



Australian Government



Work Experience Activity Types Guidelines

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Disclaimer

This document is not a stand-alone document and does not contain the entirety of Job Services Australia Providers' obligations. It should be read in conjunction with the Employment Services Deed 2012-2015 and any relevant Guidelines or reference material issued by the Department of Employment under or in connection with Employment Services Deed 2012-2015.

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Work Experience Activity Types Guidelines

Document Change History

Version	Start Date	Effective Date	End Date	Change & Location
1.1	5 Jun 14	5 Jun 14		<p>Following sentence added 'Note: Work for the Dole may also be an individual placement with a Work Experience Host Organisation.' (page 5)</p> <p>Changes regarding training (page 6)</p> <p>Removal of information on CDEP (page 6).</p> <p>Information added regarding the National Training Entitlement (page 13).</p> <p>Information added regarding the Access programme ending (page 14).</p>
1.0	01 Apr 14	01 Apr 14	4 Jun 14	Original version of document

Summary

Work Experience Activities provide job seekers with the opportunity to access a broad range of work-like skills, increase social inclusion for disadvantaged job seekers and help to break down Non-vocational Barriers to employment. A flexible range of activity options are available that cater to a wide range of personal circumstances and individual needs.

These Guidelines outline details of the types of Work Experience Activities that Job Services Australia (JSA) providers (referred to as 'JSA providers') can make available to improve a job seeker's chances of obtaining sustained employment.

Job seekers may undertake a Work Experience Activity at any time, either while participating in Stream Services before the Work Experience Phase (WEPH), in the WEPH or in the Compulsory Activity Phase (CAP) where the JSA provider and job seeker believe it will be of benefit or where a job seeker has a requirement to do so. Information on job seeker requirements while in the WEPH or CAP is located in the *Work Experience Phase and Compulsory Activity Phase Guidelines*.

Employment Services Deed 2012-2015 Clauses:

Clause 60 – Employment Pathway Fund - General

Clause 62 – Work Experience Phase

Clause 63 – Work Experience Activities

Clause 64 – Work for the Dole, Full-Time Work for the Dole, Green Corps, Drought Force, Voluntary Work and Unpaid Work Experience Placement activities

Clause 65 – Work for the Dole, Full-Time Work for the Dole, Green Corps, Drought Force and Voluntary Work activities

Clause 66 – Work for the Dole, Full-Time Work for the Dole, Green Corps and Drought Force activities

Clause 67 – Work for the Dole, Full-Time Work for the Dole and Green Corps activities

Clause 68 – Green Corps activities

Clause 69 – Drought Force activities

Clause 70 – Voluntary Work activities

Clause 71 – Unpaid Work Experience Placement activities

Clause 76.6 – Full-Time Work for the Dole Service Fee

Clause 85 – Drought Force Only Services

Clause 100 – Insurance

Annexure C – Fees and Reimbursements

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Effective date: 5 June 2014

Annexure E – Definitions

Reference documents relevant to these Guidelines:

Commencing and Managing Job Seekers on Work Experience Activities Guidelines

Setting up and Managing a Work Experience Activity Guidelines

Work Experience Phase and Compulsory Activity Phase Guidelines

Job Seeker Compliance Guidelines

Template Contract – Work Experience Host Organisations

Explanatory Note:

1. The term 'Fully Eligible Participant', 'Drought Force Only Participant' and 'Participant' in the Employment Services Deed 2012-2015 ('the Deed') are collectively referred to as 'job seeker' in this document
2. In this document, the activities which comprise "Work Experience Activities" as defined in the Deed have been separated into three general categories:
 - Group-based Work Experience Activities (hereon referred to as 'Group-based Activities') means Work for the Dole activities, Full-Time Work for the Dole activities, Drought Force activities and Green Corps activities (as defined in the Deed)
 - individual activities which means Unpaid Work Experience Placement activities and Voluntary Work activities (as defined in the Deed), and
 - other activities which means self-employment; education/training; employment or training programmes administered by the Australian Government including the Department of Employment, or provided by a state or territory government (including by state or territory government providers), as advised by the Department from time to time; part-time or casual paid employment; programmes/services which address Non-Vocational Barriers; and all other activities as notified by the Department from time to time [as specified in Clause 63.3 (b) to (g) of the Deed].
3. All capitalised terms have the same meaning as in the Deed
4. In this document, "**must**" means that compliance is mandatory and "should" means that compliance represents best practice.
5. 'Work Experience Host Organisation' means an organisation at which some or all of a Work Experience Activity takes place, including the provider where the provider is fulfilling the role of a Work Experience Host Organisation.

Who is Responsible:	What is Required:
<p>1. The JSA provider</p> <p>Make available a diverse range of Work Experience Activities</p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> • Clause 63.5 • Clause 63.6 • Section 3H • Annexure C - Fees • Annexure E - Definitions <p><i>Guidelines:</i></p> <ul style="list-style-type: none"> • Setting up and Managing a Work Experience Activity Guidelines • Commencing and Managing Job Seekers on Work Experience Activities Guidelines 	<p>Aim of Work Experience Activities</p> <p>All Work Experience Activities must be focused on at least one of the following as their ultimate outcome:</p> <ul style="list-style-type: none"> • skills in demand in the local labour market, leading to sustainable employment • addressing Non-vocational Barriers, and/or • genuine work-like experiences and/or training. <p>All Work Experience Activities must achieve at least one or more of the following aims:</p> <ul style="list-style-type: none"> • experience in an existing workplace • an opportunity to be part of a team and/or be mentored • employment • natural environment or cultural heritage benefit • community benefit • a benefit to the job seeker, such as addressing Non-vocational Barriers, and/or • an opportunity to develop the job seeker's skills and education in connection with an identified pathway to a job. <p>JSA providers must ensure they:</p> <ul style="list-style-type: none"> • cater for job seekers, including those with special needs, such as parents and people with disability, and • provide and generate a diverse range of Work Experience Activities for Fully Eligible job seekers to meet their Work Experience Activity Requirement (WEAR), as referred to in Clause 63.7 of the <i>Employment Services Deed 2012-2015</i> ('the Deed'). <p>When sourcing and generating Work Experience Activities, JSA providers should consult with local community and business organisations and/or undertake promotional activities to help identify potential Work Experience Host Organisations (see <i>Setting up and Managing a Work Experience Activity Guidelines</i> for more details).</p> <p>Group-based Activities include:</p> <ul style="list-style-type: none"> • Work for the Dole (including Full-Time Work for the Dole) • Drought Force, and • Green Corps. <p>Individual activities include:</p> <ul style="list-style-type: none"> • Voluntary Work, and • Unpaid Work Experience Placement <p>Note: Work for the Dole may also be an individual placement with a Work Experience Host Organisation.</p> <p>Other activities are:</p> <ul style="list-style-type: none"> • self-employment • education/training • employment or training programmes administered by the Commonwealth, including the Department of Employment or provided by a state or territory government • part-time or casual paid employment

	<ul style="list-style-type: none"> • programmes/services which address Non-vocational Barriers including non-vocational assistance and interventions, and • other activities as notified by the Department from time to time.
<p>2. The JSA provider</p> <p>Group-based Activities:</p> <ul style="list-style-type: none"> • Work for the Dole • Full-Time Work for the Dole • Drought Force • Green Corps <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> • Clause 54.4 • Clause 60 • Clauses 62-69 • Clause 85 • Clause 100 • Annexure C - Fees • Annexure E – Definitions <p><i>Guidelines:</i></p> <ul style="list-style-type: none"> • Work Experience Phase and Compulsory Activity Phase Guidelines • Job Seeker Compliance Guidelines • Direct Registration Guidelines • Setting up and Managing a Work Experience Activity Guidelines • Commencing and Managing Job Seekers on Work Experience Activities Guidelines 	<p>From 1 July 2013 Group-based Activities are limited to 12 months in duration.</p> <p>By undertaking Group-based Activities job seekers will develop their ability to work as part of a team, take directions from a supervisor, work independently, communicate effectively, and improve their motivation and dependability.</p> <p>For information, including training with other Work Experience Activities and how this might affect a job seeker's total WEAR hours, please refer to the Work Experience Phase and Compulsory Activity Phase Guidelines. Group-based Activities can take place in not-for-profit organisations (including social enterprises) or government organisations and agencies.</p> <p>If a job seeker is not receiving the full rate of income support payment, they cannot be compelled to participate in Work for the Dole, Green Corps or Drought Force. However, they can do so on a voluntary basis.</p> <p>JSA providers should determine whether a job seeker can be compelled to participate in a Group-based Activity by discussing it with the job seeker and checking the Employment Services System (ESS) in order to assess whether the job seeker is receiving a part-rate of payment. This information can be found on the Registration Screen (Circumstances tab) within the ESS.</p> <p>Note: As job seekers report fortnightly in arrears to the Department of Human Services (DHS), there may be some instances in which the ESS does not show that a job seeker is on part-rate of income support. In these circumstances, JSA providers may consider requesting documentary evidence from the job seeker in order to determine whether the job seeker can be compelled to participate in a group-based activity. When in doubt, JSA providers may consider the range of other activities available to job seekers to meet their Work Experience Activity Requirement.</p> <p>Unless the Department gives prior approval, only Drought Force activities can occur on private property. For example, the Department may approve Work for the Dole and Green Corps activities on private property on request and in exceptional circumstances.</p> <p>Supplement payment</p> <p>Job seekers who receive income support and are participating in a Group-based Activity are entitled to a supplement of \$20.80 per fortnight to assist with the additional costs of participation.</p> <p>Work Experience Activity details must be recorded in the 'Activity Management' component of the ESS to trigger the supplement payment from the DHS (as per Clause 63.14 of the Deed).</p> <p>Reporting</p> <p>With the exception of Drought Force, JSA providers will be required to prepare an End of Activity Report for Group-based Activities. The provider must provide this to the Department on request. If Advance Employment Pathway Fund (EPF) Payment is accessed then the Advance EPF payment for Group-based Activity should be acquitted on a regular basis during the</p>

12 months and submitted to the Department within 40 days of the end of activity.

