



Australian Government



jobactive

Guideline:

# Managing and Monitoring job seeker Appointments

Attendance at Appointments, particularly with a jobactive Provider (Provider), is a key part of a job seeker's Mutual Obligation Requirements and is the first step to getting them the assistance they need to find work. A Provider's relationship with their job seekers places them in the best position to determine the most effective re-engagement strategies if job seekers don't attend those Appointments. Providers have flexibility to choose when to use the job seeker compliance framework, and when to use a different strategy instead. The aim is to ensure that job seekers remain actively engaged with the assistance designed to help them.

Payment suspension is a lever that can encourage job seekers to attend their next Appointment. Where a Provider chooses to use the compliance framework for missing Provider Appointments, it will have an immediate impact on the job seeker's Income Support Payment. Providers can also choose to recommend to the Department of Human Services (DHS) that they apply a financial penalty where the job seeker did not have a Reasonable Excuse for the non-attendance. This can be another lever that helps change job seeker behaviour in the longer term.

Job seekers without Mutual Obligation Requirements (including Volunteers) will have Appointments with their Providers to receive services and assistance and to discuss their progress in looking for work. While the arrangements for booking Appointments apply to all job seekers, the procedures for monitoring and reporting non-attendance set out in this Guideline apply only to job seekers with Mutual Obligation Requirements.

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## Changes from the previous version (Version 1.3)

### Policy changes:

Nil

### Wording changes:

Re-written into new template

### Document Change History:

A full document history is available at [the Provider Portal](#)

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## Related documents and references

[Managing and Monitoring Mutual Obligation Requirements and Job Plan Guideline](#)  
[Job Seeker Compliance Framework Guideline](#)  
Job Seeker Compliance Framework Webpage on the Department of Employment's Learning Centre

Employment Services Reporting:  
CPL03 – Appointment Outcome  
CPL04 – Job seeker Re-engagement  
CPL05 – Re-engagement Outcome

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## 1. Types of Appointments

Providers must conduct Appointments with each job seeker and ensure that these Appointments are appropriately tailored to meet the circumstances of the individual job seeker. Providers may use the Appointment to update the job seeker's Job Plan, discuss and monitor their Job Search Requirements, job search techniques and the vacancies for which the job seeker should submit an application, as well as to discuss and arrange the job seeker's compulsory activities as outlined in the Job Plan.

The different types of Appointments are described below.

### Initial Appointments

When the job seeker registers for Income Support Payment, or transfers to a different Provider, DHS will book an Initial Appointment with the Provider. At the Initial Appointment, the Provider will discuss the job seeker's needs and the services the Provider can offer. Providers can then set Mutual Obligation Requirements and negotiate a Job Plan with the job seeker.

Initial Appointments can also be arranged by Transition to Work (TtW) Providers who have exited Income Support Recipient Participants from the TtW Service. The TtW Provider will book this Appointment into available timeslots in the jobactive Provider's Electronic Diary.

See the jobactive [Eligibility Referral and Commencement Guideline](#) for more information on Participants exiting from TtW into jobactive.

### Initial RapidConnect Appointments

RapidConnect refers 'job-ready' job seekers claiming a Newstart Allowance or Youth Allowance (Other) to Providers as quickly as possible. When a job seeker first claims Income Support, DHS will determine whether RapidConnect is appropriate, and if so, book an Initial RapidConnect Appointment with the Provider.

Job seekers must attend an Initial RapidConnect Appointment before their Income Support Payment is payable.

### Contact Appointments

Contact Appointments are the regular Appointments Providers have with job seekers they are servicing.

### Third party appointments

Third party appointments are appointments with organisations other than the Provider to deliver appropriate assistance to a job seeker. For example, an appointment with an Activity host supervisor before commencing in an Activity, or an appointment with a Skills for Education and Employment Provider.

## Re-engagement Appointments

Re-engagement Appointments are booked by Providers or DHS following an incident or incidents in which the job seeker is considered to have become disengaged from meeting their Mutual Obligation Requirements. Re-engagement Appointments must be booked in consultation with the job seeker.

### Re-engagement Appointments booked by DHS

DHS can only book Re-engagement Appointments into available timeslots, not as individual Appointments.

