job seeker commencing Employment or Unsubsidised Self-Employment.

Please refer to ESSWeb Help for further information on how to refer a job seeker in the Department's IT Systems.

(Deed reference: Clause 91, Annexure A1)

Tracking for an Employment Outcome



System step: To be able to track for an Employment Outcome, a provider must record a Vacancy in the Department's IT Systems and record the Job Seeker Placement Start Date in that Vacancy. Recording the Job Seeker Placement Start Date triggers the Department's IT Systems to commence tracking the 4 Week Period and 12 Week Period for an Employment Outcome.

The Department's IT Systems capture the job seeker's earnings and hours information as declared to Services Australia by the job seeker. The Department's IT Systems use this information to calculate whether the requirements for a Partial or Full Outcome have been met.

(Deed reference: Clauses 91 and 125, Annexure A1)

Setting the Employment Outcome Start Date

Job seekers on income support – automatic process for setting the Employment Outcome Start Date

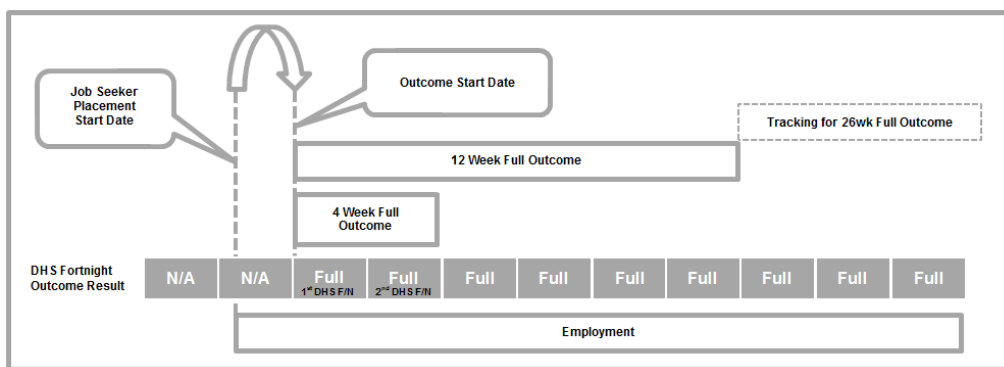
Where a job seeker is receiving income support, Employment Outcomes will be based on Services Australia Fortnights and will be automatically calculated by the Department's IT Systems.

The Department's IT Systems will set the Employment Outcome Start Date to be the first day of the job seeker's first full Services Australia Fortnight on or after the Job Seeker Placement Start Date. Where the Job Seeker Placement Start Date falls on the first day of a Services Australia Fortnight, the Department's IT Systems will set that day as the Employment Outcome Start Date.

Where the job seeker's earnings for that Services Australia Fortnight are less than required for a Full Outcome or a Partial Outcome, the Department's IT Systems will move the Employment Outcome Start Date to the beginning of the second Services Australia Fortnight and will then commence tracking where the Full Outcome or Partial Outcome requirements have been met. Where a Full or Partial Outcome is not met by moving to the second Services Australia Fortnight, the Employment Outcome Start Date will revert to the original Employment Outcome Start Date, that is, the first day of the first Services Australia Fortnight.

The 4 Week and 12 Week Outcome Periods use the same Employment Outcome Start Date.

Diagram A: Employment Outcome Start Date for job seekers in receipt of income support



Job seekers on income support - provider choice for setting the Employment Outcome Start Date



System step: Providers may choose to shift the Employment Outcome Start Date in certain circumstances:

4 Week Outcome and 12 Week Outcome

At any time until a 4 Week or 12 Week Outcome is claimed, providers can manually choose the Employment Outcome Start Date. This can be the original date, that is, the first Services Australia Fortnight on or after the Job Seeker Placement Start Date, or the date that has been shifted by the Department’s IT Systems, that is, the second Services Australia Fortnight.

26 Week Outcome

For a 26 Week Outcome, providers can choose the Employment Outcome Start Date by selecting any of the first eight Services Australia Fortnights of the period following the date that the 12 Week Outcome has been achieved.