Refer to the *Setting up and Managing a Work Experience Activity Guidelines* for further information on End of Activity Reports and Acquittal Reports.

WORK FOR THE DOLE

The aim of Work for the Dole is to provide flexible Work Experience placements for Fully Eligible job seekers that benefit local communities.

Some examples of activities that have been developed by JSA providers in the past include:

- medical reception, where job seekers gain experience in filing and administration, and undertake a Flexible Learning Certificate in Medical Reception and Terminology;
- constructing a skate park on a disused basketball court, in which job seekers gain skills in metal fabrication, concreting and erection of timber sound barriers;
- participating in a pre-placement training programme in child care, where job seekers gain knowledge and practical skills to work effectively with children and learn aspects of operating a child care centre; and
- beautifying or restoring a community hall, whereby job seekers learn skills in cementing, plastering and painting.

Types of Work for the Dole Activities

Community Action Groups and Projects of National Significance

There are two types of Work for the Dole activities available to JSA providers who want to consider creating an activity to respond to a natural disaster or who have an activity idea that has national significance and will have a national and community benefit. These activities are Community Action Groups (CAGs) and Projects of National Significance (PoNS). Information on these activities can be found at [Attachment A](#).

The advantage of these activity types in disaster recovery work are the flexibilities in the Deed allowing activities to take place on private residential properties, in private commercial businesses and with farming enterprises under certain conditions.

Full-Time Work for the Dole

Job seekers can be referred to Full-Time Work for the Dole (FT WfD) if their JSA provider considers it of benefit to them.

FT WfD is a more intensive form of Work for the Dole activity, and FT WfD job seekers can be placed in one or more standard Work for the Dole activities.

Job seekers are still able to undertake training and part-time or casual paid employment while placed in FT WfD, but cannot be compelled to do so.

The job seeker's Employment Pathway Plan **must** be updated to reflect the requirements of FT WfD.

JSA providers should be thoroughly familiar with the different requirements and conditions associated with FT WfD outlined in Clause 63-67 of the Deed).

DROUGHT FORCE AND DROUGHT FORCE 60+

Drought Force activities can only be undertaken in areas which are covered by Australian Government drought assistance measures. These are areas declared by the Government as Exceptional Circumstances (EC) or prima facie areas for a specified time. All farmers in an EC declared or prima facie area may be considered eligible for Drought Force activities.

There are currently no EC-declared areas. Until such time as new areas of EC are declared, there will be no Drought Force activities. To determine if an area has an EC declaration, or is eligible for other Australian Government drought assistance measures, the JSA provider can contact the DHS drought assistance line on 13 23 16, or visit the website of the Australian Government's Department of Agriculture at www.daff.gov.au.

When there are EC-declared areas

A Drought Force activity is aimed at providing assistance in communities severely affected by drought. Drought Force activities should:

- help drought mitigation
- ease the burden of drought for farmers and their families
- ensure that farms and properties are maintained and therefore able to cope once a drought breaks
- encourage people to remain in their local community, retaining and building local skills
- support the local economy to deal with the impact of drought, and
- support local community priorities.

Drought Force 60+ is where job seekers in receipt of an activity tested income support payment choose to make a significant contribution to local farms affected by drought by participating in Drought Force for more than 60 hours each fortnight. They will need to register their interest to do so with DHS. Upon DHS recording the job seeker's participation as an approved activity, these job seekers will be subject to 'variable reporting' in accordance with the Guide to Social Security Law, will not have to look for work and will be deemed to be fully meeting their Activity Test Requirements in recognition of the substantial amount of work they are undertaking on Drought Force.

A Drought Force Only Participant is a person aged over 21, who is not in receipt of an Income Support Payment, and who is eligible for Drought Force Only Services. Drought Force Only Participants should be directly registered by their JSA provider as outlined in the *JSA - Direct Registration Guidelines*. This category may include:

- retrenched workers, unless they get immediate access to Stream 2 services and become Fully Eligible Participants, and
- currently unemployed seasonal workers - including students (secondary and tertiary).

Drought Force activities may only be undertaken by job seekers on a voluntary basis. Where a job seeker does not wish to undertake a Drought Force activity, they should be placed into another suitable Work Experience Activity to fulfil their participation requirements (e.g. their WEAR).

JSA providers can claim a Drought Force Only Services Fee of \$330 and EPF credit of \$500, payable once only per Drought Force Only Participant on

	<p>the commencement of that job seeker in the Drought Force activity.</p> <p>Should a Drought Force Only Participant wish to relocate to another EC declared area, and the new location is within a reasonable distance of a site of the JSA provider, the JSA provider must continue to provide Services to the Drought Force Only Participant at no additional cost to the Department. If the new location is not within a reasonable distance to the JSA provider's site, the new JSA provider can access the once-only payment.</p> <p>GREEN CORPS</p> <p>Green Corps activities provide Work Experience placements for job seekers in activities that benefit Australia's natural or cultural heritage. In addition at least 80 per cent of the total activity time must be spent undertaking Environmental Tasks.</p> <p>Green Corps activities must meet at least one of the following Environmental Criteria:</p> <ul style="list-style-type: none"> • protect/restore threatened species/ecosystems • reverse native vegetation decline and improve quality • prevent/control threats to biodiversity • establish or manage protected areas • improve natural resources of resource industries • secure access to natural resources • protect/restore freshwater/marine/estuaries • improve water quality and waterways • encourage natural environment sustainability • provide environmental resource management skills • establish natural resource frameworks • undertake education addressing climate change <p>For further information refer to Clause 68.2 of the Deed.</p>
<p>3. The JSA provider</p> <p>Individual activities:</p> <ul style="list-style-type: none"> • Voluntary Work • Unpaid Work Experience Placements <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> • Clause 63-65 • Clause 70-71 • Clause 100 • Annexure E – Definitions <p><i>Guidelines:</i></p> <ul style="list-style-type: none"> • Setting up and Managing a Work Experience Activity Guidelines • Participation Requirements Guidelines • Commencing and Managing Job Seekers on 	<p>JSA providers also source and generate individual activities for job seeker participation. Individual activities include Voluntary Work and Unpaid Work Experience Placements (UWEP). JSA providers must be satisfied that UWEP and Voluntary Work do not:</p> <ul style="list-style-type: none"> • involve tasks which would normally be done by a paid employee, • including a casual or part-time paid employee • reduce hours usually worked by a paid employee, or reduce customary overtime of an existing worker • involve working for the job seeker, or a family member, or the job seeker's own organisation • primarily promote a particular religious or political view • involve violence towards people or damage to property • be associated with the sex industry, or • bring the job seeker, the JSA provider or the Department into disrepute. <p>VOLUNTARY WORK</p> <p>The aim of Voluntary Work as a Work Experience Activity is to provide job seekers with opportunities to gain personal and workplace skills that will</p>

Work Experience Activities Guidelines

directly improve their employment prospects, while at the same time benefiting the community organisations in which they are placed.

Voluntary Work **must** benefit the community, have a community focus and not offer a financial gain to the Work Experience Host Organisation.

Voluntary Work may only be undertaken in an approved not-for-profit community organisation as an Approved Voluntary organisation by the DHS, and registered on DHS Local Activities Database.

A Voluntary Work activity should:

- benefit the job seeker and the local community and offer no financial gain to the volunteer organisation (also referred to as a Host Organisation)
- provide the job seeker with the opportunity to gain vocational and non-vocational skills which will directly improve their employment prospects
- provide opportunities which will develop or enhance a job seeker's ability to work as part of a team, take directions from a supervisor, work independently, communicate effectively and improve motivation and dependability
- generally not exceed 26 weeks duration unless:
 - it is the best participation option under the circumstances, as determined by the JSA provider or
 - the job seeker is a Principal Carer Parent and meeting their participation requirements through voluntary work or
 - the job seeker is 55 or over and voluntary work is being undertaken as a DHS approved activity.

Job seekers aged 55 or over can satisfy their participation requirements doing 30 hours a fortnight of voluntary work, or a combination of voluntary and part-time work. In this case they would be DHS managed and suspended from the JSA caseload. They **must** however, remain connected to the JSA and accept appropriate full-time work.

Principal Carer Parent job seekers can, in some circumstances, meet their participation requirements by undertaking voluntary work or any combination of voluntary work/paid work/approved study for a total of 30 hours per fortnight (please see the *Participation Requirements Guidelines* for more information relating to participation requirements for specific cohorts).

