



Australian Government



jobactive

Guideline:

# Job Plan and Scheduling Mutual Obligation Requirements Guideline

A Participant's Mutual Obligation Requirements and any other items agreed to with their Employment Services Provider (Provider) are outlined in their Job Plan. It is necessary for Providers to ensure that each Participant, including Participants without compulsory Mutual Obligation Requirements, have a Job Plan in place at all times and that the requirements in the Job Plan are tailored to the Participant's individual circumstances and are appropriate to the level of their capability.

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Changes from the previous version (Version 1.5)

**Policy changes:**

Nil

**Wording changes:**

Throughout this Guideline, references to the Department of Employment, Skills, Small and Family business have been updated to the Department of Education, Skills and Employment following Machinery of Government changes.

Pg 8 – clarification of existing policy for Stream A (Volunteer) or Fully Eligible Participants without Mutual Obligation Requirements (specifically people who were granted Newstart Allowance after 1 January 2018, or JobSeeker Payment, who would have been eligible for Widow Allowance prior to this date).

Pg 21 – AS21 Code removed as it only relevant to Disability Employment Services.

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A full document history is available at Provider Portal. Related documents and references

[Activity Management Guideline](#)

[Privacy Guideline](#)

[Capability Interview Guideline](#)

[Targeted Compliance Framework: Mutual Obligation Failures Guideline](#)

[Capability Assessment Guideline](#)

[Work Refusal and Unemployment Failures Guideline](#)

[Managing and Monitoring Mutual Obligation Requirements Guideline](#)

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## 1. What is a Job Plan?

For the purposes of Social Security Law, a 'Job Plan' is an 'Employment Pathway Plan' and a 'Participation Plan' for Disability Support Pension recipients, less than 35 years of age, with compulsory requirements.

Providers are required to work with Participants to keep Job Plans up to date and appropriate to Participants' individual needs.

Job Plan contents are discussed and agreed to based on each Participant's individual circumstances and the support they need to move from welfare to work. Usually a Job Plan includes Provider Appointments, Job Search, education and skills training and other Activities to improve the Participant's employability.

To support Participants to successfully meet their Mutual Obligation Requirements and receive the most from the services offered, Job Plans should be:

**Meaningful**—Every time the Job Plan is negotiated and updated, Providers need to take the time to discuss the requirements with the Participant. It is important that Participants understand any changes that have been made, the benefits of participation, and know and understand why they are required to participate in these activities.

**Tailored and appropriate**—Consideration needs to be given to the individual circumstances of the Participant. This includes their program or Stream, level of requirements, physical capacity, the location of any activities or other personal circumstances like caring and family responsibilities.

**Clear and understood**—Participants should know exactly what is required of them on each day; there should be no doubt or confusion of what is expected. This includes the potential consequences of not meeting any of their requirements. Participants having a clear understanding of their requirements means that:

- they understand the benefits of participation
- they understand their requirements support successful participation
- they feel empowered to make the right decision to meet their requirements, and
- the compliance framework can be utilised effectively and appropriately

(Deed references: Clauses 87.1, 87.4, 117.1)

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## 2. Creating and Approving a Participant's Job Plan

Providers and Services Australia have been delegated certain powers under Social Security Law including the power to require a Participant to enter into a Job Plan and to approve or update a Participant's Job Plan.

### Creating a Job Plan at the Initial Interview

A Job Plan is created at the Initial Interview with a Participant. Once the Participant attends the Initial Interview and the Job Plan is approved the Participant is automatically commenced in Services.

During the Initial Interview, a Provider negotiates a Job Plan with new Participants or Participants transferred from other Providers. Providers need to ensure that each requirement is tailored to meet the circumstances of the individual Participant and supports them in achieving their employment goals.

The Provider's role is to support the Participant and:

- ensure that each Job Plan contains all of the compulsory and voluntary Activities the Participant needs to undertake in order to meet their Mutual Obligation Requirements
- include the details of all Activities tailored to address the Participant's individual needs, reduced work capacity and barriers to employment
- ensure that the Activities do not place unreasonable demands on the Participant

(Deed references: Clause 84.1, 85.1, 87.1, 87.2, 87.3, 87.4, 87.5, 117.1, Annexure A1)

Activities in the Job Plan must not place unreasonable demands on the Participant. The Participant must be capable of doing any Activity and meeting all requirements included in their Job Plan.

Providers are required to record the Activities and relevant details in the Participant's Job Plan, including: the names of education and training organisations and the type of training being undertaken; the names of employers and the type of work being undertaken; hours of participation the Participant needs to complete each fortnight and the hours of participation required for each Activity. If drug or alcohol dependency impacts on the Participant's ability to meet their requirements, providers should consider what non-vocational assistance may be appropriate to include in the Job Plan, where the Participant refuses treatment, or where there is a lack of treatment available in the local area, the Provider needs to record this in the Capability Management Tool, in the Department's IT System.

Providers are required to include approved Activities in the Participant's Job Plan that will enable the Participant to meet their Mutual Obligation Requirements. In the Work for the Dole Phase, the Job Plan must include appropriate hours of participation in approved Activities each fortnight during that phase.

At all times during a Participant's period of servicing the number of Job Searches a Participant is required to undertake each month must be specified in the Participant's Job Plan. The number of Job Searches required cannot exceed 20 per month.