DHS will book a Re-engagement Appointment for the job seeker following:

- suspension of a job seeker's Income Support Payment for disengaging from an Activity (i.e. submission of a No Show No Pay Participation Report if the disengagement indicator is selected)
- some applied Connection Failure Participation Reports (the re-engagement Appointment booked is a Reconnection Requirement)
- the application of an eight week non-payment penalty for persistent non-compliance (determined through a Comprehensive Compliance Assessment) when the job seeker chooses to participate in a Compliance Activity to waive the penalty
- the completion of any eight week non-payment penalty
- the completion of an Exemption or approved Activity (where the job seeker is considered to be fully meeting their requirements) if it is appropriate to refer the job seeker back to the Provider
- following the end of an eight week non-payment penalty due to hardship provisions
- an applied eight week non-payment penalty when the job seeker has chosen to appeal the decision.

(Deed references: Clauses 83, 84.1, 115.5)

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## 2. Creating Appointment timeslots and Appointments

The Electronic Diary in the Department's IT System is used to schedule Provider Appointments. Appointments are booked into timeslots created by the Provider. Timeslots can be either:

- Limited timeslots – a limited period or a number of limited periods to accommodate single Appointment bookings with a Consultant, or to deliver services to multiple job seekers in a single Appointment.
- Flexible timeslots – a long period of availability for booking a number of consecutive Appointments.

Providers must ensure they create enough timeslots in the Electronic Diary in the Department's IT System so that DHS will always be able to book job seeker Appointments, including Initial RapidConnect Appointments, within the next two Business Days.

DHS can only book into the Electronic Diary if the timeslot meets the duration for the type of Appointment being booked (for example, if the timeslot is 15 minutes,

and the duration of a Re-engagement Appointment at the Provider's site is 30 minutes, DHS cannot book the 30 minute Re-engagement Appointment into the 15 minute timeslot).



**System Step:** Create timeslots by navigating to the Electronic Diary, selecting the timeslot characteristics (date, times, address, format). Timeslots can be tailored by selecting what type of Appointment can be created (Initial or Contact), or what job seeker stream or streams the timeslot is set for. Save the timeslot after creation.

When booking a Provider Appointment for a job seeker, Providers:

- book Appointments into available timeslots
- select the correct Appointment type
- set the date, start and end time, physical location/format and purpose of the Appointment
- consider their responsibilities under their Service Delivery Plan to deliver a certain frequency of Appointments by a particular method, and
- formally notify the job seeker within Reasonable Notice timeframes.



**System Step:** Book an Appointment for the job seeker by navigating to the Electronic Diary and selecting an available, appropriate timeslot. Select the time for the Appointment and the type (if not already set). Select the appropriate delivery format. Select the method of formal Notification ensuring all details are included and correct. Save the Appointment.

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### 3. Formally notifying job seekers of Appointments

When the Provider schedules Provider Appointments in the Electronic Diary, the Department's IT System will automatically create and record the selected Notification type.

Formal Notification always includes:

- the reason for the Appointment
- the date and time of the Appointment
- the location or address of the Appointment
- that the job seeker must contact their Provider before the Appointment starts if they have a Valid Reason for not being able to attend
- the possible consequences for the job seeker if they do not attend their Appointment
- a statement that the Notification is a notice under Social Security Law, and
- that the job seeker must attend in return for Income Support Payment.

Providers must formally notify the job seeker for each Appointment every time it is booked or rescheduled to ensure that the job seeker knows exactly what they need to do to meet their Mutual Obligation Requirements.

#### Legal authority to formally notify a job seeker of their Appointments

Employment Service Provider employees are delegated powers by the Secretary of the Department of Employment under Social Security Law to notify job seekers of

their appointments (*Social Security (Administration) Act 1999 (s 63(2); Social Security Act 1991 (ss 501, 544A, 605 and 731L)*).

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

See the [Job Seeker Compliance Framework Guideline](#) for information on Providers' responsibility to formally notify job seekers of their Mutual Obligation Requirements.

### Notifying job seekers within the appropriate timeframe

Formal Notification must be issued within the appropriate timeframe before the Appointment is due to occur.

If Reasonable Notice timeframes are not met, the Electronic Diary will not allow a Provider Appointment to be booked unless the Provider records that the job seeker has directly agreed to attend this Appointment.



**System Step:** Where appropriate, record that the job seeker has verbally agreed to attend while speaking directly to the job seeker by checking the indicator on the Booking Details page in the Electronic Diary.

