



Australian Government



Contacts Guidelines

V 3.3

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 2009-2012 and any relevant guidelines or reference material issued by DEEWR under or in connection with Employment Services Extension Deed 2012-2015.

Table of Contents

Summary.....	4
Employment Services Extension Deed Clauses:	5
Additional Clauses:	5
Reference documents relevant to these Guidelines:.....	5
Attachment A—Minimum Contacts	11
Attachment B – Q & As.....	13

Contacts Guidelines

Document Change History:

Version	Start Date	Effective Date	End Date	Change & Location
3.3	1 Nov 2012	1 Nov 2012		Document: Grammatical edits throughout
3.2	1 Jul 2012	1 Jul 2012	31 Oct 2012	Policy: Updating of references to ESD4E 2012-2015. Attachment A: Changes to Skills Assessments and Intensive Activities, the inclusion of the Compulsory Activity Phase. Addition of Attachment B Q & As.
3.1	22 Dec 2011	22 Dec 2011	30 Jun 2012	Policy: Inclusion of information for additional Contacts.
3.0	5 Aug 11	5 Aug 11	30 Jun 12	Miscellaneous: All Employment Service Assessments delivered by a single Government Provider from 1 July 2011 resulted in name rebranding: Employment Services Assessments (ESAs) and Job Capacity Assessments (JCA) – changes to terminology, p 3-10. Formatting: Amended formatting of flow chart, p 4.
2.0	5 Jul 10	5 Jul 10	5 Aug 11	Policy: Insert reference to deed clause 87A – Job Transition Support (p 5 - Employment Services Deed Clauses)
1.0	1 Jul 09	1 Jul 09	5 Jul 10	Original version of document

Summary

These Guidelines outline a Job Services Australia (JSA) provider (hereon referred to as 'JSA provider') responsibilities and required actions when conducting and recording Appointments for Contacts with Fully Eligible Participants (hereon referred to as 'job seekers').

Contacts will be used to deliver required services throughout a job seekers' Period of Service, depending on their Stream, and will include:

- Commencement into a new Stream when their level of disadvantage has increased,
- moving job seekers into the Work Experience Phase and Compulsory Activity Phase (WEPH and CAP),
- Skills Assessments (mandatory for Stream 1 job seekers),
- arranging and monitoring Intensive Activities for Stream 1 job seekers, and
- providing assistance to job seekers to complete their résumé, and then uploading each résumé.

Employment Services Extension Deed Clauses:

- Clause 50.4—50.5 Recording Appointment Results
- Clause 51.1—51.5 Minimum Contacts
- Clause 51.1—Table 1. Minimum Contacts
- Clause 51.2—Tailoring Contacts for individual job seekers
- Clause 57.7—Specify a schedule of Contacts

Additional Clauses:

- Clause 41—Change of Circumstances Reassessment
- Clause 50.3—Conducting Appointments
- Clause 60.6—Employment Pathway Fund

Reference documents relevant to these Guidelines:

- Referral and Commencement Guidelines
- Job Seeker Compliance Guidelines
- Service Fee Guidelines
- Records Management Instructions Guidelines
- Documentary Evidence for Claims for Payment Guidelines
- Job Seeker Classification Instrument Guidelines
- Getting a Job Seeker Commenced in the Work Experience Phase Guidelines
- Getting a Job Seeker Commenced in the Compulsory Activity Phase Guidelines
- Skills Assessment Guidelines
- Skills Assessment Job Aid
- Intensive Activity Guidelines
- Creating and Updating an Employment Pathway Plan Guidelines
- Employment Pathway Fund Guidelines
- Direct Registration Guidelines
- Commencing job seekers Job Aid
- Completing and recording Contacts Job Aid

Explanatory Notes:

1. All terms with initial capitalisation have the same meaning as in the Employment Services Deed 2012-2015 (ESD4E).
2. In this document, 'must' means that compliance is mandatory and 'should' means that compliance represents best practice.

Shaded areas in the flow charts denote activities that are undertaken by the Stream Job seeker, DEEWR or Centrelink.