Approved courses include the Skills for Education and Employment (SEE) Program and the Adult Migrant English Program (AMEP).

### Including sufficient fortnightly hours in the Job Plan

Ensure that each Job Plan contains sufficient hours of Activities per fortnight for the Participant to meet their Mutual Obligation Requirements.

The Department's IT System will automatically calculate the fortnightly hours under each code that is included in the Job Plan. Depending on the hours scheduled for the

Participant to meet their Mutual Obligation Requirements, the System will display messages to guide Providers to ensure the number of hours are appropriate.

The Provider is unable to set more than reasonable hours of activities per fortnight in the Job Plan in any event, and the Department's IT System will restrict the Provider from doing so by displaying an error message.



**System step:** If a Participant is Employment Skills Training (EST) mandatory, ESS Web prevents the finalisation of their Job Plan when making a referral to other activities. When referring an EST mandatory Participant to another activity, the EST opt-out reason of 'referred to other activity' must be applied before updating the Job Plan with the other activity.

See the ['Setting Daily Requirements'](#) in this document for information on scheduling Daily Requirements (including activities, study or training and paid work).

## Explaining a Job Plan to the Participant

Providers need to ensure that Participants understand their Mutual Obligation Requirements such as: attending Appointments; undertaking compulsory and voluntary Activities; fulfilling their Annual Activity Requirement (AAR); and undertaking and completing Job Searches.

At the Participant's Initial Interview Providers need to explain:

- the purpose of the Job Plan
- the Mutual Obligation Requirements the Participant needs to undertake in return for income support payments
- the Participant's rights and responsibilities under the Job Plan (including 'think time' to consider the Job Plan before agreeing to it)
- what the Participant needs to do if they have a change in circumstances that affects their ability to meet the requirements in their Job Plan
- how to contact the Provider to give prior notice if unable to meet requirements and the consequences of not giving prior notice if the Participant is able to do so
- the consequences of failing to meet the requirements without a Reasonable Excuse, and any impact this may have on the Participant's income support payment
- the consequences of failing to give prior notice (with a Valid Reason) if they cannot attend compulsory Appointments or participate in compulsory Activities
- the Participant's right to appeal decisions and where they can find assistance to do this
- how the Provider intends to support the Participant
- the Provider's Service Guarantee and Service Delivery Plan
- the section entitled 'Information You Need to Know' in the Job Plan
- how information is protected under privacy legislation and Social Security law; and

- that all relevant contact details will need to be accurately recorded and updated in the Department's IT System including phone numbers, email address and postal address.

(Deed references: Clause 87.2, 87.5, 106.1, Annexure A1)

### Interpreters, Support Persons and Nominees

When a Participant requests, or if the Provider considers it appropriate, the Participant can bring a support person with them to an Appointment to review their Job Plan. Similarly, when a Participant requests or if the Provider considers it appropriate, Providers are required to use an interpreter to ensure that the Participant understands their requirements before they agree to the Job Plan.

You may also need to work with Humanitarian Settlement Program Case Managers, who may accompany some humanitarian entrant (refugee) Participants to interviews. A Humanitarian Settlement Program Case Manager can provide advice on appropriate employment strategies and activities that can help the provider to develop a suitable Job Plan. (Note that a Case Manager is not an interpreter).

Additionally, Participants in residential programs for drug and alcohol rehabilitation will not always inform their Provider of their change of circumstances. When in a residential program Participants should have an authorised correspondence nominee. The nominee will receive all of the correspondence and notifications sent from the Provider to the Participant. The nominee can advise the Provider that the Participant is in a residential program and may not have access to a phone or computer.

Staff of residential programs are able to act as nominees for Participants.

Please record details of any conversations with a nominee in the comments screen in the Department's IT System.

### Participants requiring 'think time' to consider the terms of their Job Plan

Before signing or agreeing to the terms of a Job Plan, all Participants can have up to two Business Days 'think time' to consider the requirements set in their Job Plan. The Participant can use this time to discuss the terms of their Job Plan with a third party if they wish. The 'think time' is available to a Participant each time their Job Plan is created or updated.

If a Participant is offered and accepts 'think time', Providers need to arrange and book a Provider Appointment for the Participant to occur in two Business Days so that the Participant can agree to and sign the Job Plan.

### Participants with a Compulsory Job Plan

For Participants with Mutual Obligation Requirements, including Disability Support Pension recipients under 35 years of age and Special Benefit recipients (who are not Nominated Visa Holders), there needs to be at least one compulsory requirement in the Job Plan and a record of the details in the Participant's Calendar.

Participants who are fully meeting their Mutual Obligation Requirements, but have chosen to access jobactive on a voluntary basis are Fully Eligible Participants

(Voluntary). These Participants still need to have a compulsory Job Plan, which includes the Activities they are undertaking to fully meet their requirements. Any additional Activities they agree to undertake need to be included in their Job Plan as a voluntary requirement.

(Deed references: Clause 70.1, 87.2, 87.5)

### Participants with a Suspension

Participants with Mutual Obligation Requirements who are Suspended from their Provider's caseload can choose to volunteer to participate in Activities. Providers must agree to the voluntary Activities the Participant will participate in and update the Participant's Job Plan to include the voluntary Activities. If the Provider becomes aware that a Participant is no longer suspended or not participating in voluntary Activities listed in the Job Plan, the Provider must update the Job Plan as appropriate.