See the [Job Seeker Compliance Framework Guideline](#) for Reasonable Notice timeframes and Notification methods.

### Notifying job seekers of third party appointments

A third party appointment is an appointment with a person or organisation other than the Provider, for example, an induction session with an Activity host supervisor, or an initial appointment with a health service organisation or a Skills for Employment and Education Provider.



**System Step:** Notify the job seeker of a third party appointment by navigating to the Third Party Appointment Notification page. Complete the details in full, including if the job seeker was notified directly and agreed to attend.

(Deed references: Clause 121.1)

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## 4. Rescheduling an appointment

### Before the Appointment was due to occur

If a job seeker makes contact before their Appointment with a Valid Reason, the Provider must reschedule the Appointment directly with the job seeker. See [Attachment A](#) for information on what constitutes a Valid Reason.

If the job seeker makes contact before their Appointment without a Valid Reason, the Provider must tell the job seeker that they are still expected to attend.

If the job seeker has a Valid Reason but it is not appropriate to reschedule the Appointment (for example, if the job seeker already has an appointment booked for the near future), the Provider needs to cancel the Appointment.

If the Provider requires the Appointment to be rescheduled, the Appointment can be rescheduled directly with the job seeker, ensuring they are formally notified.

If rescheduling a Re-engagement Appointment, the rescheduled Appointment must occur within seven days of the original Re-engagement Appointment. The process is described under [Rescheduling Re-engagement Appointments](#) in this document.



**System Step:** Record the reason for rescheduling the Appointment in the Department's IT System on the same day. Formally notify the job seeker of their rescheduled Appointment.

See [Attachment A](#) for information on the difference between Valid Reason and Reasonable Excuse.

### After the Appointment was due to occur

If a job seeker contacts the Provider after the Appointment, it cannot be rescheduled. Enter the appropriate result for the missed Appointment, book a new Appointment for the job seeker and formally notify them within Reasonable Notice timeframes.

(Deed references: Clauses 115.1, 115.2, 121.1)

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## 5. Recording Appointment outcomes

### Recording attendance at Appointments

A job seeker has attended the Appointment if they:

- arrived on time at the correct location
- behaved appropriately, and
- participated for the duration of the Appointment.



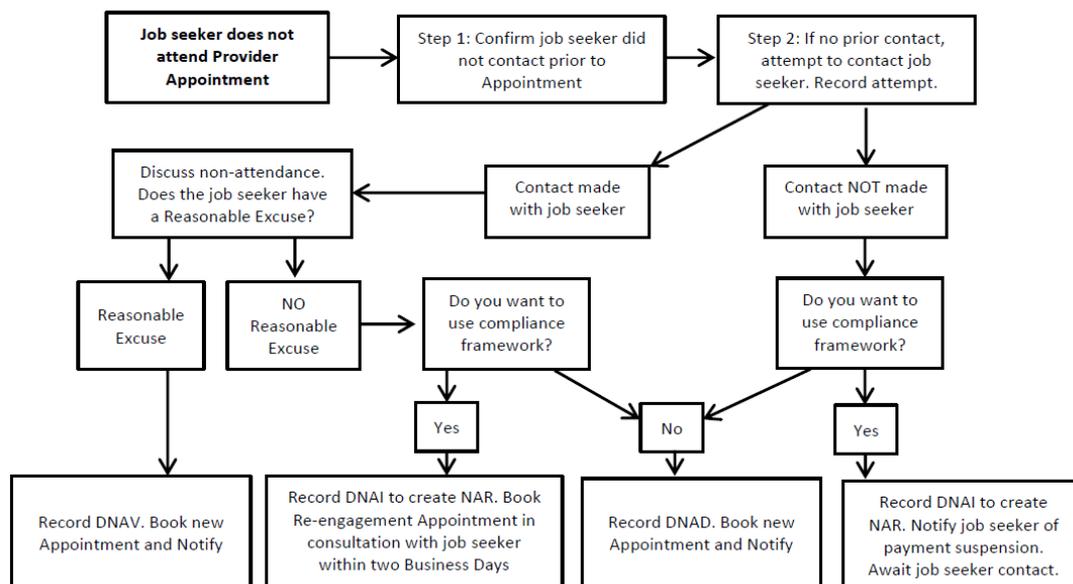
**System Step:** Record the Attended result in the Electronic Diary by close of business. Book the next Appointment and formally notify the job seeker as required.