UNPAID WORK EXPERIENCE PLACEMENTS (UWEP)

A UWEP activity is a short-term placement with a Work Experience Host Organisation which allows job seekers the opportunity to enhance vocational skills and to experience a work-like environment. UWEP activities can occur in 'for-profit' and 'not-for-profit' organisations and should have a likelihood of an outcome of sustainable paid employment. A UWEP activity is not employment or training, an apprenticeship or other similar scheme.

UWEP activities are available to job seekers aged 18 or over at any time while in Stream Services. Job seekers cannot be compelled to participate in a UWEP activity.

	<p>The maximum length of UWEP activity is four weeks total participation time. Placements cannot, under any circumstances, be extended beyond four weeks total participation time. The Host Organisation and the job seeker can agree to end a placement early by entering into an employment arrangement.</p> <p>Job seekers can participate in UWEP activities up to a maximum of 50 hours a fortnight. The Host Organisation and the job seeker can agree to end a placement early by entering into an employment arrangement.</p> <p>JSA providers should exercise caution to ensure that UWEP activities are not deemed to be an employment relationship under state or territory legislation. UWEP activities are not employment, and participation in a UWEP activity does not, in itself, create an employment arrangement.</p> <p>Providers are also responsible to ensure Work Experience Host Organisations do not use UWEP inappropriately. For example:</p> <ul style="list-style-type: none"> • placements must not be approved if an organisation has downsized its workforce in the previous 12 months, for example through redundancies or termination; noting that a UWEP activity should be ended if an organisation downsizes its workforce at the time of hosting a placement, and • UWEP activities must not be used as a stop-gap measure while an organisation is undertaking recruitment exercises or as a way of meeting ad hoc needs in lieu of creating paid employment opportunities. <p>These rules aim to protect the job seeker and paid workforce of the Host Organisation. More information on the rules and regulations relating to unpaid work can be found at http://www.fairwork.gov.au/Pages/default.aspx.</p> <p>Providers must give the Host Organisation and job seeker a copy of the relevant documentation to complete and sign prior to the commencement of the placement (Deed Clause 71.4). These documents are the UWEP Host Organisation Agreement for a UWEP activity and the UWEP Job Seeker Agreement to participate in a UWEP activity which can be found on the Provider Portal.</p>
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<p>4. The JSA provider</p> <p>Other activities:</p> <ul style="list-style-type: none"> • self-employment • education/training • employment or training programmes administered by the Commonwealth, including the Department or provided by a state or territory government • Part-time or casual paid employment • programmes/services which address non-vocational Barriers; and • other activities as notified by the Department from time to time. <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> • Clauses 63-65 • Clauses 70-71 • Clause 100 • Annexure E – Definitions <p><i>Guidelines:</i></p> <ul style="list-style-type: none"> • Commencing and Managing a Job Seekers on Work Experience Activities Guidelines • Work Experience Phase and Compulsory Activity Phase Guidelines • Participation Requirements Guidelines 	<p>Job seekers can also participate in the following Work Experience Activities:</p> <ul style="list-style-type: none"> • self-employment • education/training • employment or training programmes administered by the Commonwealth, including the Department or provided by a state or territory government • part-time or casual paid employment • programmes/services which address Non-vocational Barriers, and • other activities as notified by the Department from time to time. • non-vocational assistance, and • interventions. <p>PART-TIME EMPLOYMENT (including casual and self-employment)</p> <p>Part-time employment improves a job seeker's chances of finding full-time employment and maintains and enhances their work skills.</p> <p>Part-time employment is defined as work that is not on a permanent, full-time basis, and can include work on a temporary or casual basis. By undertaking part-time work, job seekers will have the opportunity to:</p> <ul style="list-style-type: none"> • learn new skills • maintain work habits • show commitment to future employers • maintain their connection with the community, and • earn additional income. <p>Casual, permanent part-time or self-employment is classified under the Part-Time Work Activity type. For further details refer to <i>Commencing and Managing Job Seekers on Work Experience Activities Guidelines</i> and the <i>Work Experience Phase and Compulsory Activity Phase Guidelines</i>.</p> <p>EDUCATION/TRAINING</p> <p>Education and training provides job seekers with the opportunity to learn skills and gain qualifications that will improve their prospects of finding work.</p> <p>Before referring a job seeker to training, a JSA provider will need to determine that training is in the best interests of the job seeker and identify a suitable course and RTO that meets the job seekers interests, abilities and local employment opportunities. The JSA provider will also liaise with the relevant training authority and/or the RTO to determine whether the job seeker is eligible for a government subsidised training place.</p> <p>Part-time study or training</p> <p>Part-time study or training can be undertaken at any time during Stream Services and to meet a WEAR. Job seekers can also undertake part-time study if they do not have a WEAR or if they have already completed their WEAR. JSA providers should only approve accredited part-time courses for job seekers on the condition the course is:</p> <ul style="list-style-type: none"> • vocationally orientated • less than 12 months in duration • delivered by a Registered Training Organisation (RTO), and • likely to provide a job seeker with a qualification and/or greater employability.
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A job seeker will be deemed to be undertaking Part-time study or training where they are completing less than the full-time education or training workload (as defined by the educational institution).

Training as part of a Group-based Activity

Training can be combined with other Work Experience Activities including Group-based Activities. For how this might affect a job seeker's total WEAR hours, please refer to the Work Experience Phase and Compulsory Activity Phase Guidelines.

First Aid and work, health and safety training can be included under the category of non-accredited training where these courses are not part of accredited training leading to a qualification.

Short Courses

Job seekers can participate in full-time education or training in some circumstances where it meets the requirements for a 'short course'. Generally, job seekers who undertake academic or long-term study are placed onto a student payment. Providers can approve a short course for a job seeker on the condition that the course is:

- vocationally orientated
- less than 12 months in duration, and
- likely to provide a job seeker with a qualification that will result in an employment outcome or improve their employability, or lead to qualifications in an identified area of skills shortage.

Generally, full-time courses of more than 12 months, Masters courses or Doctorate courses cannot be approved under short course rules.

Further information on the requirements for job seekers undertaking a short course can be found in the *Participation Requirements Guidelines*.

National Training Entitlement

The National Partnership Agreement on Skills Reform introduced on 1 July 2012 includes a national entitlement to a government subsidised training place for people without a certificate III qualification and who meet eligibility requirements.

Please note, where a JSA provider is referring a job seeker to a government subsidised (national entitlement) training place they are required to complete a referral form. If it is not a free training place, the JSA provider will also be required to make a co-contribution to course costs. This may include the JSA provider and/or the job seeker paying a course fee or an agreed benchmark price for the referred job seeker. Information on government subsidised training under the national entitlement can be found in the *Government Subsidised Training for Job Seekers Under the National Entitlement Supporting Document*. For further details on State specific arrangements refer to the "Government Subsidised Training Supporting Document" for the relevant State or Territory.

Other training information

Job seekers may want to undertake distance education in regional or remote locations. JSA providers have the option of considering distance education and on-line options for those job seekers not living in regional or remote locations, where these job seekers have genuine barriers

restricting face-to-face attendance at classes, such as personal mobility limitations, poor access to public transport or parenting responsibilities.

Further information on training, including training requirements for specific job seeker cohorts such as Early School Leavers, can be found in the *Participation Requirements Guidelines*.

GOVERNMENT EMPLOYMENT OR TRAINING PROGRAMMES

Job seekers can participate in employment or training programmes administered by the Australian, or state/territory governments, including:

- Defence Force Reserves
- The New Enterprise Incentive Scheme (NEIS), including small business management training, mentoring and support
- Skills for Education and Employment (SEE) programme
- The Australian Apprenticeships Access programme*
- The Adult Migrant English programme
- The Youth Connections programme
- The Community Development Employment Projects programme
- other programmes as advised by the Department from time to time.

*The Australian Apprenticeship Access (Access) Programme will cease on 30 June 2015. Participants who have commenced in courses before 30 June 2014 will not be affected by the programme closure and will continue to be serviced by their Access Programme Broker until they complete the programme.

Defence Force Reserves

Participation in Defence Force Reserves can include training and regular parades that comprise reserve service, as well as training camps. The Defence Force Reserve activity is only available to job seekers who can meet the enlistment standards and the ongoing standards required by the Defence Force Reserve. It is the responsibility of the job seeker to apply for a position in Defence Force Reserves.

Defence Force Reservists receive a daily allowance to cover their costs while in training. The amount of this allowance varies. All Defence Force Reserve allowances are tax-free, and not considered income under the *Social Security Act 1991*.

Further information on Defence Force Reserves is available from free-call 1800 803 485 or from <http://www.defencereservessupport.gov.au/>.

Other Government Employment or Training Programmes

If JSA providers wish to consider a different government employment or training programme that is not listed, this can be discussed with their Account Manager.

Programme options should include a consideration of programme availability and is a negotiated decision. If the job seeker has a desire to undertake a particular programme that is not available in the local area, the JSA provider might consider:

- options to subsidise transport for the job seeker to travel to the next nearest institution/organisation that offers the programme
- options to negotiate for additional programme places, or
- options to purchase additional programme places, for example,

the EPF can be used for literacy, language or numeracy assistance where places in other government funded programmes are unavailable.