A suspension from a Provider's caseload can occur when:

- a Participant is granted an Activity Test exemption by Services Australia
- a PCP or PCW (15-29 hours) Participant is fully meeting their requirements through part time work or other approved activities
- the Provider applies a 'Provisional Exit' from servicing on the expectation that the Participant's employment will lead to a full outcome; or
- the Participant has a partial or temporary reduced work capacity of less than 15 hours per week.

(Deed references: Clause 70.1, 87.2, 87.5)

### Participants with a Voluntary Job Plan

Participants who are participating in jobactive without Mutual Obligation Requirements must have a Voluntary Job Plan. These Participants can be Volunteers receiving six months of service in Stream A or be Fully Eligible Participants who do not have Mutual Obligation Requirements and are participating voluntarily in jobactive such as:

- Structural Adjustment Program Participants not on income support
- Pre-Release Prisoners
- Participants with an Exemption from their Mutual Obligation Requirements
- Participants with an assessed Partial Capacity to Work or a temporary reduced work capacity of less than 15 hours per week
- Vulnerable Youth or Vulnerable Youth (Student)
- a person granted Newstart Allowance after 1 January 2018, or JobSeeker Payment, who would have otherwise been eligible for Widow Allowance prior to this date, and exempt from Mutual Obligation Requirements
- Special Benefit recipients who are not Nominated Visa Holders.

Voluntary Job Plans can only include voluntary Activities as these Participants do not have compulsory requirements and are not subject to compliance if they do not participate in these activities. Participants will not be at risk of incurring a penalty if they do not participate in voluntary items.

## Participants in Time to Work Employment Service

If a Participant has participated in the Time to Work Employment Service the Provider needs to take into account any current Transition Plans identified in the Department's IT System.

## Participants in ParentsNext

ParentsNext Volunteers can choose to volunteer into jobactive and they will already have a Participation Plan created by their ParentsNext Provider. A jobactive Provider must not create, update or otherwise edit a Job Plan for a ParentsNext Volunteer. If a Job Plan for a ParentsNext Volunteer needs changes, the Job Plan can only be updated by the ParentsNext Volunteer's ParentsNext Provider.

(Deed references: Clause 87.5, Annexure A1)

## Participants in Career Transition Assistance (CTA)

Eligible Participants can volunteer to participate in CTA. Participation in CTA can only be included as a voluntary Activity in a Participant's Job Plan.

For Participants in the Work for the Dole phase, participation in CTA will fully meet their AAR. At the conclusion of CTA, the CTA Provider will arrange a Warm Handover Meeting with the Participant's jobactive Provider. As part of this meeting, Participants will be offered two future contacts with the CTA Provider, to occur within three months of the completion of CTA. The CTA Provider will be required to specify the details of these contacts. jobactive Providers should again use these details to book Third Party appointments for the Participant and issue formal notification of the appointment/s.

## Approving a Job Plan

Provider staff are delegates of the Secretary of the Department of Education, Skills and Employment and have the power to:

- require a Participant with Mutual Obligation Requirements to enter into a Job Plan
- approve a Job Plan, and
- vary the terms of a Job Plan.



**Documentary evidence:** Once the terms of the Job Plan have been agreed to and the Job Plan is created in the Department's IT System, give the Job Plan to the Participant for their agreement. Job Plans can be agreed to online or by signing a hard copy.

(Deed references: Clause 87.4, 117.1, Annexure A1)

## Participant agreeing to the Job Plan – online



**Documentary evidence:** Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the Participant to review and agree to online. Before using this option check that the Participant has access to the Job Plan on their Dashboard and they know how to agree to it.



**Documentary evidence:** Providers are required to formally notify the Participant (including those with voluntary requirements) that they must agree to their Job Plan and advise them of the consequences of failing to do so. The Provider should inform the Participant either face to face or over the phone that the Job Plan has been sent to their Job Seeker Dashboard for agreement. The Participant will have two Business Days to agree to their Job Plan. A verbal formal Notification script is available on the Department's IT System for the Provider to read to the Participant. The script includes a compliance warning that is required to be given to Participants (with Mutual Obligation Requirements) if they do not agree to the Job Plan within two Business Days.

When the Participant agrees to the Job Plan, the Job Plan status will automatically be set to 'approved' in the Department's IT System.

See the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#) and the [Managing and Monitoring Mutual Obligation Requirements Guideline](#) for further information on how to issue formal Notification.

### Participant agreeing to the Job Plan – hard copy

The Participant and the Provider may sign a hard copy of the Job Plan. The Provider needs to give the Participant the signed copy and then approve the Job Plan in the Department's IT System.

When the Job Plan has been approved and entered in to the Department's IT System, the Participant will be able to access it from their Job Seeker Dashboard.

### Participant not agreeing to the Job Plan

Participants who do not enter into a Job Plan without good reason after the two days 'think time' will have their payment suspended until a Job Plan is agreed to and signed by the Participant.

If the Participant refuses to enter into and sign a Job Plan (and does not wish to use their 'think time') contact the Participant and assess if the Participant has a Valid Reason for refusing.

For further information, see the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#).

(Deed references: Clause 114.1, 114.2, 114.5, 114.6, Annexure A1)

### Recording a Job Plan



**Documentary evidence:** The Job Plan is to be recorded in the Department's IT System as soon as possible, after it has been created. The contents of the Job Plan recorded in the Department's IT System must be exactly the same as the hard copy.