It should be noted that once a claim has been made, the Employment Outcome Start Date is locked in by the Department’s IT Systems. The Department will reject any overrides received once a claim has been made.

Job seekers not on income support



System step: For job seekers who are not on income support when they are placed in a job, the Employment Outcome Start Date will be the Job Seeker Placement Start Date recorded in the Department’s IT Systems by the provider.



System step: Providers can manually move the Employment Outcome Start Date for job seekers not on income support. The Department’s IT Systems will allow one alternate Employment Outcome Start Date which is calculated automatically, and will be 14 days after the Job Seeker Placement Start Date.

(Deed reference: Clause 125, Annexure A1)

Outcomes for Pre-existing Employment

Full Outcome payments will permit Pre-existing Employment in carefully prescribed circumstances.

Pre-existing Employment will be permitted where there has been a Significant Increase to a job seeker’s earnings or hours from Employment which began prior to them receiving Employment Provider Services from any Employment Provider.

A Significant Increase in Pre-existing Employment is defined as the job seeker increasing income earned (for job seekers with full time Mutual Obligation Requirements) or hours worked (for job seekers with part-time Mutual Obligation Requirements) from below a Partial Outcome level in their Pre-existing Employment to income earned or hours worked to achieve a Full Outcome after commencing with the provider.

In relation to Pre-existing Employment, providers must:



Documentary Evidence: 1. Obtain and retain Documentary Evidence of the job seeker’s Employment prior to receiving Employment Provider Services from any Employment Service Provider.



Documentary Evidence: 2. Obtain and retain Documentary Evidence of the job seeker’s Employment earnings/hours for the four weeks prior to the Significant Increase. Documentary Evidence should be in the same form as required for Pay Slip Verified Outcome Payments.



System step: 3. Select the Vacancy type of Pre-existing Employment when recording the Vacancy in the Department’s IT Systems.



System step: 4. Place the job seeker into the Vacancy recording the Job Placement Start Date as the day on which the increase in earnings or hours occurred.



Documentary Evidence: 5. Upload the Documentary Evidence relating to the four weeks prior to the Significant Increase onto the Department’s IT Systems after they have placed the job seeker into the Vacancy. The Documentary Evidence should be uploaded via the Outcome Details screen using the ‘pay slip’ evidence type.

Pre-existing Employment arrangements are not permitted for Partial 4 and 12 Week Outcome Payments.

(Deed reference: Clause 125, Annexure A1)

Outcomes for Recurring Employment

Employment or Unsubsidised Self-Employment which results in more than one Employment Outcome for a job seeker with the same Employer during the same Period of Unemployment is considered to be Recurring Employment.

4 Week Employment Outcomes

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

Allowing providers to claim four 4 Week Outcome Payments recognises that:

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

12 Week and 26 Week Employment Outcomes

Providers are not entitled to claim 12 Week and 26 Week Employment Outcomes for Recurring Employment.

This means that if a provider has claimed a 12 Week or 26 Week Employment Outcome for a job seeker with an Employer, they cannot claim another 12 Week or 26 Week Employment Outcome with that same Employer, regardless of whether the job seeker is working in a different position.

(Deed reference: Clause 125, Annexure A1)

Full Outcomes based on a Significant Increase in Income

Providers may claim a Full Outcome where there has been a Significant Increase in a job seeker's earnings in Employment that started after the job seeker commenced in Employment Provider Services. The Significant Increase in Income must be on or after 1 March 2018.

Providers may claim a Full Outcome only where a Significant Increase in Income causes the job seeker's income support to cease, in the following specific circumstances.

12 Week Partial Outcome already claimed

The provider has previously claimed a 12 Week Partial Outcome for a job seeker's Employment. The job seeker continues in that Employment with the same employer and increases their income to a level sufficient to achieve a Full Outcome and cause the job seeker's income support to cease.