(Deed references: Clauses 84, 120.1)

## Recording non-attendance at Appointments

Read this section in its entirety in conjunction with viewing the simplified flowchart below.

Flowchart: Job seeker does not attend Provider Appointment



The Job Seeker Servicing Placemat and Compliance Framework Map available on the Job Seeker Compliance Framework Page in the Department’s Learning Centre provide more detailed information on workflows.

### If the job seeker does not contact their Provider before the Appointment to advise of inability to attend

When a job seeker does not attend an Appointment and does not contact the Provider before or after the event, the Provider must still consider if the job seeker had a Valid Reason before the event or Reasonable Excuse after it.

The Provider must first make sure that the job seeker did not try to make contact before the Appointment to give a Valid Reason for not attending. This may include checking answering machine messages or following up any other contact arrangements the Provider has in place. If the job seeker did not contact their Provider before the Appointment, a Valid Reason cannot be established.

If the Provider is sure that the job seeker did not try to contact them before the event, the Provider must try to contact the job seeker to discuss whether they had a Reasonable Excuse that stopped them from calling before the Appointment.

The Provider must attempt to contact the job seeker on the same day the Provider becomes aware that the job seeker has not attended their Appointment. Attempted contact by the Provider must be made by phone or email as the decision to use the compliance framework if the job seeker does not have a Reasonable Excuse must be made on the same Business Day.

See [Attachment A](#) for information on the difference between Valid Reason and Reasonable Excuse.



**System Step:** Record the contact attempt in the Department's IT System.

#### If contact is made with the job seeker following non-attendance

If contact is made with the job seeker, the Provider is responsible for establishing if the job seeker has a Reasonable Excuse for not attending the Appointment. When discussing the missed Appointment with the job seeker:

- discuss the reason/s for non-attendance and, if the reason is acceptable, the reason why the job seeker did not call prior to the Appointment
- consider if the job seeker's personal circumstances may have impacted their ability to attend, and
- based on the discussion and consideration, assess if the job seeker had a Reasonable Excuse for not attending.



**System Step:** If Reasonable Excuse is established when contact is made with the job seeker, the Provider records Did Not Attend-Valid result against the Appointment in the Department's IT System by close of business on the day of the Appointment.

If the job seeker did not have a Reasonable Excuse, or if contact with the job seeker is unsuccessful, the Provider must decide if it is appropriate to use the compliance framework.

See [Attachment A](#) for information on the difference between Valid Reason and Reasonable Excuse.

#### Deciding whether to use the compliance framework to report non-attendance

Providers will use their knowledge of individual job seekers to determine if using the compliance framework at a particular time is appropriate. Providers will consider:

- the job seeker's explanation (if any) of their non-attendance
- the job seeker's personal circumstances
- system recorded Vulnerability Indicators (if any)
- the job seeker's recent compliance history
- whether using discretion in not reporting non-compliance in the past helped the job seeker to meet all of their Mutual Obligation Requirements, and
- any other relevant information.

DHS investigates the reported non-compliance and makes decisions of whether a failure or penalty is applied.

See the [Job Seeker Compliance Framework Guideline](#) for more information on Vulnerability Indicators.



**System Step:** If Reasonable Excuse is not established on contact with the job seeker, but the Provider decides not to use the compliance framework to report the non-compliance, the Provider records a Did Not Attend-Discretion result against the Appointment in the Department's IT System by close of business on the day of the Appointment.



**System Step:** If Reasonable Excuse is not established on contact with the job seeker and the Provider decides to use the compliance framework to report the non-compliance, the Provider records a Did Not Attend-Invalid result against the Appointment in the Department's IT System by close of business on the day of the Appointment.



**System Step:** If contact cannot be made with the job seeker to establish a Reasonable Excuse, it is open to the Provider to record either a Did Not Attend-Discretion result or a Did Not Attend-Invalid result, depending on whether they want to report the non-compliance.

When a Did Not Attend-Invalid result is recorded for a Provider Appointment, the Department's IT System automatically creates a Non-Attendance Report which, if submitted by the Provider and valid after a DHS systems check, immediately suspends the job seeker's Income Support Payment until the job seeker attends a Re-engagement Appointment. The Non-Attendance Report is valid if the job seeker had Mutual Obligation Requirements on the Appointment date.