Conducting and Recording Contacts:

Who is Responsible:	What is Required:
<p>1. JSA Provider</p> <p>JSA providers must arrange a Contacts schedule with each job seeker</p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> • Clause 51.1 • Clause 51.5 • Clause 57.7(e) 	<p>JSA providers, in conjunction with individual job seekers, must establish an appropriate Contact schedule, which is to include all mandatory and required Contacts. The number of Contacts will depend on the job seeker’s services and individual assessment to determine the number required to ensure the job seeker is able to successfully participate in the activities outlined in their Employment Pathway Plan (EPP). JSA providers should include the agreed Contact schedule in the job seeker’s EPP.</p>
<p>2. JSA Provider</p> <p>JSA providers must provide at least the mandatory Contacts to each individual job seeker</p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> • Clause 51.1, Table 1 • Clause 51.2(a) • Clause 60.6 • Request for Tender for Employment Services 2012-2015 page 42. 	<p>The JSA provider must provide each job seeker with at least the minimum mandatory number of Contacts—that is, at least:</p> <ul style="list-style-type: none"> • once a month after 13-weeks in Stream 1 (can include the Skills Assessment), • once a month during Streams 2, 3 or 4, and • once every two months during the WEPH and CAP. <p>Mandatory Contacts must be conducted face-to-face, except in Exceptional Circumstances. (See Attachment A for table of minimum Contacts).</p> <p>However, the JSA provider must also ensure that each job seeker receives the number of Contacts required to successfully complete the activities in their EPP, thus increasing the job seeker’s skills and job readiness.</p> <p>As stated in the Request for Tender for Employment Services 2012-2015, the amount of overall contact time for each Stream used to calculate the JSA Service Fees exceeds the minimum contact time required. In other words, the Service Fees include provision for a JSA providers’ flexible contacts with job seekers above the minimum level.</p> <p>Where additional Contacts are required for the job seeker to successfully complete the activities in their EPP, JSA providers as specified in ESD4E, are able to claim payment through the Employment Pathway Fund (EPF) for any additional Contacts after</p>

Who is Responsible:	What is Required:
	<p>they have delivered six Contacts in a 13-week period for job seekers in Streams 1 to 4 (except for the first 13-week period for Stream 1) or more than two Contacts in a 13-week period during the WEPH and CAP.</p> <p>JSA providers may claim for the additional Contacts at any time once they have delivered the specified number of contacts, even if the 13 Week Period has not yet passed.</p> <p>Note: The principles of the EPF must be adhered to for all purchases, including additional Contacts. In particular the principles that services reflect the needs of the job seeker, and the purchases represent value for money. Any practice of general application of booking regular additional Contact appointments for all job seekers would not be considered tailored to the individual job seeker's requirements in overcoming their specific barriers to employment, nor would it be considered as providing value for money in assisting the specific needs of the job seeker.</p> <p>Note: JSA providers have access to reports to assist them to manage job seeker Contacts and ensure all job seekers receive mandatory Contacts.</p>

Who is Responsible:	What is Required:
<p>3. JSA Provider</p> <p>JSA providers must ensure that issues to be covered in Contacts are appropriate to the circumstances of individual job seekers</p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> • Clause 51.2(b) • Clause 51.4 • Clause 41 	<p>The issues covered in Contacts must be appropriate to each job seeker’s individual circumstances, and may cover:</p> <ul style="list-style-type: none"> • discussion of job search activities and, if relevant, appropriate job vacancies, • identification of and referral to appropriate activities, • reviewing progress and discussion of ways to overcome barriers, • reviewing and updating EPP. <p>If a Contact is being used to complete other services, such as a Skills Assessment, the above issues are also required to be covered, as appropriate to each job seeker’s circumstances.</p> <p>The JSA provider must identify and record any relevant changes in DEEWR’s Employment Services Systems.</p> <p>Note: If the job seeker advises of a change in their circumstances it may be appropriate for JSA providers to update the Job Seeker Classification Instrument (JSCI) or make a referral to an Employment Services Assessor (ESA) for an Employment Services Assessment (ESAt). If a JSCI is completed within a Contact, the job seeker’s eligibility for a Stream may change.</p>
<p>4. JSA Provider</p> <p>JSA providers must record results of each Contact in their Electronic Diary and should record any relevant changes in DEEWR’s Employment Services Systems</p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> • Clause 50.4 • Clause 50.5 • Clause 58.1 	<p>The results of a Contact must be recorded on the same day as the Contact (or, if this is not possible, as soon as possible thereafter) in DEEWR’s Employment Services Systems.</p> <p>If the job seeker is Activity Tested and did not attend the scheduled Contact, the JSA provider must attempt to contact the job seeker at least twice within two Business Days, to ascertain whether the job seeker had a Reasonable Excuse, and record the results in DEEWR’s Employment Services Systems as soon as possible after the attempts to contact the job seeker.</p>