In this instance the provider may enter a new Vacancy and Job Seeker Placement Start Date from when the job seeker's earnings increased. This is the date of the Significant Increase in Income. From this point the provider may track towards 4, 12 and 26 Week Full Outcomes if requirements are met.

12 Week Partial Outcome already claimed (additional job)

The provider has previously claimed a 12 Week Partial Outcome for a job seeker's Employment. The job seeker then gains a second job where combined earnings from both jobs are sufficient to achieve a Full Outcome and cause the job seeker's income support to cease.

Providers may enter a Vacancy and Job Seeker Placement Start Date for the new job from the date of the Significant Increase in Income and track towards 4, 12 and 26 Week Full Outcomes using the income from both jobs to achieve the Outcome.

No previous Outcomes claimed

The provider has previously entered a Job Seeker Placement Start Date for a Vacancy but did not achieve any Employment Outcomes as the job seeker earnings were not sufficient. The job seeker then increases their earnings to that required for a Full Outcome and cause the job seeker's income support to cease.

The provider may enter a new Vacancy and Job Seeker Placement Start Date from when the job seeker's earnings increased, which is the date of the Significant Increase in Income. From this point the provider may track towards 4, 12 and 26 Week Full Outcomes if requirements are met.

Note: the above three scenarios allow for the payment of Full Outcomes only. No Partial Outcomes are payable under these scenarios.

Submitting a Claim

Full Outcomes based on a Significant Increase in Income may be verified by Services Australia data or submitted as a Pay Slip Verified Outcome claim, adhering to all regular Outcome claim processes Deed and Guideline requirements.



Documentary Evidence: Documentary Evidence of the job seeker's Employment earnings/hours for the four weeks prior to the Significant Increase. Documentary Evidence should be in the same form as required for Pay Slip Verified Outcome Payments.



System step: 1. Enter a Vacancy in the Department's IT Systems and select the Special Vacancy Type titled "Capacity Building".



System step: 2. Place the job seeker into the Vacancy recording the Job Seeker Placement Start Date as the day on which the Significant Increase in Income occurred.



System step: 2. Upload the Documentary Evidence relating to the four weeks prior to the Significant Increase in Income onto the Department's IT Systems after placing the job seeker into the Vacancy. The Documentary Evidence should be uploaded via the Outcome Details screen using the 'pay slip' evidence type.

(Deed reference: Clause 125, Annexure A1)

Variability in earnings

Allowing some flexibility for variability in earnings to achieve an outcome recognises that job seekers who are returning to work may have a short period of irregular working hours early in their Employment.

A job seeker who is eligible for a Full Outcome may have a maximum of two fortnights of reduced earnings during the 12 Week Period and still achieve a Full Outcome. A minimum of 85 per cent income support reduction will be allowed for two fortnights.

Reduced earnings are not permitted as part of 4 Week and 26 Week Full Outcomes. Calculations for the 12 Week Outcome Period will take into account any reduced earnings that occurred in the initial 4 Week Outcome Period.

Note: where the provider has entered a Permissible Break, the Department's IT Systems will not apply variability in earnings during that same period.

Permissible Breaks

Where a job seeker is working towards a Full Outcome, a break or breaks in Employment of up to two fortnights may be permitted if the requirements for a Permissible Break (set out below) are met.

The maximum break is up to two Services Australia Fortnights for a job seeker on income support, or up to two calendar fortnights for a job seeker not on income support.

The only exception to this is Principal Carer Parents, who are entitled to an additional Permissible Break of up to eight weeks (four fortnights) over the long school holiday Christmas/New Year period where a shutdown is initiated by the Employer. As with all Permissible Breaks, the job seeker must return to the same Employment position with the same Employer.



System step: When lodging a Permissible Break, the provider should be aware that:

- even if the job seeker was only on break for two days, the Permissible Break will be lodged for the full two week period (that is, a full Services Australia Fortnight or a full calendar fortnight)
- there can only be two standard Permissible Breaks lodged across the combined 4, 12 and 26 Week Period. Therefore, if both Permissible Breaks are used in the 12 Week Period, there are no more Permissible Breaks available for the 26 Week Period (unless the job seeker is a Principal Carer Parent).