If the Department's IT System is temporarily unavailable or there is no computer access, use the manual compulsory or voluntary Job Plan template available on the Provider Portal.

## Using Job Plan codes

Providers are required to use the comprehensive list of Job Plan codes, at [Attachment A](#), so that Job Plan data can be pre-populated and linked through the Department's IT System to the Dashboard on the Job Seeker App, the jobactive website and the Services Australia IT system.

The following codes are pre-populated in Job Plans. Most can be removed if not appropriate to the Participant.

AI09 – Attend DES Appointments

AI12 – Attend Provider Appointments

AI13 – Attend DES Ongoing Support Appointments

AI15 – Attend Third Party Appointments

JS09 – Job Search Contacts – Monthly

JS10 – Job Interviews

PA03 – Personal Responsibility

PA04 – Actioning Job Referrals and Job Opportunities

AS02 – Health and Allied Services Assistance

AS20 – Ongoing Support Assistance

NV14 – Health Maintenance Program

AI15 – Attend Third Party Appointments and PA04 – Actioning Job Referrals and Job Opportunities cannot be removed. If either of these codes are not appropriate for a Participant, do not schedule any Activities against them.

(Deed references: Clause 83A.3, 106A.1, 106A.2, 113.1)

## Job Search Requirement

Job Search Requirements are determined by Providers based on what is appropriate for the Participant's circumstances. This may generally be set at a maximum of 20 efforts per month, but it may be reduced based on a Participant's capacity, the local labour market, and the Participant's individual circumstances. If applicable, Providers can use the JS05 or JS06 (Job Search with Disability) codes. These codes will trigger a higher rate of Mobility Allowance for eligible Participants.

The number and quality of Job Searches undertaken need to be monitored. Participants can report their Job Search activities on the Job Seeker App or jobactive website.

Participants should be given instructions on how to upload and record their Job Search efforts and related details, even if they indicate they will report their Job Search efforts directly to their Provider.

If the Participant reports efforts directly to their Provider by email or filling out a Job Search record and giving it directly, the Provider will need to record the number of efforts submitted to them by no later than close of business on that day.

Providers need to:

- review and confirm the quality of efforts submitted online or directly by no later than five Business Days after the end of each Job Search Period.
- ensure that the Participant is aware at all times of:
  - their current Job Search Requirement
  - when their Job Searches must be reported by
  - how to report their Job Search efforts using the jobactive website, or directly to the Provider.
- ensure that the number of Job Search efforts undertaken, and the number yet to be undertaken by the Participant in each Job Search Period, are visible on the Job Seeker App or jobactive website

Please refer to [Job Aids at the Learning Centre](#) for information on recording results for Job Search.

(Deed references: Clauses 113.1, 113.2, 113.3)

In addition to Job Search requirements Providers can include job referrals in a Participants Job Plan. These include:

<b>Single referrals</b>
Apply for a specific job
Accept a Job Interview
Contact an employer to arrange and accept a Job Interview
Update a resume appropriately
Provide personal details to support a job opportunity
<b>Combination referrals</b>
Update a resume appropriately AND provide personal details to support a job opportunity
Update a resume appropriately AND apply for a specific job
Provide personal details to support a job opportunity AND contact an employer to arrange and accept a Job Interview
Provide personal details to support a job opportunity AND accept a Job Interview

(Deed references: Clauses 83A.2, 83A.3 & 87.5)

### Participants who do not have Job Search Requirements

The following Participants are not required to undertake Job Search while they are fully meeting their Mutual Obligation Requirement

- Principal Carer Parents undertaking 30 hours of paid work, approved study or voluntary work or a combination of these
- Participants with a Partial Capacity to Work of 15 to 29 hours per week undertaking 30 hours of paid work, approved study or voluntary work or a combination of these

- Participants 55 years of age and over undertaking 30 hours of paid work, approved study or voluntary work or a combination of these
- Participants undertaking drug and alcohol rehabilitation in a residential program
- Pregnant Participants from three months before their due date.
- NEIS Participants and Prospective Participants while participating in NEIS Training
- NEIS Participants in receipt of Parenting Payment (Single) or the Disability Support Pension who remain on their current payment while participating in NEIS Assistance and actively working on their small business
- Early School Leavers who are meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements)
- refugee Participants when undertaking activities to help adjust to life in Australia and increasing their chances of finding work.

### Linking Job Plan Codes to Activity Placements and the Calendar

Activity placements can be linked to Job Plan codes in Activity Management in the Department's IT System. It is best practice that Providers link Activity placements to the appropriate code in the Job Plan. Job Plan codes need to be linked to the daily requirements scheduled in the Calendar, this will enable the details to be auto-populated into any formal Notification created from the Calendar. Providers will also be able to record attendance results in the Calendar.

(Deed references: Clause 83A.1, 83.A.2)

### Personal Responsibility to record attendance code PA03

If a Provider determines that a Participant is capable of taking personal responsibility for recording their own attendance at Activities, the Participant will be required to record their attendance at:

- Activities
- Third Party Appointments, and
- Job Interviews.