Where these options are not suitable, the JSA provider should negotiate another Work Experience Activity for the job seeker.

JSA providers **must** record in the 'Activity Management' component of ESS when a job seeker is undertaking a state/territory or Australian Government programme so that DHS is made aware of a job seeker's participation in these programmes. In the case of the Skills for Education and Employment (SEE) programme, the SEE programme provider will continue to be responsible for the triggering of any supplement payment.

JSA providers should be familiar with the programme guidelines and conditions associated with the relevant programme. Providers should also work closely with the relevant programme coordinators/instructors to ensure effective arrangements for compliance and No Show, No Pay Failure, where relevant.

Some job seekers will be Suspended from JSA services when participating in other Government programmes. Please see the *Period of Service Guidelines*, for more information on services Suspensions.

Further information on these programmes can be found at the relevant state, territory or Commonwealth government agency website.

Non-vocational Assistance and Interventions

Non-vocational Assistance and Interventions should be determined by the JSA provider after considering the particular circumstances and needs of the job seeker.

Examples of Non-vocational Assistance services under this activity type are listed below.

- Other Literacy and numeracy courses, if not participating in SEE programme or Adult Migrant English Programme
- Parenting course
- Careers counselling
- Cultural services
- Employability skills
- Interpersonal skills
- Personal development

Intervention is a specialist service provided by a private sector or community entity or an employment or training programme administered by the Commonwealth or by a state or territory government (including by state or territory government funded providers) that the Provider may pay for using the EPF, or otherwise access, to provide specialised assistance to Fully Eligible Participants to address Vocational Barriers and Non-vocational Barriers.

Non-vocational Barriers are the range of barriers that can prevent a job seeker undertaking further skills development, including but not limited to homelessness, mental illness, drug or alcohol addiction, sexual abuse or violence and physical or mental abuse.

Examples Intervention services under this activity type are listed below.

- Addictions intervention

	<ul style="list-style-type: none"> • Counselling Services • Disability Intervention • Drug or alcohol detox/rehabilitation • Homelessness Intervention • Medical/Health related Services • Mental Health Interventions <p>For more information on job seek requirements in WEPH and CAP when undertaking Non-vocational assistance or Interventions, please see the <i>Work Experience Phase and Compulsory Activity Phase Guidelines</i>.</p>
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Attachment A – Additional guidelines relating to Community Action Groups and Projects of National Significance

Objectives

Community Action Group (CAG)

The objective of a CAG is to contribute to recovery efforts following a disaster event in local communities. CAGs are not designed to compete with the work of or replace the roles of specialised emergency services, such as the SES, which have expertise in responding during and immediately after a natural disaster event.

A CAG can:

- assist local communities recover from a natural disaster
- assist not-for-profit and volunteer organisations supporting affected communities
- support local residents and assist rebuilding of the local economy, and
- provide logistical support to emergency services personnel in areas such as food preparation, delivery of clothing and maintaining emergency services accommodation and infrastructure.

Project of National Significance (PoNS)

The objective of a PoNS is to work on nationally significant projects at a local level across a range of localities. Projects can be identified as providing a social, economic, environmental, cultural and/or heritage benefit to the Australian community and models of PoNS activities can be applied across Australia at any time as the need arises.

PoNS can:

- respond to declared national state/territory and local community natural disasters
- respond to other events and/or identified tasks that positively impact on both local communities at a national level, and
- assist the community where there is an identified need for a coordinated national activity and human resources and finances are limited.

Flexibilities Available in Natural Disaster Zones/Areas for PoNS and CAGs

As per Clause 65.2 of the Deed, the Department will ease restrictions on Work for the Dole activities in relation to Clause 65.1 (a), (b), (d), (e), (f), & (h), when a PoNS or a CAG is established following a natural disaster in areas where the Australian or state/territory governments have declared a State of Emergency or a Natural Disaster Zone/Area or as determined by the Department from time to time. JSA providers **must** continue to meet all other Deed and guidelines requirements.

To take advantage of these flexibilities JSA providers **must** demonstrate in their proposal:

- broad benefit to the wider community from working on private residential property, private commercial businesses and with farming enterprises (i.e. the economic benefit of having families communities and local businesses return to normal life as soon as possible)
- that they are not working with just one person or entity except in the case of farmers, where large infrastructure restoration is required to protect the community e.g. common boundary fences along public roads and highways. Activities can assist homeowners or business operators, provided they offer support to multiple establishments in the surrounding area
- a focus on repair and restoration work (activities should not be seen to add value over and above what was previously in place)
- that job seekers will not be undertaking tasks that could be perceived as 'business as normal' tasks, and

- that job seekers are not kept working on activities for indefinite periods of time and are provided with appropriate skills, work-like experiences and pathways to employment.

This means that JSA providers can develop activities that:

- operate on private residential properties, in private commercial businesses and with farming enterprises. This could include primary producers, a group of local small businesses or disadvantaged community members such as the elderly or disabled
- carry out tasks normally not permitted, for example, activities that may compete or support an established business or a commercial contract or enterprise and/or
- would not normally be allowed because the activity or host organisation has received government funding.

Implementation

PoNS and CAGs can be initiated by one or more JSA providers (as a joint activity), and can be hosted by one or more local community groups, national institutions or private property owners and private commercial business operators. JSA providers should consult with authorities and community organisations in the local area to offer assistance with the recovery and/or restoration activities. In this way, JSA providers can target activities most appropriately. There is no limit on the number of CAGs or PoNS a JSA provider can set-up.

CAGs can include, but are not limited to the following activities:

- clearing of debris, i.e. leaves and garden material
- repairing fencing and building
- clearing properties of leaves and low-hanging branches that could be a fire hazard in locations potentially threatened
- assisting community organisations with tasks such as packaging and delivery meals
- sorting, packaging or displaying goods in local opportunity shops
- assisting frail and disabled homeowners who are temporarily incapacitated
- minor gardening and home maintenance activities through community care organisations
- park and riverbank restoration following the subsidence of floodwaters, or
- the restoration of local council areas.

PoNS can include, but are not limited to the following activities (over multiple locations):

- large-scale park/garden restoration projects
- large-scale weed/re vegetation management projects
- restoring historical public buildings or culturally significant sites
- assisting with replanting of food plantations destroyed by a disaster, and
- working in State/Territory or Australian Government Botanic Gardens or National Parks.

Who can be the Host Organisation for CAGs and PoNS?

Host Organisations **must** be either a JSA provider or group of JSA providers or a subcontracted not-for-profit organisation in accordance with the Deed.

Use of the Employment Pathway Fund (EPF)

The EPF **must** not be used to purchase materials that may be funded through other sources such as insurance or flood recovery funding, grants or payments that improve the capital value of a property to the sole benefit of a property owner or entity.

In addition, JSA providers cannot purchase or reimburse certain items from the EPF for CAG and PoNS activities, for example:

- additional supervision costs, where the supervisor is the farmer on the site where the CAG or Pons activity is taking place
- material costs such as water, fuel, stock feed and fencing materials
- upgrades to equipment owned by a landowner, or
- costs involved in the transport of such things as fencing material or stock feed.

JSA providers should adhere to all other standard Deed requirements when determining the types of purchases EPF should be used for.

Approval of CAGs and PoNS

On condition that a JSA provider develops a CAG activity proposal or PoNS concept paper which meets all the conditions in these Guidelines for CAG and PoNS activities and the JSA provider complies with any additional conditions set out by the Department, it will give its written permission to allow JSA providers to provide, broker or purchase Work for the Dole CAG and PoNS activities not otherwise permitted under Clause 65.1 (a), (b), (d), (e), (f) and (h).

Account/Contract Managers will assess CAGs and PONS activities as quickly as possible. It may be useful to include your Account/Contract Manager in early conversations about the proposed activity to assist this process.

Entering CAGs and PoNS into the Employment Services System

When entering a new CAG or PoNS activity into the Employment Services System (ESS), JSA providers need to select 'Work for the Dole' in the Activity Type field of the Activity Search screen, and then select either 'Community Action Group' or 'Project of National Significance' as the sub type.

JSA providers are asked to make CAG and PoNS activities viewable to other JSA providers and to consider requests to collaborate.



Australian Government



Setting up and Managing a Work Experience Activity Guidelines

V 1.1

Disclaimer

This document is not a stand-alone document and does not contain the entirety of Job Services Australia providers' obligations. It should be read in conjunction with the Employment Services Deed 2012-2015 and any relevant Guidelines or reference material issued by the Department of Employment under or in connection with Employment Services Deed 2012-2015.

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Setting up and Managing a Work Experience Activity Guidelines

Document Change History

Version	Start Date	Effective Date	End Date	Change & Location
1.1	5 Jun 14	5 Jun 14		Removal of the requirement to prepare an End of Activity Report within 40 days of the activity ending (page 10). Removal of the requirement to detail reimbursed EPF costings in the End of Activity Report (page 16).
1.0	01 Apr 14	01 Apr 14	4 Jun 14	Original version of document

Summary

These Guidelines outline a Job Services Australia (JSA) providers (referred to as 'JSA providers') responsibilities in relation to setting up and managing approved Work Experience Activities including:

- considering proposed Work Experience Activities and getting approval where required
- recording the Work Experience Activity in the Employment Services System (ESS)
- ensuring that Work Experience Activities have risk assessments and appropriate insurance
- determining Employment Pathway Fund (EPF) requirements
- recruiting Supervisors.