Permissible Break requirements:

- the break in the job seeker's continuous attendance in Employment would result in them not meeting the ordinary requirements of a 4, 12 or 26 Week Full Outcome, and
- the break is outside the control of the provider or the job seeker, and
- after the break, the job seeker returns to the same Employment position with the same Employer, and
- the length of the Employment Outcome period must be extended to include the Permissible Break period.

Permissible Breaks that are considered to be acceptable are:

- Christmas breaks and shutdowns
- other Employer initiated shutdowns
- breaks due to the job seeker's illness or major personal crisis
- child care or carer emergencies
- declared natural disasters, for example a state of emergency due to natural disaster or a major disaster (as declared by the Australian Government), and
- culturally significant events for Aboriginal and Torres Strait Islander persons.

Examples of breaks that are not considered acceptable as Permissible Breaks include the job seeker leaving a job inappropriately and unapproved leave.

(Deed reference: Annexure A1)

Lodging an Employment Outcome claim based on Services Australia data



System step: If the requirements have been met, the Department's IT Systems will present the Employment Outcome claim so that it can be lodged by the provider.



Documentary Evidence: Providers do not need to hold Documentary Evidence for Employment Outcomes where the Department's IT Systems are able to use Services Australia data to verify that an Employment Outcome is payable.

Note: The only exception is Pre-existing Employment. In these instances, Documentary Evidence for the four week period prior to the increase in Employment earnings/hours must be obtained and uploaded onto the Department's IT Systems. See the 'Documentary Evidence - Outcome Payments' section of this Guideline for specific Documentary Evidence requirements in relation to Pre-existing Employment.

The Department's IT Systems will prevent providers from claiming Employment Outcomes where a job seeker has stopped receiving income support for a reason that the Department deems is not related to Employment, for example, 'unapproved overseas absence' or 'Departure Overseas Permanently'.

Note: Claims Processing Outcomes Courseware is a requirement for training that Personnel must successfully complete before lodging a claim in the Department’s IT Systems.

(Deed reference: Clauses 16, 31 and 125, Annexure A)

Lodging a Pay Slip Verified Outcome Payment claim

The provider may submit a claim for an Employment Outcome as a Pay Slip Verified Outcome Payment if the requirements of an Employment Outcome have been met and:

- the job seeker is not on income support, or
- the provider considers the data provided by Services Australia does not correctly reflect the number of hours worked or income received by the job seeker (see the ‘Declaration of earnings and hours to Services Australia’ section in this Guideline), or
- the job seeker is in Unsubsidised Self- Employment.

Providers are encouraged to wait four weeks after the Outcome Period to submit a Pay Slip Verified Outcome Payment for a 4 Week Outcome Period. This gives the job seeker the opportunity to declare their Employment earnings/hours to Services Australia, which may enable an Employment Outcome to be calculated automatically by the Department’s IT Systems.

Lodging a Pay Slip Verified Outcome Payment claim– job seekers on income support

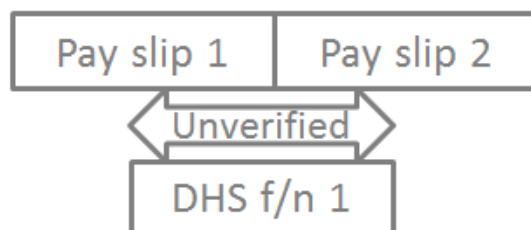


System step: Providers are required to enter the earnings or hours worked to align with the job seeker’s Services Australia Fortnight. To do this, providers will need to:

- calculate a daily rate of income or hours worked per day for the job seeker, using the number of calendar days covered by the pay slip, and/or
- identify and apply the number of calendar days that fall within the corresponding Services Australia Fortnight.

Example—a job seeker provides two pay slips that cover a single Services Australia Fortnight.

Diagram B: Pay slips for Services Australia Fortnights



The two pay slips are both for earnings for a two week period. One week of each pay slip falls within the Services Australia Fortnight. Pay slip 1 shows the job seeker earned \$1400; the daily rate would be \$100. Pay slip 2 shows the job seeker earned \$700; the daily rate is \$50.