The Personal Responsibility Code PA03 is included in every Participant's Job Plan by default. Providers are required to inform Participants if they are assessed as being capable of and that they are required to record their own attendance at Activities. If the Provider assesses the Participant as not capable of recording their own attendance, the Provider will need to remove the PA03 code from the Participant's Job Plan. Ensure that capable Participants understand the requirement to record their attendance by close of business on the day of the requirement and that their payment will be suspended if they do not do so. The Participant will be notified to contact their Provider if their payment is suspended. Providers will need to assess whether the Participant had a valid reason for not reporting and enter the result on behalf of the Participant and consider whether the Participant is still capable of recording and reporting their own attendance.

(Deed references: Clause 87.5, 106.1, 106A.1, 106A.2)

### Providing evidence of attendance for an Activity

For some Activities, the Participant will need to provide evidence when they are recording their own attendance.

Evidence for attendance will be a QR code or passcode (code) generated by the Department's IT System. The Participant will scan the code through their device while at the Activity to record their attendance via the Job Seeker App or by recording a passcode via the jobactive website.

If the duration of the Activity is four hours or more, two codes will be generated: one for the Participant's arrival at the Activity and one for the end of Activity. The code for the end of Activity should not be made available to the Participant until close to the finish time.

When creating an Activity that requires evidence of attendance, the Provider must ensure that they record the contact details of the relevant person/s who will provide the code to Participants, such as an Activity Supervisor. The person providing the code to Participants needs to be given the code before the Activity session commences. Providers should also ensure that the person providing the code for an afternoon session knows not to make the code available to the Participant until the afternoon session commences.

However, there will be instances where there isn't a supervisor or contact for activities, such as education and training. This is because it would be unreasonable, or not expected due to the relationship and past experience, for evidenced-based recording or to report non-attendance directly to the Provider. In these situations, Participants will record attendance directly on the day. By recording their own attendance, Participants will be acknowledging via a statement on the App or website that they have attended and the information they are providing is true and correct. No further evidence is required, therefore satisfying documentary evidence requirements. Providers will still be able to record non-attendance if they become aware that Participants have failed to attend or left early at education/training activities.

(Deed references: Clauses 87.5)

### Assessing a Participant's capability to record attendance

To assess the Participant's capability to record their own attendance, Providers need to consider if the Participant has:

- daily, reliable access to technology that would allow them to record their attendance, such as a computer or smartphone, or the means to contact their Provider to report their attendance; and
- the ability, literacy and English skills required to record or report their own attendance, understanding:
  - what requirements they need to record attendance for
  - how to record their own attendance

- that they must record or report attendance by close of business on the day of the requirement
- what to do and who to contact if they cannot record their own attendance on a given day
- the consequences of not recording or reporting their own attendance if they are required to do so.

(Deed references: Clause 106A.1, 106A.2)

### Participant is capable of recording their own attendance

If the Participant has both the means and the ability to record and report their own attendance keep the personal responsibility code (PA03) in the Job Plan.

Monitor the Participant's capability to record their own attendance to ensure that the Participant is reporting their attendance accurately. If a Provider knows that a Participant has not accurately recorded their attendance, they can override the result entered by the Participant.

If the Participant contacts the Provider and asks them to record attendance on their behalf, the Provider will assess whether the Participant did attend and, if so, record the Participant's attendance.

(Deed references: Clause 106A.1, 106A.2)

### Participant is not capable of recording their attendance

If the Participant is not capable of recording their own attendance, the Provider will need to remove the PA03 code when finalising the Participant's Job Plan.

Providers are encouraged to keep working with Participants to build capacity for reporting their attendance at requirements.

If a Participant can't record their attendance because they live in an area with unreliable connectivity or other similar reasons, the Provider needs to tell the Participant to report their attendance by contacting their Provider, who will record attendance on the Participant's behalf.

(Deed references: Clause 106A.1, 106A.2, 87.5)

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## 3. Reviewing, Updating and Monitoring a Job Plan

Providers are required to review, update and monitor a Participant's Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law.

Providers need to review the Job Plan and update it when the Participant:

- has a change in their circumstances
- enters into a new phase of their Stream
- enters in to a new Stream
- commences a new Activity
- completes an Activity that was in their Job Plan and/or
- has a Capability Interview or Capability Assessment

For Services Australia managed Participants, Services Australia will update the Job Plan when required. If the Participant is managed by a Provider, Services Australia will consult with the relevant Provider before updating the Job Plan or may request that the Provider updates the Job Plan at the Participant's next Appointment. Providers should not remove any updates made to a Job Plan by Services Australia without consultation.

If a Participation Plan for ParentsNext Volunteers requires review or an update, then Providers must contact the participant's ParentsNext Provider and request they make the update to the Participation Plan.

(Deed references: Clauses 87.4, 87.5, 87.7, 113.1, 113.2, 114.1, Annexure A1)

## Updating the Job Plan

It is best practice to review the Job Plan at each Provider Appointment to ensure that the Participant is still capable of meeting their Mutual Obligation Requirements. If the outcome of a Capability Interview or Capability Assessment is that the Job Plan requires updating, Providers are required to review and update the contents of the Job Plan within 10 business days. Ensure that the contents of the Job Plan is updated including details of any additional voluntary activities or if the Participant is subject to an Exemption.

In consultation with the Participant, the Job Plan can be updated and tailored to individual needs at any time—unless there is compliance outstanding. If compliance action is outstanding, the Department's IT System will not permit the Job Plan to be updated and the Provider will be redirected to the 'Compliance Screen' in the Department's IT System.