Employment Services Deed 2012-2015 Clauses

Clause 9.3(b) – Avoiding acts or omissions which the JSA provider could reasonably foresee would be likely to cause injury to job seekers or any other persons

Clause 12 – Criminal records checks and other measures

Clause 57A.1 – Records of Attendance

Clause 60 – Employment Pathway Fund General

Clause 61 – Employment Pathway Fund Reimbursement

Clause 63 – Work Experience Activities

Clause 64 – Work for the Dole, Full-Time Work for the Dole, Green Corps, Drought Force, Voluntary Work and Unpaid Work Experience Placement activities

Clause 65 – Work for the Dole, Full-Time Work for the Dole, Green Corps, Drought Force and Voluntary Work activities

Clauses 67 – Work for the Dole, Full-Time Work for the Dole and Green Corps activities

Clause 68 – Green Corps activities

Clause 69.2 – Drought Force public liability insurance

Clause 100 – Insurance

Clause 106 – Subcontracting

Reference documents relevant to these Guidelines:

Work Experience Activity Types Guidelines

Criminal Records Checks Guidelines

Risk Assessment Form

Work Experience Activity Proposal Form

Work Experience – End of Activity Report Template

Work Experience – Acquittal Report Template

Explanatory Note:

1. The term 'Fully Eligible Participant', 'Drought Force Only Participant' and 'Participant' in the Employment Services Deed 2012-2015 ('the Deed') are collectively referred to as 'job seeker' in this document.
2. In this document, the activities which comprise 'Work Experience Activities' as defined in the Deed have been separated into three general categories:
 - Group-based Work Experience Activities (hereon referred to as 'Group-based Activities') which means Work for the Dole activities, Full-Time Work for the Dole activities, Drought Force activities and Green Corps activities (as defined in the Deed);
 - Individual activities which means Unpaid Work Experience Placement activities and Voluntary Work activities (as defined in the Deed); and
 - other activities which means self-employment; education/training; employment or training programmes administered by the Australian Government including the Department of Employment, or provided by a state or territory government (including by state or territory government providers), as advised by the Department from time to time; part-time or casual paid employment; programmes/services which address Non-vocational Barriers; and all other activities as notified by the Department from time to time [as specified in Clause 63.3 (b) to (g) of the Deed].
3. All capitalised terms have the same meaning as in the Deed.
4. In this document, '**must**' means that compliance is mandatory and '**should**' means that compliance represents best practice.
5. In this document, 'Work Experience Activity Requirement' has the same meaning as 'Work Experience Activity Term' defined in the Deed.

Who is Responsible:	What is Required:
<p>1. The JSA provider</p> <p>Consider proposed Work Experience Activities and get the Department of Employment's approval where required</p> <p><i>Employment Services Deed 2012-2015 Clause</i></p> <p><i>References:</i></p> <ul style="list-style-type: none"> • Clause 63.5 • Clause 63.6 • Clause 64.2 • Clause 64.2A • Clause 64.3 • Clause 64.18 • Clause 65.1 • Clause 65.2 <p><i>Guidelines:</i></p> <ul style="list-style-type: none"> • Work Experience Activity Types Guidelines • Commencing and Managing Job Seekers on Work Experience Activities Guidelines 	<p>JSA providers can provide Work Experience Activities themselves or they can broker or purchase services to deliver Work Experience Activities through an external provider. Where a JSA provider purchases Work Experience Activities, the JSA provider does so under a Subcontract. Where a JSA provider brokers a Work Experience Activity the JSA provider must do so under a Work Experience Host Organisation Agreement.</p> <p>Where JSA providers create their own Work Experience Activities they must meet the requirements outlined in the Employment Services Deed 2012-2015 ('the Deed'), this guideline and any other relevant guidelines. All Work Experience Activities must be focused on at least one of the ultimate outcomes and provide at least one if not more of the aims referenced in clauses 63.5 and 63.6 in the Deed. These are also provided in the <i>Work Experience Activity Types Guidelines</i>.</p> <p>Where proposals are received from potential Work Experience Host Organisations for Group-based Activities or individual activities these should be considered by the JSA provider. JSA providers should assist potential Work Experience Host Organisations where necessary, including, but not limited to:</p> <ul style="list-style-type: none"> • helping them develop suitable Work Experience Activities • providing them with relevant information regarding various Work Experience Activity types, and • helping them to understand their responsibilities as a Work Experience Host Organisation or Subcontractor. <p>When considering proposals, JSA providers should take into account whether any permits are required for the activity or whether any other organisations need to be consulted.</p> <p>JSA providers should retain details of all Work Experience Activity proposals received in relation to all activities. JSA providers must also retain their justifications for not accepting Work Experience Activity proposals and provide this information to the Department of Employment ('the Department'), if requested.</p> <p>All Work Experience Activities must meet the requirements outlined in clauses 65.1 and 65.2 of the Deed.</p> <p>If any individual activity has a residential or overnight accommodation component, then the JSA provider must seek the Department's prior written approval before the Work Experience Activity can go ahead. The JSA provider must provide out-of-hours supervision, if such a Work Experience Activity is approved by the Department.</p> <p>The Department may also at any time, and at its absolute discretion, give a written direction to the JSA provider in relation to any proposed Work Experience Activity or any type of Work Experience Activity including a direction that:</p> <ul style="list-style-type: none"> • an activity may not be undertaken, or continue as a Work Experience Activity • an activity be varied • an activity be managed directly by the JSA provider, rather than a Subcontractor or a Work Experience Host Organisation

Who is Responsible:	What is Required:
	<ul style="list-style-type: none"> the JSA provider must provide, broker or purchase a proposed activity the JSA provider must not provide, broker or purchase an activity or type of activity.
<p>2. The JSA provider</p> <p>Record the activity into the Employment Services System (ESS)</p> <p><i>Employment Services Deed 2012-2015 Clause References</i></p> <ul style="list-style-type: none"> Clause 63.14 	<p>JSA providers must use the 'Activity Management' component of the ESS to:</p> <ul style="list-style-type: none"> <u>enter all</u> Work Experience Activities undertaken by job seekers (in all phases of Stream Services) place job seekers against the activity they will commence in, and finalise the placement with an end date when the job seeker stops participating in the activity. <p>This will give each activity a unique activity ID and assist JSA providers in identifying and managing a job seeker's placement into Work Experience Activities, requesting Advance EPF Payments (where relevant), recording budgets, managing tasks related to the activity and completing associated reports required under the Deed.</p> <p>For more information on using the ESS please refer to ESS Help.</p>
<p>3. The JSA provider</p> <p>Ensure that activities being hosted externally meet the Department's requirements</p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> Clause 64.2 Clause 64.3 Clause 71.4 Clause 106 <p><i>Guidelines:</i></p> <ul style="list-style-type: none"> Insurance Manual Work Experience Activity Types Guidelines 	<p>The JSA provider remains responsible for ensuring all Work Experience Activities are delivered in accordance with the Deed regardless of whether the JSA provider is delivering the Work Experience Activity themselves or the activity is being externally hosted/Subcontracted.</p> <p>A range of organisations can host Work Experience Activities, including:</p> <ul style="list-style-type: none"> not-for-profit organisations publicly funded organisations, both private and public, that provide services for their local community local, state/territory and Australian Government organisations and agencies Indigenous community organisations educational institutions and Registered Training Organisations, or in relation to Defence Force Reserves, organisations approved by the Australian Government's Department of Defence under the Defence Force Reserves initiative. <p>Except for Unpaid Work Experience Placements (UWEP), JSA providers should generally only consider purchasing or brokering Work Experience Activities in organisations that are not-for-profit. Where, however, a for-profit organisation has a not-for-profit arm and, where a key component of their business activity directs profits to community or social outcomes through the not-for-profit arm of the organisation and/or undertakes philanthropic activities they can be considered to be a Social Enterprise. Social Enterprises are able to become approved Work Experience Host Organisations/Subcontractors for the purpose of delivering Work Experience Activities.</p> <p>In general a Social Enterprise can be described as an organisation that provides a community benefit. Any associated activity would need to link directly with the not-for-profit arm of the organisation except in the case of UWEP where the placement could occur in either the for-profit or not-for-profit areas of the organisation.</p>