Documentary Evidence: By combining a week of pay slip 1 (\$100 x 7) and pay slip 2 (\$50 x 7), a total of \$1050 will be entered into the Department’s IT Systems for the

Services Australia Fortnight. Both pay slips must be uploaded into the Department's IT Systems.

Lodging a Pay Slip Verified Outcome Payment - job seekers not on income support or NEIS Allowance



System step: For job seekers not on income support or NEIS Allowance, providers are required to record in the Department's IT Systems the total number of paid hours that the job seeker has worked over the relevant Employment Outcome period.

The Department's IT Systems will check that the hours entered meet the Deed requirements for a Full or Partial Outcome and will allow the claim to be lodged for payment.

Documentary Evidence requirements



System step: Providers must upload Documentary Evidence onto the Department's IT Systems at the time of submitting a Pay Slip Verified Outcome Payment claim, as specified in the 'Documentary Evidence – Outcome Payments' section of this Guideline.



Documentary Evidence: Providers are only required to provide Documentary Evidence to cover the part of the Services Australia Fortnight that does not correctly reflect the number of hours worked or earnings received by the job seeker.

Declaration of earnings and hours to Services Australia

One of the reasons that Services Australia data may not reflect the earning or hours worked that the job seeker has advised to the provider could be that the job seeker is not declaring or is under declaring their earning or hours to Services Australia.

If the provider is lodging a Pay Slip Verified Outcome Payment claim, the Department's IT Systems will automatically notify Services Australia of the job seeker's earnings and hours entered into the Department's IT Systems.

If the provider is not lodging a Pay Slip Verified Outcome Payment claim and becomes aware that a job seeker is not declaring or is under declaring their work hours or earnings to Services Australia, the provider must inform Services Australia either:

- through the Services Australia Reporting Fraud form, or
- by calling the Australian Government Services Fraud Tip-off Line on 131 524.

(Deed reference: Clauses 11, 16 and 125, Annexure A)

Lodging an Employment Outcome for a NEIS Participant

The provider must ensure that the NEIS Participant has an executed NEIS Participant Agreement in operation and is receiving NEIS Assistance.

The Employment Outcome Start Date will be the start date of the NEIS Business.

Providers are able to claim a 4 Week and/or 12 Week Partial Outcome for NEIS Participants. The Department's IT Systems will capture the commencement of the NEIS Participant Agreement and will use this information to calculate whether the requirements for a 4 and 12 Week Partial Outcome have been met. Where the requirements have been met, the Department's IT System will present the outcome claim for lodgement by the provider.

(Deed reference: Annexure A1)

Timeframes for submitting Outcome claims

Where the Outcome Period ended on or before 4 May 2016, providers had 56 days in which to claim Outcome Payments.

Where the Outcome Period ended on or after 5 May 2016, providers have until 12 months after the Completion Date of their *jobactive Deed 2015-2022* to claim Outcome Payments.

The increase in timeframes for claiming Outcome Payments is not retrospective except in specific circumstances advised by the Department.

The increase in timeframes for claiming Outcome Payments is applicable to Employment Outcomes (including NEIS) and Education Outcomes.

Retrospective Claims

National Minimum Wage

Providers are able to claim Employment Outcomes and related Star Ratings credits where they are able to provide evidence of previously unclaimed Services Australia verified Employment Outcomes from 1 July 2015 which were not claimed at the time due to the minimum wage requirements but which satisfy the National Minimum Wage and all other requirements under the Deed.

Apprenticeships or Traineeships

Providers can claim a Full Outcome for a job seeker receiving Newstart Allowance, JobSeeker Payment or Youth Allowance (Other) when they remain each week in a full-time apprenticeship or traineeship and may not earn sufficient income to be completely off income support as long as all other Deed requirements are met. This change applied from 7 December 2015 with retrospective effect to 1 July 2015.