See [Attachment A](#) for information on the difference between Valid Reason and Reasonable Excuse.

See the [Assessments Guideline - Job Seeker Classification Instrument \(JSCI\) and Employment Services Assessment \(ESAt\)](#) for further information on Vulnerability Indicators.

(Deed references: Clauses 115.1, 115.2, 115.3, 115.4, 115.5, 115.6)

### Giving notice of Income Support Payment suspension after a Non-Attendance Report

Providers must ensure the job seeker is notified of their Income Support Payment suspension if a Non-Attendance Report is submitted. The notification states that the job seeker's Income Support Payment has been stopped and they need to make contact with their Provider as soon as possible.

#### If the job seeker has email or SMS contact details in their record

The Department's IT System will automatically notify the job seeker of their Income Support Payment suspension.

#### If the job seeker does not have email or SMS contact details in their record

The Provider manually prints and mails a letter to the job seeker.



**System Step:** Navigate to the Noticeboard in the Department's IT System and view the job seeker's record under the message 'NAR submitted – notification to be issued'. Manually print and mail the Income Support Payment suspension letter to the job seeker.

If the job seeker does not respond to the letter by contacting their Provider for a Re-engagement Appointment, the letter will be re-created and again made available on the Noticeboard for re-printing and re-mailing every six Business Days. This is intended to assist the job seeker to re-engage.

### When the job seeker is deemed to have received notification of Income Support Payment Suspension

The day the job seeker is deemed to have received the Income Support Payment suspension notification will be relevant if the Provider later decides to recommend a financial penalty be applied.

If the Income Support Payment suspension notification was sent by SMS or email, the job seeker is deemed to have received it on the day the SMS or email was sent.

If the Income Support Payment suspension notification was sent by mail, the job seeker is deemed to have received it six Business Days from the date it was printed.

If the Income Support Payment suspension notification was sent by mail and the job seeker makes contact before six Business Days, the job seeker is deemed to have received it the day the job seeker makes contact.

(Deed reference: Clauses 119.1(a)(ii)(B))

### Managing non-attendance at third party appointments

If the job seeker does not attend a third party appointment, the Provider, on the same day as they became aware the job seeker did not attend, confirms with the third party and by following-up on arrangements the Provider has in place for job seekers to be able to advise of their inability to attend their requirement, that the job seeker did not give prior notice of their inability to attend. The Provider then attempts to contact the job seeker to see if they had a Reasonable Excuse for not attending. If the job seeker does not have a Reasonable Excuse, the Provider may decide to use the compliance framework.

A Non-Attendance Report cannot be created for a third party appointment.



**System Step:** To submit a Failure to attend Appointment (other) Participation Report (CFAO PR), navigate to the 'Create Compliance' page in the Department's IT System, complete the questions and submit to DHS.

See [Job Seeker Compliance Framework Guideline](#) for more information on Participation Reports.

### Using the Compliance Framework for non-attendance at Initial RapidConnect Appointment

Job seekers who are eligible for RapidConnect must attend an Initial RapidConnect Appointment before they start to receive their Income Support Payment.

If the job seeker does not attend the Initial RapidConnect Appointment, the Provider follows the steps outlined above to decide what Appointment result to record.

If the Provider records Did Not Attend-Invalid for an Initial RapidConnect Appointment, a Non-Attendance Report is not created. Recording the Did Not Attend-Invalid result will alert DHS that the job seeker has not attended their Initial RapidConnect Appointment to ensure the job seeker does not receive income support until they attend an Appointment with the Provider.

## 6. Deciding the next step after Income Support Payment suspension

### Having the conversation with the job seeker

When contact occurs with the job seeker following Income Support Payment suspension because a Non-Attendance Report has been submitted, the Provider needs to:

- tell the job seeker they need to attend an Appointment within the next two Business Days to have their Income Support Payment suspension lifted
- find out if there are any personal circumstances that would reasonably stop the job seeker from being able to attend an Appointment within two Business Days
- if the Provider considers recommending a financial penalty to DHS, consider if the job seeker had a Reasonable Excuse that would preclude the recommendation, and
- assess whether the job seeker had a Reasonable Excuse, discuss the job seeker's reasons for non-attendance and, if this reason is acceptable, discuss the reasons why the job seeker did not make contact before their missed Appointment.