See the [Targeted Compliance Framework: Mutual Obligation Failures Guideline](#) for information on using the Targeted Compliance Framework.

(Deed references: Clauses 87.1, 87.2, 87.3, 87.5)

## Updating Job Plan to include Voluntary activities

If a Participant is granted an exemption or is fully meeting their Mutual Obligation Requirements, they may wish to participate voluntarily and they can discuss this with the Provider. Voluntary activities should be included in the Job Plan and scheduled in the Calendar, and the Participant should be notified of where and when to attend each Activity.

(Deed references: Clauses 87.54)

## Updating Job Plan following Participant advising change in circumstances

The Job Plan needs to be reviewed as soon as practicable after the Provider becomes aware or is informed of a change in the Participant's circumstances.

Newly disclosed or discovered information may be found on, and should be immediately recorded in, the Capability Management Tool (CMT) in the Department's IT System.

If the Job Plan is to be renegotiated in light of the new information, the Provider will refer to the CMT to ensure that the Job Plan requirements are appropriate for the Participant's capability, and that the Participant will receive enough assistance and support to address the circumstances recorded in the CMT.

See the [Capability Interview Guideline](#) and [Capability Assessment Guideline](#) for information on using the Capability Management Tool.

(Deed references: Clauses 84.2, 87.5)

### Updating the Job Plan to include (previously removed) requirement to record own attendance

If the Provider is renegotiating a Job Plan and assesses that the Participant is now capable to record their own attendance (where the requirement was previously removed from the Job Plan), the Provider needs to re-enter Job Plan code PA03 in to the Participant's Job Plan. Ensure that the Participant understands that they are now recording their own attendance at requirements as well as the importance of entering results via the App or jobactive website by close of business on the day of the requirement as their payment will be automatically suspended the next day if no result has been entered.

(Deed references: Clauses 106.1, 106A.1, 106A.2)

### Updating the Job Plan following a Capability Interview or Capability Assessment

See the [Capability Interview Guideline](#) and the [Capability Assessment Guideline](#) for information on updating the Job Plan following a Capability Interview or a Capability Assessment.

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## 4. Scheduling Mutual Obligation Requirements in the Calendar

The Provider is required to record details of, and schedule each requirement in the Calendar, including:

- Provider Appointments
- Activities
- Job Interviews
- Education and Training
- Drug and alcohol rehabilitation
- Third Party Appointments
- Workshops, training and other activities delivered by the Provider and
- Employment, if the hours are regular and can reasonably be scheduled by the Provider or Participant.

To schedule a requirement in the Calendar, the Job Plan code that corresponds to that requirement must have been included in the Participant's current, signed Job Plan.

For example: if the Participant's Job Plan does not include the code for Compulsory participation in Work for the Dole (Code WE12), the Department's IT System will not allow a Provider to schedule Compulsory Work for the Dole in the Participant's Calendar.

(Deed references: Clauses 83A.1, 83A.2)

## Scheduling Requirements

The Provider must ensure that each day of each Participant requirement is scheduled in the Calendar. Each day of each requirement scheduled in the Calendar must be populated with:

- the name or description of the requirement
- the start time
- break times, where relevant
- the end time
- the location of the requirement, including any special instructions to locate a venue (e.g. located on battle-axe block) and
- the name of any third party provider or training organisation

When the Provider schedules the requirement in the Calendar and formally notifies the Participant, the requirement will then appear in the Participant's Calendar.

(Deed references: Clauses 83A, 83A.1, 83A.2, 83A.3)

## Scheduling a Provider Appointment

Providers need to ensure that the Provider's Electronic Calendar has the capacity to receive an Appointment within the next two business days. When booking a Provider Appointment for a Participant, Providers need to select the correct appointment type, schedule the appointment in the Calendar and formally notify the Participant. If a Participant has an Appointment with their Provider, the Provider must deliver a Contact on the date and time of the Appointment as recorded in the Participant's Calendar.

There are four types of appointments; Initial; Contact; Re-engagement and Capability Interview appointment

Please refer to the [Job Aids at the Learning Centre](#) at <https://learningcentre.employment.gov.au/> for information on recording results at Provider Appointments.

(Deed references: Clauses 83.1, 83.3)

## Scheduling Activities and Third Party Appointments

Detailed information on scheduling Activities and Appointments is available in the Job Seeker [Calendar and AAR Requirements IT Supporting Document](#).

(Deed references: Clauses 83A.2)

## Scheduling Job Interviews

All Job Interviews need to be scheduled in the Calendar and the Participant must be formally notified of the requirement to attend. Participants taking personal responsibility to record their own attendance must do so for Job Interviews.

(Deed references: Clauses 83A.2, 83A.3)

### Scheduling drug or alcohol rehabilitation

If the Provider identifies or becomes aware that the Participant's ongoing capability to meet their requirements or search for work is compromised by drug or alcohol dependency, the Provider needs to discuss this with the Participant to identify rehabilitation options that would assist the Participant to overcome their dependence.

If the Participant chooses to undertake drug and alcohol rehabilitation or is already when they enter employment services or transfer Providers, schedule it in the Calendar and formally notify the Participant. Undertaking drug and alcohol rehabilitation counts towards the Participant's AAR.