Who is Responsible:	What is Required:
	<p>A Social Enterprise may include the following organisation types:</p> <ul style="list-style-type: none"> • not-for-profit community organisations • charitable trading entities • community businesses • co-operatives • employee-owned companies, and • social businesses. <p>A Work Experience Host Organisation can be identified as a Social Enterprise in the ESS by checking the 'Host meets Social Enterprise Criteria' box on the 'Activity Host Details' popup, appearing in the 'Activity Host List' screen of the Activities component of the ESS.</p> <p>Work Experience Host Organisations should not:</p> <ul style="list-style-type: none"> • have engaged in illegal operations nor promote or condone any form of unlawful conduct • be associated with the sex industry • promote or condone any form of violence, self-harm or suicide • promote or condone any form of discrimination, including on the grounds of race, ethnic group, language, sex, religion or disability, or • provide any other service that is likely to bring the Department into disrepute. <p>In addition to the above exclusions, there are a number of restrictions on UWEP activities outlined in the <i>Insurance Manual</i> and the <i>Work Experience Activity Types Guidelines</i>.</p>
<p>4. The JSA provider</p> <p>Ensure Work Experience Host Organisation Agreements are completed where appropriate</p> <p><i>Employment Services Deed 2012-2015 Clause</i></p> <p><i>References:</i></p> <ul style="list-style-type: none"> • Clause 64.2A <p><i>Guidelines:</i></p> <ul style="list-style-type: none"> • Work Experience Activity Types Guidelines • Commencing and Managing a Job Seeker on a Work Experience Activity Guidelines 	<p>Host Agreements</p> <p>The development of a Work Experience Host Organisation Agreement between the JSA provider and Host Organisation ensures that both parties understand their rights and obligations. By discussing and documenting Host obligations such as supervision of job seekers, incident reporting and compliance with work health and safety requirements, the JSA provider can potentially reduce the risks for job seekers participating in an activity.</p> <p>Information that may be included in the Host Agreement could include:</p> <ul style="list-style-type: none"> • details of the proposed activity and its associated tasks • the job seeker's needs and capabilities • the Host Organisation's needs and capabilities, and • stakeholders and their roles, in particular those who are best placed to manage the risk. <p>The '<i>Work Experience Host Organisation Agreement Template</i>' can be found on the Provider Portal on the Forms & Templates page.</p>

Who is Responsible:	What is Required:
<p>5. The JSA provider</p> <p>Determine if Advance EPF Payments are required to set up the Work Experience Activity for Group-based Activities.</p> <p>Distributing the EPF across work sites and sharing costs between JSA providers.</p> <p><i>Employment Services Deed 2012-2015 Clause</i></p> <p><i>References:</i></p> <ul style="list-style-type: none"> • Clause 13.1 • Clause 60.2 • Clause 60.3 • Clause 60.20 • Clause 60.25 • Clause 64.6 • Clause 67.1 <p><i>Guidelines:</i></p> <ul style="list-style-type: none"> • Employment Pathway Fund Guidelines 	<p>A Group-based Activity can be funded using the EPF through an Advance EPF Payment and by the standard EPF reimbursement mechanism.</p> <p>Where the JSA provider brokers a Work Experience Activity, the JSA provider may seek reimbursements from the EPF for reasonable costs associated with the provision of Work Experience Activities by Work Experience Host Organisations.</p> <p>JSA providers cannot claim from the EPF for expenditure that JSA providers would be expected to meet including (but not limited to):</p> <ul style="list-style-type: none"> • costs and overheads associated with the provision of Services under the Deed • costs and overheads of administering the EPF, and • JSA providers' legal costs. <p>Advance EPF Payment</p> <p>Advance EPF Payments must only be used to pay for Group Activity Overhead Costs that are directly associated with establishing and running a Group-based Activity.</p> <p>Purposes for which Advance EPF can be used</p> <p>Items that an Advance EPF Payment can be used for includes (but is not limited to):</p> <ul style="list-style-type: none"> • the costs of Supervisors, capital equipment, transportation of job seekers and Drought Force Only participants, rent and associated infrastructure, activity materials, site risk assessment, work health and safety induction training, and other training insurance (limited only to the additional costs of insurance) where the nature of a Group-based (or individual) Work Experience Activity means that it is not covered by Department-funded insurance, or insurance the JSA provider is required to obtain, being insurance only for the period of the Work Experience Activity • the costs of items such as criminal records checks, safety clothing or computers or equipment that are Overhead Costs associated with a Group Activity, and • any other items as specified by the Department from time to time. <p>JSA providers may also access Advance EPF Payments where a single Group-based Activity within an Employment Services Area (ESA) is being run by multiple Work Experience Host Organisations in multiple locations. Where this occurs there should be more than one job seeker in each of the locations and the job seekers should be linked to the Work Experience Activity ID in the ESS.</p> <p>The host site can then invoice for the individual job seeker's participation. The ESS has been set up to allow for JSA providers to be reimbursed for payments against Work Experience Activity IDs set up by other sites and organisations.</p> <p>Self-approval of Advance EPF up to and including \$20 000 (GST Inclusive)</p> <p>JSA providers can self-approve an Advance EPF Payment up to and including \$20 000 per Group-based Activity, as long as there are sufficient funds in the</p>

Who is Responsible:	What is Required:
	<p>notional EPF account and the JSA provider does not enter into commitments in anticipation of future EPF credits. JSA providers seeking an advance payment <u>in excess</u> of \$20 000 for any one Group-based Activity will require pre-approval by the Department.</p> <p>Where an Advance EPF Payment is not being sought, budgets in excess of \$20 000 do not require pre-approval from the Department.</p> <p>Only one Advance EPF Payment can be sought for each Group-based Activity as per clause 60.20(b) of the Deed.</p> <p>Requesting Advance EPF Payments in excess of \$20 000</p> <p>All communications between JSA providers and the Department for requests and approvals for Advance EPF Payment in excess of \$20 000 must be in writing. Email is considered a suitable form of written communication. To support their claim JSA providers are expected to include within the request:</p> <ul style="list-style-type: none"> • the total Advance EPF Payment being sought for the Group-based Activity • a rationale for the request (that is, why the amount required exceeds \$20 000 and/or why it does not lend itself to the reimbursement mechanism), and • a list of the major items and expected costs for purchases supporting the total advance payment being sought. <p>Group-based Activities</p> <p>It is the responsibility of the JSA provider to:</p> <ul style="list-style-type: none"> • submit details of the Group-based Activity through the ESS • seek approval from the Department for any Advance EPF Payment that is in excess of \$20 000 • create a Work Experience budget for activities funded by an Advance EPF Payment (where relevant) • keep the information on the ESS updated as changes occur. This includes changes to the budget • complete an Acquittal Report within 40 business days of the activity ending. This can be done via the paper based form on the Provider Portal or via the online form in the ESS. The Acquittal Report shows the actual expenditure of Advance EPF against the budget • cooperate with debt recovery measures undertaken by the Department where there has been an underspend of the Advance EPF Payment • detail reimbursed EPF including reimbursement of job seeker participation costs • prepare an End of Activity Report which must be provided to the Department on request, and • ensure compliance with the requirements of the Deed, as per clause 13.1. <p>Distributing EPF across sites belonging to the one JSA provider</p> <p>Where there are job seekers participating in a Group-based Activity across a number of sites of a JSA provider, the JSA provider is able to transfer the EPF credits to the site which has set up the activity to ensure there are enough</p>

Who is Responsible:	What is Required:
	<p>funds available for the activity and job seekers at all sites can continue to receive assistance through the EPF. JSA providers can action the transfer independently where a transfer is between their sites within the same ESA and prior approval from the Department is not required.</p> <p>Alternatively, the host site can invoice the other sites for the individual job seeker's participation, and the other sites can then seek reimbursement through the EPF. The ESS will allow for JSA providers to be reimbursed for payments against Work Experience Activity IDs set up by their other sites and organisations.</p> <p>JSA providers may agree to work collaboratively on a Group-based Activity and contribute a proportion of their respective EPF to fund the activity. This is particularly likely to occur in regional areas. In these cases there will need to be a primary JSA provider who will initially set up the activity. Other JSA providers will then set up their own activity but link it to the initial Activity ID set up by the primary JSA provider.</p> <p>Sharing costs between JSA providers</p> <p>When individual job seekers from one JSA provider participate in an activity that has been set up by another JSA provider (including those from the same or different organisations), the costs of participation are determined in an agreement between the two parties.</p>
<p>6. The JSA provider</p> <p>Adhere to the contractual requirements relating to In-kind Contributions</p> <p><i>Employment Services Deed 2012-2015 Clause Reference:</i></p> <ul style="list-style-type: none"> • Clause 64.4 	<p>JSA providers may receive In-kind Contributions for Work Experience Activities. JSA providers must ensure that In-kind Contributions are used appropriately. This means:</p> <ul style="list-style-type: none"> • JSA providers must ensure that they do not use undue influence to obtain In-kind Contributions from a Work Experience Host Organisation to run activities, and • must not claim EPF Payment for the purchase of materials or equipment if the materials and equipment are an In-kind Contribution. <p>In-kind or non-financial contributions include, for example:</p> <ul style="list-style-type: none"> • use of a classroom • a state government agency donates some paper to print books • a consultant donates his or her time to the JSA provider's activity, or • a taxi company donates the use of its taxis at a cost below market value.