(Deed reference: Clause 125, Annexure A1)

Education Outcomes

Education Outcomes reward providers for improving the job prospects and employability of eligible young people, by helping them to participate in education or training.

At the time of commencing the relevant course, job seekers who are eligible to achieve an Education Outcome must:

- be aged 15 to 21 years,
- have not completed Year 12 or equivalent, or Certificate III, and
- not be undertaking full-time study.

Education Outcomes can be achieved by either:

- Participation - job seekers complete six months of a Qualifying Education Course, or
- Attainment - job seekers complete a Qualifying Training Course and attain a Certificate III or above.

While job seekers must commence their course when they are between the ages specified above, they can complete the course outside that age range.

Courses must be relevant to the job seeker and recorded in the job seeker's Job Plan.

Outcomes based on participation

Outcomes based on a job seeker's participation in a Qualifying Education Course will be paid where the job seeker is still undertaking the course six months from the course commencement date. This timeframe includes scheduled breaks in study as calculated by the training institution (that is, Term, Semester breaks). The job seeker must have started the course after Commencement with the provider.

Outcomes based on attainment

Outcomes based on the attainment of a Year 12 or Certificate III or above will apply to courses of at least 12 weeks or more in duration and which are completed within six months.

Outcomes based on attainment – fewer than 12 weeks duration

Outcomes based on attainment will be payable for courses fewer than 12 weeks in duration only where the course leads directly to Employment that is related to the course that was undertaken.

The Education Outcome will be made available to providers when a job seeker starts in Employment within eight weeks of attaining the Qualifying Training Course and achieves a 4 Week Period Employment Outcome. The Employment must be recorded in the Department's IT Systems.

Delivery of training

Vocational education courses/training must be delivered either directly by, or under an auspice arrangement with, Registered Training Organisations that are included in

the list of Registered Training Organisations approved to deliver the specific course, as published on training.gov.au.

Education Outcomes are available where the education or training is delivered by a Related Entity of the provider which meets the above criteria.

Distance learning/online or self-paced components

Where a course includes distance learning, online or self-paced study components, providers will be eligible to claim an Education Outcome based on attainment (completion of the course) even if the course exceeds the requisite six-month period for an attainment outcome.

(Deed reference: Clause 125, Annexure 1A)

Referring to a Qualifying Education Course/Qualifying Training Course



System step: The provider must enter the course details into the Department's IT Systems within 28 calendar days of the job seeker commencing the course and include the following:

- full name of the course and course code or unit code
- Certificate/degree level
- whether the course is Austudy, Abstudy, or Youth Allowance approved
- weekly hours of class contact or full-time study as defined by the training institution
- if the job seeker is attending full-time or part-time
- the details of the training institution and the name of the contact persons, and
- if the training placement was arranged by the provider or the job seeker.

(Deed reference: Clause 125, Annexure 1A)

Lodging an Education Outcome claim



System step: Documentary Evidence to support an Education Outcome claim must be uploaded into the Department's IT Systems at the time of lodgement. Refer to the 'Documentary Evidence – Outcome Payments' section of this Guideline for more information.

Concurrent claims

Providers will not be able to claim Outcome Payments for Education Outcomes and Employment Outcomes that occur concurrently. Providers will only be able to claim Outcome Payments for both Education and Employment Outcomes if the relevant outcome periods do not overlap.

(Deed reference: Clause 125, Annexure 1A)

Documentary Evidence – Outcome Payments

While providers do not need to hold Documentary Evidence for Employment Outcomes that can be verified by Services Australia data, there are other instances where Documentary Evidence is required including claims for a Pay Slip Verified Outcome Payment.

Providers may need to submit a claim for a Pay Slip Verified Outcome Payment where:

- the job seeker is not on income support, or
- the provider considers the data provided by Services Australia does not correctly reflect the number of hours worked or income received by the job seeker, or
- the job seeker is in Unsubsidised Self-Employment.

Pre-existing Employment

Providers must obtain and retain Documentary Evidence of the job seeker's Employment prior to receiving Employment Provider Services from any Employment Service Provider.