Who is Responsible:	What is Required:
<p>5. JSA Provider</p> <p>JSA providers should determine if the job seeker's next Contact is to be booked immediately following the completion of each Contact.</p>	<p>JSA providers must review the job seeker's Contact schedule to determine whether or not it is appropriate to book the next Contact immediately. If so, JSA providers must arrange an appropriate time with the job seeker, and book the next Contact Appointment in DEEWR's Employment Services Systems.</p> <p>If the JSA provider deems that it is not appropriate to book the next Contact at the completion of a Contact, they should determine if a reminder is required to be set in DEEWR's Employment Services Systems for the appropriate date. The reminder will serve to ensure JSA providers have sufficient time to contact the job seeker to arrange an appropriate time for the next Contact. Reminders will appear as noticeboard messages to JSA providers.</p> <p style="text-align: center;">➤ End of Process.</p>

Attachment A—Minimum Contacts

Stream	Minimum Contacts	Timeframe
Stream 1 (Limited)	Initial Interview	On Commencement
Stream 1	Initial Interview	On Commencement
	Skills Assessment	Before the end of 30 weeks of their Period of Service.
	Arrangement of Intensive Activity	Before the end of 30 weeks of their Period of Service.
	Contacts (may include Local Connections to Work or Connection Interviews)	Monthly, from and including, the fourth month of their Period of Service.
Streams 2 to 4	Initial Interview	On Commencement
	Contacts (may include Local Connections to Work or Connection Interviews)	Monthly
	Initial Interview for a New Stream	On Commencement in a new Stream.
Work Experience Phase	First Work Experience Contact	On movement into the Work Experience Phase.
	Contacts (may include Local Connections to Work or Connection Interviews)	Bimonthly
Compulsory Activity Phase	First Compulsory Activity Phase Contact	Prior to movement into the Compulsory Activity Phase.
	Contacts (may include Local Connections to Work or Connection Interviews)	Bimonthly

Note: The timing and duration of Contacts is not specified but will depend on the individual circumstances of each Stream Participant, as determined by the JSA provider.

Note: In-house Servicing Appointments will NOT be recognised as a Contact Appointment for minimum Contact purposes.

Attachment B – Q & As

Question

If a job seeker is up-streamed to a new Stream what happens to the Contact count?

Answer

The Period of Service and Contact count starts again from the date of Commencement in the higher Stream.

Question

If a job seeker moves from Stream Services into the Work Experience Phase what happens to the Contact count?

Answer

The job seeker's Period of Service count continues from the date when the job seeker first Commenced in their Stream. However, the Contact count restarts from the date the job seeker Commences in WEPH.

Question

When a job seeker transfers from one site to another site of the same organisation or to a different JSA provider what happens to the Contact count?

Answer

If a job seeker transfers within the same organization but to a different site the Period of Service and Contact counts continue. If a job seeker transfers from their current site to a new site of a different organization the Period of Service count continues but the Contact count starts again from the date the job seeker Commences with the new JSA provider.

Question

What happens if a job seeker is under an Exemption or Suspension at the time of an attended appointment?

Answer

The job seeker's Period of Service and Contact count is halted as the job seeker is Suspended. However, the Dairy is available during a Suspension, so that a reengagement Contact appointment can be made. At the reengagement Contact, the Suspension must be ended for the Period of Service and the Contact count to resume. A Job seeker may choose to volunteer during a Suspension. If this occurs the Suspension must be ended by the JSA provider in DEEWR's IT Systems so that the Period of Service and Contact counts can resume from the point at which they were halted as a result of the Suspension being applied.