Who is Responsible:	What is Required:
<p>7. The JSA provider</p> <p>Recruit Supervisors for Individual or Group-based Activities and check Work Experience Host Organisation Supervisors meet requirements</p> <p><i>Employment Services Deed 2012-2015 Clause</i></p> <p><i>References:</i></p> <ul style="list-style-type: none"> • Clause 12.1 • Clause 12.6 • Clause 60.5 • Clause 64.5 • Clause 64.6 • Clause 64.14 • Clause 64.16 • Clause 64.17 • Clause 64.21 <p><i>Guidelines:</i></p> <ul style="list-style-type: none"> • Criminal Record Checks Guidelines • Employment Pathway Fund Guidelines 	<p>JSA providers must ensure that job seekers are appropriately supervised at all times, maintaining a high level of supervision, with regard to the health, welfare and safety of job seekers and members of the public.</p> <p>The JSA provider should consider carefully the appropriate ratio of Supervisor(s) to job seekers dependent on how many job seekers there are, and the nature of the activities.</p> <p>Where an activity involves contact with children, the elderly, or other classes of vulnerable people, there must be a higher level of supervision, which will generally mean a higher ratio of Supervisors to job seekers.</p> <p>An employee of the Work Experience Host Organisation (who may be the Supervisor) must be at the location at all times where job seekers will have direct contact with children, the elderly or other vulnerable groups.</p> <p>Supervisors must have:</p> <ul style="list-style-type: none"> • appropriate skills and experience to manage job seekers in the activity • relevant work health and safety training, and • criminal record checks, where relevant. <p>Advance EPF Payments can be used to cover the cost of Supervisors for Group-based Activities. JSA providers cannot use the EPF to pay for costs associated with the provision of the Deed (Clause 60.5). JSA providers must not use Work Experience Activities to acquire any benefit or gain, or to fund any operations, activities, or infrastructure of the JSA provider which would otherwise have been acquired or in place had the activity not commenced (Clause 64.6)</p> <p>Supervisory costs claimed by Work Experience Host Organisations for Work Experience Activities should be reasonable in relation to the service being provided and based on the agreement between the JSA provider and Host Organisation. JSA providers need an invoice from the Host Organisation for the cost of supervision for acquittal purposes, regardless of whether the amount was being claimed by reimbursement or as part of an Advance EPF amount.</p>
<p>8. The JSA provider</p> <p>Identify and assess the risks</p> <p><i>Employment Services Deed 2012-2015 Clause Reference:</i></p> <ul style="list-style-type: none"> • Clause 64.8 • Clause 100 <p><i>Guidelines:</i></p> <ul style="list-style-type: none"> • Insurance and Incident Management for Work Experience Activities Guidelines • Criminal Records 	<p>JSA providers must prepare and document a risk assessment for each Work for the Dole, Full-Time Work for the Dole, Green Corps, Drought Force, Voluntary Work and UWEP activity to identify potential risks and hazards associated with the tasks that will be undertaken during the activity. Completion of risk assessments may be paid for from the EPF.</p> <p>In preparing the risk assessment, JSA providers should take into account not only their role, but also the roles of Subcontractors and Work Experience Host Organisations involved in the delivery of the Work Experience Activity as well as the nature of, and job seeker involvement in, the activity.</p> <p>As part of conducting a risk assessment before establishing an activity, JSA providers should liaise with the Host Organisation to determine what level of insurance coverage is in place. The Department purchases personnel accident insurance and public and/or product liability insurance to cover job seekers undertaking Work for the Dole, Full-Time Work for the Dole, Green Corps, Voluntary Work and UWEP activities and job seekers undertaking</p>

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Check Guidelines	<p data-bbox="523 226 1431 331">Drought Force. Please see the <i>Insurance and Incident Management for Work Experience Activities Guidelines</i> and clause 100 of the Deed for further details on insurance.</p> <p data-bbox="523 349 1426 421">A well developed and considered risk assessment will assist JSA providers to meet related requirements under the Deed.</p> <p data-bbox="523 439 826 472">Identify and Assess Risks</p> <p data-bbox="523 472 1374 544">When identifying and assessing the potential risks, JSA providers should consider the following factors:</p> <ul data-bbox="619 544 1251 689" style="list-style-type: none"> • the environment in which the activity takes place • nature of the risk • cause of the risk, and • consequence of an adverse incident. <p data-bbox="523 707 1374 779">After identifying the risks, the JSA provider must determine appropriate methods used to mitigate the identified risks.</p> <p data-bbox="523 797 1422 943">Within the context of managing risks, JSA providers must establish whether the nature of an activity requires job seekers and/or Supervisors to have criminal records checks or Working with Children checks. For details of criminal records checks please see the <i>Criminal Records Checks Guidelines</i>.</p> <p data-bbox="523 960 1437 1066">The JSA provider must take all reasonable steps to minimise the likelihood of injury to job seekers and any other persons at the Work Experience Activity location. Preventative actions that may be identified could include providing:</p> <ul data-bbox="619 1066 1331 1249" style="list-style-type: none"> • specific safety equipment or clothing required • work health and safety or first aid training for either job seekers or personnel, or • additional insurance coverage, above the Department's purchased insurance (where relevant). <p data-bbox="523 1267 1437 1447">JSA providers have the discretion to determine how they document their risk assessments. The format of a risk assessment may vary dependent on the type of activity, for example, whether it is an individual placement, jointly managed or whether the Host Organisation works with numerous JSA providers.</p> <p data-bbox="523 1464 1410 1675">Where a JSA provider is referring one of their job seekers to another JSA provider's activity or JSA providers are managing an activity jointly, they have the discretion to create a risk assessment that may be used by all the relevant JSA providers. This option may also be considered where multiple JSA providers in an area are considering working with the one Host Organisation to minimise the administrative burden.</p> <p data-bbox="523 1693 1410 1839">However, JSA providers must remember that they remain individually responsible for ensuring that they meet the requirements of the Deed and should make sure they agree with the terms of any risk assessment completed in conjunction with other JSA providers.</p> <p data-bbox="523 1856 1422 1962">Records of the risk assessment and any action taken in accordance with the risk assessment must be retained and provided to the Department on request.</p> <p data-bbox="523 1980 1406 2013">JSA providers must review risks on a regular basis. Changes in the working</p>

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	<p>environment (both internal and external), in job seeker's circumstances or in the expectations of stakeholders may alter existing risks or mean new risks have emerged.</p> <p>Where a risk assessment indicates that a Work Experience Activity should be modified or that an activity should not go ahead, the JSA provider must ensure appropriate action is taken.</p>
<p>9. The JSA provider</p> <p>Ensure that job seekers are equipped to undertake their Work Experience Activities</p> <p><i>Employment Services Deed 2012-2015 Clause</i></p> <p><i>References:</i></p> <ul style="list-style-type: none"> • Clause 64.10 	<p>JSA providers must ensure that job seekers are provided with all things necessary for participation in Work Experience Activities including materials, equipment, special clothing, on-site services (such as toilets and catering facilities), supervision and training.</p> <p>As part of this process, JSA providers must ensure that the work health and safety training that job seekers received prior to the commencement of an activity remains valid upon the introduction of any new tasks to an activity, and that Supervisors provide further work health and safety training to job seekers as required.</p>
<p>10. The JSA provider</p> <p>Ensure that vehicles are safe and roadworthy where the JSA provider is transporting job seekers to a Work Experience Activity</p> <p><i>Employment Services Deed 2012-2015 Clause</i></p> <p><i>References:</i></p> <ul style="list-style-type: none"> • Clause 67.4 • Clause 100 	<p>Job seekers will generally be required to organise and cover the cost of their own transport travelling to and from a Work Experience Activity. There are some circumstances, however, where JSA providers will be required, or choose to arrange transport for job seekers to and from an activity (with the exception of Drought Force activities), from a central pick-up point including, but not limited to, where:</p> <ul style="list-style-type: none"> • a job seeker does not have access to a vehicle and/or does not have a drivers licence and alternative transport options such as public transport are not available • the activity is at an isolated location such as on a reserve or farm • access to the activity is along an unsealed road or track, or • the activity has a residential or overnight accommodation component. <p>Where job seekers are required to be transported, vehicles must:</p> <ul style="list-style-type: none"> • be roadworthy • be serviced regularly in accordance with the manufacturer's specifications and have a service log maintained • at all times carry a first aid kit • at all times carry vehicle self-rescue equipment, as necessary • be capable of carrying all job seekers and supervising staff together or have at least one member of staff in each vehicle • have seatbelts or harnesses for each job seeker, and • have adequate insurance. <p>Where the vehicle complies with the requirements listed above but is more than ten years old, it is expected that JSA providers will take a risk management approach that justifies the use of the vehicle and includes risk mitigation strategies, particularly regarding safety.</p> <p>For information regarding the EPF and the cost of transporting job seekers please see the <i>Employment Pathway Fund Guidelines</i>.</p>