Providers must obtain Documentary Evidence of the job seeker's Employment earnings/hours for the four weeks prior to the Significant Increase before placing the job seeker into the Vacancy.

Documentary Evidence should be in the same form as required for Pay Slip Verified Outcome Payments.



System step: Providers must upload the Documentary Evidence of the four week prior period onto the Department's IT Systems after they have placed the job seeker into the Vacancy.

Note: Documentary Evidence for Pre-existing Employment is required for all Employment Outcomes involving Pre-existing Employment, not just those which are claimed as Pay Slip Verified Outcome Payments.

(Deed reference: Clause 125)

Pay Slip Verified Outcome Payments (other than Self-Employment)



System step: Documentary Evidence for Outcome Payments must include a pay slip or Employer payroll summary/ies and must be uploaded onto the Department's IT Systems at the time of the claim.

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

- Employer's and job seeker's name
- Employer's Australian Business Number (ABN) (if applicable)
- Payment Period
- date of payment
- gross and net pay
- if the job seeker is paid an hourly rate
 - the ordinary hourly rate
 - the number of hours worked at that rate

- the total dollar amount of pay at that rate

The pay slips or Employer payroll summary report/s used to verify the Employment Outcome are only required for the period of time/fortnight in the Outcome Period that cannot be verified by Services Australia data.

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

Pay slip

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

Employer payroll summary

The Employer payroll summary report must be a print-out of the job seeker's official payment history, generated by the job seeker's Employer, not a spreadsheet/tracking tool implemented or prepared by the provider.

Deriving information

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

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



Documentary Evidence: Note: Where providers have derived information from pay slips or payroll summaries, they should retain evidence and be able to provide the evidence to the Department on request.

Additionally, where the Employer name or ABN pay slip details do not match the information in the ESSWeb Vacancy screen, providers have the option to use an ABN look up function to confirm that the job seeker's Employer is the same legal entity without confirmation from the Employer. Where this tool has been used, providers must upload evidence of this when they make a claim.

(Deed reference: Clause 125)

Pay Slip Verified Outcome Payments – Self-employed job seekers not on income support or receiving NEIS Allowance (Unsubsidised Self Employment)

The Vacancy recorded on the Department's IT systems must identify that the job seeker's Employment is Self-Employment and dated documentary evidence must be obtained from the job seeker and must be in one or more of the following forms:

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

The records or statements provided should show that the job seeker has an income which proves the job seeker's business has generated sufficient personal income (net of business expenses but include tax) to confirm the National Minimum Wage rate has been achieved when combined with evidence that the job seeker has worked the required hours each week/fortnight to achieve sufficient hours (such as a record of the job seeker's appointments or diary entries).

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

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



System step: Documentary evidence must be uploaded into the Department's IT Systems at the time of claim.

(Deed reference: Clause 125)

Full Outcomes based on a Significant Increase in Income

Providers must obtain Documentary Evidence of the job seeker's Employment earnings/hours for the four weeks prior to the Significant Increase in Income before placing the job seeker into the Vacancy.

Documentary Evidence should be in the same form as required for Pay Slip Verified Outcome Payments.



System step: Providers must upload the Documentary Evidence of the four week prior period onto the Department's IT Systems after they have placed the job seeker into the Vacancy.



Note: Documentary Evidence for the four weeks prior is required for all Full Outcomes based on a Significant Increase in Income, not just those which are claimed as Pay Slip Verified Outcome Payments.

(Deed reference: Clause 125, Annexure A1)

Apprenticeships and traineeships for job seekers on income support

Where the Services Australia data does not support a Full Outcome for a job seeker who is on income support through earnings, but the job seeker has remained each

week in a full-time apprenticeship or traineeship for the relevant Outcome Period, providers may claim a Full Outcome where they have the required Documentary Evidence.

Documentary Evidence must show that the job seeker was in a full-time apprenticeship or traineeship for the Outcome Period and must be uploaded at the time the Claim is lodged.