(Deed references: Clauses 83A.2, 83A.3)

### Scheduling Study or Training

Providers are responsible for identifying any appropriate study and training opportunities that will assist the Participant to gain skills or qualifications that will assist them to find work. Where practical, the Provider must ensure all study and training is scheduled in the Calendar.

(Deed references: Clauses 83A.2, 83A.3)

### Scheduling hours of employment where reasonable to do so

If the Participant is employed for regular hours, the Provider should schedule the hours of employment in the Calendar when they can reasonably do so.

The Provider should encourage the Participant to take personal responsibility by scheduling their own hours of employment, and they should either provide assistance to the Participant to do so or tell them where they can find assistance to help them with this. If the Participant does not schedule their own regular hours of employment by creating Personal Events, the Provider must do so.

The Provider will create a Personal Event in the Participant's Calendar for each day of employment the Participant is undertaking. The Participant does not need to be formally notified of scheduled Personal Events, including paid work, and the TCF cannot be used to report non-compliance for failing to attend work.

(Deed references: Clauses 83A.2, 83A.3)

### Participant may create Personal Events

Participants may create their own Personal Events in their Calendar between 6am and 9pm. Participants may only create Personal Events where a Mutual Obligation Requirement is not already scheduled at that time.

The Provider is able to create Personal Events on behalf of the Participant to assist the Participant in having full visibility of their schedule and their requirements. Providers must create Personal Events on behalf of the Participant to schedule regular hours of paid work if the Participant does not do so. Providers must advise the Participant that even though they have created a Personal Event, Mutual Obligation Requirements may still be scheduled.

(Deed references: Clauses 83A.2)

## Confirmed Participant Personal Events

Providers are responsible for confirming Participant Personal Events and are encouraged to review and consider Personal Events created by the Participant. Providers should use their judgement and knowledge of the individual Participant to decide whether the Participant's Personal Event is appropriate prior to confirming it. When deciding to confirm a Personal Event, the Provider should also consider the nature of the Personal Event and the Participant's personal situation. A Personal Event is considered to be Prior Notice of a Participant being unable to attend a requirement at that time. By confirming the event, the system will not allow a conflicting requirement to then be set.

If the Provider confirms a Personal Event that should not have been confirmed, they cannot 'un-confirm' the event. The Provider must cancel the Personal Event, after discussing the reasons why the Personal Event was cancelled in the Calendar, which will notify the Participant via an inbox message.

## Unconfirmed Participant Personal Events

If a Provider considers that a Personal Event entered by a Participant is not appropriate, the Provider can choose to leave it unconfirmed. If a Personal Event is not confirmed, the Provider can override the unconfirmed Personal Event and schedule a requirement at that time. The Provider must record the reason in the Department's IT system and must formally notify the Participant of the requirement and ensuring they can make other arrangements for the Personal Event that they had created.

(Deed references: Clauses 83A.2, 83A.3)

## Scheduling a requirement over a confirmed Participant Personal Event

If the Provider needs to schedule a requirement for the same time as a Participant's confirmed Personal Event, the Provider will need to discuss this with the Participant. After confirming with the Participant that they are available to attend the requirement at the scheduled time, the Provider is required to record the reason in the Department's IT System and formally notify the Participant of their requirement. Providers need to manage the conflicting requirement in the Calendar and record the reason you are scheduling the requirement at this day/time in the Department's IT System.

(Deed references: Clauses 83A.2, 83A.3)

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## 5. Issuing Formal Notification to the Participant

Except for any paid work the Participant is undertaking, the Provider is required to formally notify the Participant of every compulsory requirement in their Job Plan. The Provider must explain how to meet each requirement, as well as the consequences of not doing so, including possible financial penalties.

When the Provider schedules requirements in the Calendar, the Department's IT System will automatically create and record the selected Notification type to be issued. If a Participant's requirements are re-scheduled Providers must formally notify the Participant of the new requirement.

Formal Notification always includes:

- the reason for the appointment, if the requirement is an appointment
- whether the requirement is for the purpose of Re-engagement
- the date and start time of the requirement
- the location or address of the requirement
- if the Participant is required to record their own attendance, and if so, the consequences of not doing so
- whether the Participant will require evidence to record their own attendance
- whether the requirement is compulsory or voluntary
- that the Participant must contact their Provider beforehand if they become aware of an Acceptable Reason preventing them from being able to attend or complete the requirement
- the possible consequences for the Participant if they do not meet their requirement
- a statement that the Notification is a notice under Social Security Law
- that the Participant must complete their requirement in return for their Income Support Payment.

(Deed references: Clauses 83A.3)

## Legal authority to formally notify a Participant of their Mutual Obligation Requirements

Employment services provider employees are delegated powers by the Secretary of the Department of Education, Skills and Employment under Social Security Law to notify Participants of their Mutual Obligation Requirements.

(Social Security (Administration) Act 1999 (ss: 63); Social Security Act 1991 (ss 501,544,605,731L) Deed Clause 117).

**Note:** The requirement to formally notify a Participant receiving Income Support Payments also applies to Disability Support Recipients (Compulsory Requirements) and Stronger Participation Incentive Participants.

## Notifying Participants within the appropriate timeframe

Providers must issue Participants Formal Notification within the appropriate timeframe before the requirement is scheduled to occur.

If reasonable notice timeframes are not met, the Calendar will not allow a requirement to be booked unless the Provider is in direct contact with the Participant and they have agreed to attend this requirement and the Provider records this.