Following the discussion, the Provider decides the appropriate next steps from the following decision options further outlined below:

[Deciding to use only Income Support Payment suspension](#)

[Deciding to recommend a financial penalty to DHS in addition to Income Support Payment suspension](#)

[Deciding the job seeker is unable to attend a Re-engagement Appointment in the next two Business Days](#)

[Managing Non-Attendance Reports created in error](#)



**System Step:** Record discussion outcomes and the decision on next steps on the same day as contact with the job seeker.

See [Attachment A](#) for information on the difference between Valid Reason and Reasonable Excuse.

### Deciding to use only Income Support Payment suspension

If:

- the job seeker is able to attend a Re-engagement Appointment within the next two Business Days, and
- the Provider decides not to recommend a financial penalty

the Provider books a Re-engagement Appointment as described in [Booking a Re-engagement Appointment](#).

### Deciding to recommend a financial penalty to DHS in addition to Income Support Payment suspension

If the Provider decides to recommend a financial penalty for non-attendance, the Provider:

- books a Re-engagement Appointment to occur within the next two Business Days as described in [Booking a Re-engagement Appointment](#), and
- submits the Provider Appointment Report as described in [Recommending a financial penalty to DHS \(the Provider Appointment Report process\)](#).

### Deciding the job seeker is unable to attend a Re-engagement Appointment in the next two Business Days

If the job seeker is unable to attend a Re-engagement Appointment in the required timeframe, or have one conducted over the phone or via video conferencing due to legitimate circumstances, the Provider must finalise the Non-Attendance Report to lift Income Support Payment suspension. The job seeker's Income Support Payment cannot remain suspended for longer than two Business Days after contact is made with them to discuss why they did not attend.

A Provider Appointment Report cannot be submitted in circumstances where the job seeker is unable to re-engage within two Business Days.



**System Step:** Providers immediately record the appropriate Non-Attendance Report finalisation reason in the Department's IT System to lift Income Support Payment suspension if the job seeker cannot re-engage in two Business Days. Navigate to the Provider Re-engagement page, move the slider to indicate the job seeker is unable to re-engage within two Business Days, then select the appropriate reason. Advise the job seeker that it may take up to an hour for their Income Support Payment to be reinstated.

Reasons for the job seeker being unable to re-engage within two Business days include:

#### A local issue that is beyond the Provider's control

This may be used in the case of a sudden local disaster, like floods or bushfires, or an extended period of office closure that will prevent the job seeker from either making contact or attending over the next two Business Days.

#### The job seeker has unexpected caring duties over the next two Business Days

This may be used in the case of a job seeker needing to provide care for a person and, because of the relationship between the job seeker and the person, it is reasonable for the job seeker to provide care. For example: if the job seeker's elderly parent required care after a fall, or if a Principal Carer Parent has a child home sick from school.

#### The job seeker has Cultural Business over the next two Business Days

This reason would include the funeral of a close family member. For Indigenous job seekers this may also include cultural ceremonies in which they are required to take part.

The job seeker has medical/health issues that impact their attendance over the next two Business Days

This may occur if the job seeker is bedridden, hospitalised or receiving treatment for a condition.

The job seeker has exceptional transport issues during the next two Business Days

This may include public transport strikes or the unavailability of reliable transport if the job seeker is in a rural or remote area that impacts them being able to attend.

The job seeker is working over the next two Business Days

This may happen if the job seeker is working normal business hours over the next two days. If the job seeker is working part time or reduced hours (for example, the job seeker is working from 11.00 am to 3.00 pm), they may still be able to attend a Re-engagement Appointment.

The job seeker has full time Activity / training over the next two Business Days

If the job seeker is attending an Activity or training course, the Provider decides if it is appropriate to book the Re-engagement Appointment and have the job seeker make up the time missed in their Activity at a later date.



**System Step:** If appropriate, the Provider updates the Activity Diary to reflect reduced hours on the day of the Re-engagement Appointment and increased hours on the day/s the job seeker has agreed to make up the time. The Provider then formally notifies the job seeker of the new Activity arrangements (for example, using the 'make-up missed hours' Activity Notification template in the Department's IT System).