Documentary Evidence must include the following information:

- the name of the Employer;
- the period of Employment; and
- evidence that the job seeker remained in the apprenticeship/traineeship on a full-time basis for each week of the relevant Outcome Period.

(Deed reference: Annexure A1)



System Step: When lodging a claim:

- On the Outcome Details screen, the provider can select the 'Full Time Apprenticeship Agreement' option in the dropdown box underneath 'Provider Verification Options'.
- Selection of this option will require the provider to upload Documentary Evidence to support the claim.
- Providers should select the 'Full Time Apprenticeship Agreement Documentary Evidence' option under Document Category.
- The claim will then be processed and paid as a Full Outcome.

Vacancy Type

Providers can only lodge a claim using this process where the Vacancy was created with the Vacancy type of Apprenticeship or Traineeship.

Full Outcomes for job seekers who have a Permissible Break in Employment



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

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

All of the above information must be contained in a signed and dated written statement or in an email from the Employer or job seeker.

(Deed reference: Clause 125, Annexure A1)

Education Outcomes



Documentary Evidence: The provider must upload Documentary Evidence (in electronic form or hard copy) in relation to the Education Outcome at the time of submitting the claim.

Qualifying Training Course

Documentary Evidence must be in the form of either an electronic or a hard copy of the qualification or a statement of attainment issued by the Registered Training Organisation together with the course code or unit code from training.gov.au.

The qualification, including the date of the qualification or statement of attainment, must clearly show the qualification achieved, the job seeker's name, details of the Registered Training Organisation and the course code or unit code identified on www.training.gov.au.

Qualifying Education Course

Documentary Evidence must include:

- confirmation that the job seeker is still participating in the course six (6) months after commencement,
- whether the course is full-time study or part-time study as defined by the Registered Training Organisation, and
- the study periods (i.e. term, trimester or semester) and the start and end dates.

Dated evidence

All of the above information must be contained in an acceptable form of dated evidence. Acceptable forms of dated evidence are:

- a certificate of attainment / academic transcript issued by the Registered Training Organisation confirming that the job seeker is participating or has participated in the course for six (6) months or more, or
- a signed and dated written statement or an email from the Registered Training Organisation or job seeker.

(Deed reference: Clauses 125, Annexure A1)

Notification to Services Australia where Employment hours or earnings are under declared/not declared

Information that must be entered into the Department's IT Systems



System Step: Services Australia will be notified automatically of Employment hours and earnings when lodging a Pay Slip Verified Outcome Payment. The pay slips or Employer payroll summary must be uploaded at the time of claiming a Pay Slip Verified Outcome Payment.

Additional Documentary Evidence that must be retained



Documentary Evidence: The provider must sight and retain evidence of a job seeker's earnings where a provider notifies Services Australia of a job seeker's under-declaration or non-declaration of Employment.

Notification can occur by lodging a Pay Slip Verified Outcome claim, using the Services Australia Reporting Fraud form or calling the Australian Government Services Fraud Tip-off Line on 131 524.

Evidence must include one of the following acceptable forms of evidence:

- where the job seeker is being paid a salary, a pay slip that details gross and net pay, or
- where the job seeker is paid by the hour, a pay slip that details:

- the standard hourly rate
- the number of hours worked at that rate
- the total dollar amount of pay at that rate.

In the absence of pay slips, providers may provide an Employer payroll summary at the time of claiming or notification. The Employer payroll summary must show:

- the Employer's name (and ABN if applicable),
- the date/s of payment and gross/net pay, and
- the hourly rate and number of hours worked at that rate if Employment is paid on an hourly rate.

The Employer payroll summary must be a print-out of the job seeker's official payment history, not a spreadsheet/tracking tool implemented by the provider.

(Deed reference: Clauses 11)

All capitalised terms in this Guideline have the same meaning as in the jobactive Deed 2015–2022 (the Deed).

In this Guideline, references to provider mean an Employment Provider, and references to job seekers mean Stream Participants as defined in the Deed.

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Employment, Skills, Small and Family Business under or in connection with the Deed.