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<p>11. The JSA provider</p> <p>Respond to, or comply with, any direction issued to the JSA provider by the Department, if the modification or cancellation of a Work Experience Activity is requested</p> <p><i>Employment Services Deed 2012-2015 Clause</i></p> <p><i>References:</i></p> <ul style="list-style-type: none"> • Clause 63.10 • Clause 63.11 	<p>The Department may direct the JSA provider to approve a new Work Experience Activity, for example, in response to natural disasters such as floods or bushfires. In these instances the JSA provider's Account Manager will work with the JSA provider until the Work Experience Activity has started.</p>
<p>12. The JSA provider</p> <p>Finalise Work Experience Activity details in the ESS</p> <p><i>Employment Services Deed 2012-2015 Clause</i></p> <p><i>References:</i></p> <ul style="list-style-type: none"> • Clause 63.14 • Clause 57A.1 	<p>The JSA provider must complete outstanding Work Experience Activity details in the 'Activity Management Component' in the ESS, as relevant, including:</p> <ul style="list-style-type: none"> • reflecting activity end dates • end dating job seeker placement records and ensuring supplement payments to job seekers are ceased where relevant, and • finalising attendance information for job seekers. <p>Full records of attendance, such as timesheets, must be made available to the Department on request for all Work Experience Activities specified in the job seeker's Employment Pathway Plan. For more information on using the ESS please refer to the ESS Help.</p>
<p>13. The JSA provider</p> <p>Manage, maintain and dispose of assets appropriately that are acquired for Work Experience Activities</p> <p><i>Employment Services Deed 2012-2015 Clause</i></p> <p><i>References:</i></p> <ul style="list-style-type: none"> • Clause 60.26 • Clause 60.32 	<p>Treatment of assets</p> <p>Assets acquired for Work Experience Activities, through the EPF, must only be used for the purposes of those activities, or as otherwise specified in the Asset Disposal Plan. JSA providers must also retain and re-use the asset, where appropriate, to reduce costs for subsequent activities.</p> <p>JSA providers must take full responsibility for the asset and its upkeep, including meeting any lawful obligations, and must not encumber, deal with or dispose of the asset, other than as specified in the Assets Disposal Plan, or with the Department's prior written approval.</p> <p>Assets Register</p> <p>JSA providers must create and maintain an Assets Register, listing each asset purchased, leased, created or otherwise brought into existence for Work Experience Activities. The Assets Register must specify the:</p> <ul style="list-style-type: none"> • date on which each asset was acquired, purchased, leased, created or otherwise brought into existence • location of the asset • description of the asset, and • purchase price, as relevant.

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	<p>Asset Disposal Plan JSA providers must develop a plan for the use and disposal of each asset listed in the Asset Register.</p> <p>At the end of the Deed, JSA providers must dispose of each asset, as per the Asset Disposal Plan, ensuring that neither the JSA provider nor a related entity obtains any material or commercial benefit from the disposal or subsequent use of that asset.</p> <p>If assets are lost, damaged or destroyed, JSA providers must promptly replace the asset from their own funds, including proceeds of relevant insurance. The EPF cannot be used for this purpose.</p> <p>Goods that are not 'Assets' JSA providers should note that any goods that are not 'assets' (as defined under the Deed) produced through the course of an activity may not be sold where the sale of these goods would place the activity in competition with any nearby commercial business for the same customers, nor may such goods be sold for the benefit of a 'for-profit' organisation (except where the activity is a Drought Force activity).</p> <p>The proceeds of any sales should either be funnelled back into the activity (i.e. to buy further materials for use on the activity) or may be donated or retained by a not-for-profit, community or charitable organisation, to be used for non-profit or charitable purposes, in order to provide a benefit to the community. JSA providers should ensure that goods are distributed in a manner that does not 'favour' a specific organisation or individual on an ongoing basis.</p>
<p>14. The JSA provider</p> <p>Complete an End of Activity Report and Acquittal Report.</p> <p><i>Employment Services Deed 2012-2015 Clause Reference:</i></p> <ul style="list-style-type: none"> • Clause 67.1 • Clause 60.21 (c) • Clause 60.23 • Clause 60.24 <p><i>Guideline:</i></p> <ul style="list-style-type: none"> • Documentary Evidence for Claims for Payment Guidelines 	<p>End of Activity Report An End of Activity Report must be completed for each Work for the Dole, Full-Time Work for the Dole or Green Corps activity and provided to the Department on request.</p> <p>Where there is a jointly organised Work Experience Activity with Related Activity IDs, each provider must prepare their own End of Activity Report. JSA providers can do this jointly and this can then be used as the basis for each of their individual End of Activity Reports. The End of Activity Report must include enough detail for the Department to be able to report on the activity undertaken and the associated outcomes achieved.</p> <p>For each Group-based Activity, JSA providers must provide the following information in the End of Activity report:</p> <ul style="list-style-type: none"> • the location of the activity • the details of any Work Experience Host Organisations • a short statement of activity achievements • a short statement as to whether the activity met the expected outputs as provided in the activity proposal (and, if not, why this was the case), and any unavoidable circumstances affecting activity outputs • details of any training provided to job seekers as part of the activity • details of any incidents or accidents involving job seekers, and

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	<ul style="list-style-type: none"> any publicity undertaken in relation to the activity. <p>The End of Activity Report can be completed on the '<i>Work Experience - End of Activity Report Template</i>' form located on the Provider Portal or done online in the ESS 'Activity Management' section at: <i>Activities > Activity Details > End of Activity Details tab</i>.</p> <p>Acquittal Report</p> <p>The Acquittal Report is where JSA providers record information on the actual expenditure including reimbursements for all Group-based Activities and includes the acquittal of Advance EPF (if relevant).</p> <p>Advance EPF Acquittal</p> <p>All Advance EPF Payments must be acquitted within 40 days of the activity ending. Where the Advance EPF Acquittal Report indicates an overpayment to the JSA provider, this constitutes a debt and the JSA provider must return the unexpended funds to the Department. These funds will be re-credited to the JSA provider's EPF notional bank. (A JSA provider should immediately contact their Contract Manager if they are unable to meet this Deed requirement).</p> <p>Where the Advance EPF Acquittal Report has been submitted and indicates an under payment to the JSA provider, reimbursement must be claimed within 60 days from when the Advance EPF Acquittal Report was received by the Department.</p> <p>For all purchases over \$300, evidence is also required to demonstrate how this expenditure assisted the job seeker in overcoming their Vocational and Non-vocational Barriers to employment. More information is contained in the <i>Documentary Evidence for Claims and Payments Guidelines</i> and the <i>Employment Pathway Fund Guidelines</i>.</p> <p>The Advance EPF Acquittal Report must include a statement from an authorised representative of the JSA provider identifying actual expenditure against the budget. A hard copy of the completed Advance EPF Acquittal Report must also be signed and kept on file by the JSA provider.</p> <p>The Advance EPF Acquittal Report can be completed using the '<i>Work Experience - Acquittal Report Template</i>' located on the Provider Portal or completed online in the ESS 'Activity Management' section at: <i>Activities > Activity Details > Acquittal Details tab</i>. Where a JSA provider completes the Advance EPF Acquittal Report outside the ESS, they should also enter the date the report was submitted to the Department in the ESS in the Acquittal Details tab.</p>
<p>15. The JSA provider</p> <p>Promote Work Experience Activities</p> <p><i>Employment Services Deed 2012-2015 Clause Reference:</i></p> <ul style="list-style-type: none"> Clause 67.3 	<p>Signage</p> <p>JSA providers must, at Work for the Dole and Green Corps sites, prominently display signage that indicates the activity has been funded by the Australian Government.</p> <p>In instances where the result of the Work for the Dole or Green Corps activity is a permanent structure, or where the activity is undertaking renovations to a permanent structure, there must be a permanent recognition (such as a plaque), which indicates that the activity has been</p>

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	<p>funded by the Australian Government.</p> <p>Events</p> <p>Work Experience Activity events are encouraged as a means to:</p> <ul style="list-style-type: none"> • build the reputation of JSA • raise public awareness of positive contributions JSA providers and job seekers make to the community, and • acknowledge the achievements of job seekers, Host Organisations, communities and JSA providers. <p>Some examples of events are:</p> <ul style="list-style-type: none"> • launches and graduation ceremonies, and • trade shows and employment exhibitions. <p>If a JSA provider decides to hold a Work Experience Activity event, they must:</p> <ul style="list-style-type: none"> • conduct the event in compliance with the JSA Style Guide and Deed • complete the <i>Work Experience Activity Event Notification Form</i> and send this to their Account/Contract Manager at least 20 business days prior to the event. <ul style="list-style-type: none"> - This gives the Minister, the Minister's representative, and/or Departmental employees the opportunity to attend the event. - JSA providers have the option to include their own invitation to the Minister with this form. • acknowledge the support of the Australian Government. <ul style="list-style-type: none"> - This can be achieved via signage, presentations or other means reasonably required by the Department. • obtain job seekers' and event attendees' written consent prior to collecting film footage, photographs or other materials for publicity purposes. • ensure that officiating roles are performed by the appropriate person. <ul style="list-style-type: none"> - All Members of Parliament can be invited to attend events, however, only the Minister, or their nominated representative can have an officiating role at an event. In the absence of the Minister or a nominated representative, a senior Departmental staff member or a representative from the JSA provider may officiate. <p>The JSA provider must make it clear to any other guests from federal, state/territory or local government that they can only attend in the capacity of a guest. These guests may not address or officiate at the event, even if the Minister or representative is delayed or cannot attend on the day. JSA providers are strongly encouraged to arrange in advance for a senior Departmental staff member to stand-in for the Minister or representative in case of last minute unavailability.</p> <p>Account and Contract Managers should refer to the <i>Work Experience Events Supporting Document for Account/Contract Managers</i> on the CM page of the Provider Portal for their requirements regarding Work Experience events.</p>