Refer to the Learning Centre for more supporting materials relating to reasonable notice timeframes and Notification methods at <https://learningcentre.employment.gov.au/>.

(Deed references: Clauses 83A.3)

## 6. Privacy and information sharing

Providers must comply with Social Security Law and Australian privacy legislation. A Participant's Personal Information must only be used or disclosed for the purpose it was collected, except in limited circumstances such as where the Participant gives permission, where Commonwealth laws allow or other special circumstances.

Providers should seek independent legal advice if they have any concerns regarding their obligations under any privacy or other legislation. For further information, refer to the [Privacy Guideline](#).

(Deed references: Clauses 53, 87, 106)

### Sharing Job Plans with SEE or AMEP Providers

Providers should encourage Participants who are participating in the SEE program or AMEP to share their Job Plans with their SEE or AMEP Provider in order to make them aware of their full Mutual Obligation Requirements. This will assist SEE and AMEP Providers in ensuring that they place Participants in courses that will fully meet their AAR.

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## 7. Summary of required Documentary Evidence

- Once the terms of the Job Plan have been agreed to and the Job Plan has been created in the Department's IT System, the Job Plan must be provided to the Participant for their agreement. Job Plans can be agreed to online or by signing a hard copy.
- Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the Participant to review and agree to online.
- Providers must formally notify the Participant (including those with voluntary requirements) that the Job Plan has been sent to their Job Seeker Dashboard for their agreement. This must be done either face to face or over the phone and within two Business Days of sending the Job Plan.
- The Job Plan must be recorded in the Department's IT System as soon as possible, after the Job Plan has been created. The contents of the Job Plan recorded in the Department's IT System must be exactly the same as the hard copy.
- If the Department's IT System is temporarily unavailable or there is no computer access, Providers must use the manual compulsory or voluntary Job Plan template available on the Provider Portal.

Attachment A – List of Job Plan codes

Also see [ESS Web Job Plan Activity Codes list](#) for a full list of Job Plan codes:

<b>Job Plan Codes</b>	
<b>Appointment Codes</b>	
AI12—Provider Contact Appointment	C,V
AI15—Third Party Appointment	C,V
<b>Services Australia Only Codes</b>	
A102—Attend Quarterly Appointment	C,V
A108—Reduced Capacity Requirements	C,V
ET63—Youth Activities	C
ET69—Refugee Activities	C
WE16—Community Services Order	C,V
EM51—Disability Supported Employment	C,V
<b>Personal Responsibility Codes</b>	
PA03 – Personal Responsibility to Report and Record Attendance	C
PA04 – Actioning Job Referrals and Opportunities	C,V
<b>Non-Vocational Codes</b>	
NV02—Counselling	V
NV04—Non-Vocational Training	C,V
NV05—Parenting Skills Program	V
NV07—Drug and Alcohol Rehabilitation	V
NV09—Self-help Group or Support Group	C,V
NV10—Undertake an Assessment	C,V
NV12—Child Care	C,V
NV13—Intervention – Non Specific	C,V
NV14—Health Maintenance Program	V
<b>Job Search Codes</b>	
JS04—Job Search Contacts Voluntary	V
JS05—Job Search with Disability - Activity Tested	C
JS06—Job Search with Disability - Non Activity tested	V
JS07—Research and Prepare Applications	C,V
JS09—Job Search monthly	C,V
JS10—Job Interviews	C,V
<b>Employment Codes</b>	
EM52—NEIS	C,V
EM54—Self Employment	C,V
EM56—Paid Work	C,V
<b>Participation Activity Codes</b>	
ET52—Adult Migrant English	C,V
ET53—Apprenticeship/Traineeship	C,V
ET56—SEE or ESL course	C,V

Job Plan Codes	
ET57—SEE and/or ESL assessment	C,V
ET58—NEIS Training	C,V
ET59—Study - Part-Time or Full-Time	C,V
ET60—Updating work related licences/quals/m-ships	C,V
ET64—Work preparation	C,V
ET67—PaTH Internship	V
ET68—PaTH Employability Skills Training	C,V
WE08—Relocation to an Area of Higher Labour Demand	V
WE09—Temporary Relocation to Undertake an Activity	V
WE10—Unpaid Work Experience (for Work Experience (Other))	V
WE11—Voluntary Work	C,V
WE12 Work for the Dole	C,V
WE15—Defence Force Reserves	C,V
WE18—National Work Experience Programme	V
PA05—Career Transition Assistance	C,V
Assistance Codes	
AS02—Health and Allied Services Assistance	
AS03—Interpreter Services Assistance	
AS04—Non-Vocational Assistance	
AS05—Provider Services Assistance	
AS06—Relocation Assistance	
AS07—Self-Employment Assistance	
AS08—Short Term Child Care Assistance	
AS09—Provided JET CCFA Information and Assistance	
AS10—Training - Books and Equipment Assistance	
AS11—Training - Courses Assistance	
AS12—Transport and Licensing Assistance	
AS13—Wage Subsidy Assistance	
AS14—Work Experience Activities Assistance	
AS15—Work Related Clothing and Presentation Assistance	
AS16—Work Related Tools and Equipment Assistance	
AS17—Other Assistance	
AS18—On The Job Assistance	
AS19—Psychological Assistance	
AS20—Ongoing Support Assistance	

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

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