### Managing Non-Attendance Reports created in error

There may be limited circumstances where a Non-Attendance Report is created in error. This can occur if processes for recording attendance were not followed, or if the Provider fails to check if the job seeker advised before the Appointment they would be unable to attend (which may support a Valid Reason that would have resulted in the Appointment being cancelled or rescheduled).

If a Non-Attendance Report is created in error, the job seeker's Income Support Payment is wrongfully suspended.

Providers must be confident that the Non-Attendance Report was created in error and that the job seeker's Income Support Payment is wrongfully suspended before finalising the Non-Attendance Report for Provider Error.



**System Step:** Navigate to the Provider Re-engagement page, move the slider to indicate the job seeker is unable to re-engage within two Business Days, then select the reason 'Provider Error'. Advise the job seeker that it may take up to an hour for their Income Support Payment to be reinstated.

## Managing ongoing Income Support Payment suspension

The job seeker's Income Support Payment will remain suspended until the job seeker attends a Re-engagement Appointment or the Non-Attendance Report is finalised. If the job seeker's Income Support Payment is suspended for longer than 28 days, the job seeker's Income Support Payment will be automatically cancelled and the job seeker will then need to contact DHS to reapply for Income Support Payment.

(Deed references: Clauses 115.4, 115.5, 119.1, 121.1)

## Recommending a financial penalty to DHS (the Provider Appointment Report process)

A Provider Appointment Report is a recommendation to DHS that a financial penalty be applied for the job seeker's non-attendance at a Provider Appointment. The Provider Appointment Report occurs in addition to Income Support Payment suspension.

A Provider Appointment Report can only be submitted if:

- a Non-Attendance Report has been created for the missed Provider Appointment
- the Provider has discussed the reasons for non-attendance with the job seeker as described in [Having the conversation with the job seeker](#)
- the job seeker did not have a Reasonable Excuse for missing their Provider Appointment
- the Provider thinks a financial penalty will encourage the job seeker to meet their requirements in the future
- the job seeker is told that they will need to speak to DHS as they may not receive their full Income Support Payment due to non-attendance, and
- the Provider Appointment Report submission happens on the same day as the discussion with the job seeker about their non-attendance.



**System Step:** Select "Recommend financial penalty to DHS" on the Provider Re-engagement page. When completing a Provider Appointment Report, the Provider must record:

- details of any prior notice by the job seeker and why the reason was not accepted
- details of the discussion that took place with the job seeker after non-attendance and why their reason for not attending was not reasonable, and
- why a financial penalty is being recommended.

See [Re-engaging and recommending a financial penalty for job seekers in remote or Outreach areas](#) in this document for re-engaging and recommending a financial penalty for job seekers in remote or Outreach areas.

## Calculating the penalty period

If the Provider Appointment Report is applied, it will result in a financial penalty of a lost Business Day's Income Support Payment for every Business Day of the penalty period.

The penalty period starts on the date the job seeker is notified that their Income Support Payment has been suspended as outlined in [Giving notice of Income Support Payment suspension after a Non-Attendance Report](#).

The penalty period ends on the date the job seeker attends their Re-engagement Appointment, unless:

- the Re-engagement Appointment is rescheduled, then the penalty period is up to the day the Re-engagement Appointment is rescheduled
- the Provider records “Compliance no longer Appropriate” to finalise the Non-Attendance Report and cancel the Re-engagement Appointment, then the penalty period is up to the day of Non-Attendance Report finalisation, or
- the job seeker is being serviced in a remote or Outreach location as described in [Re-engaging and recommending a financial penalty for job seekers in remote or Outreach locations](#).

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## 7. Booking a Re-engagement Appointment

The Provider must speak directly with the job seeker to book a Re-engagement Appointment. The job seeker must be notified of their Re-engagement Appointment using the face-to-face or phone Notification scripts.

The Provider must record that the job seeker understood their requirement to, and the consequences of, not attending. The record created assists the use of compliance if the job seeker does not attend the Re-engagement Appointment. If the job seeker does not attend the Re-engagement Appointment, discretion cannot be used to record non-attendance.

Income Support Payment suspension will be lifted when they attend the Re-engagement Appointment or provide a Reasonable Excuse for non-attendance.



**System Step:** Navigate to the Provider Re-engagement page and select “Book Re-engagement Appointment” to book the Appointment. Record results via the Electronic Diary.

### Booking the Re-engagement Appointment if an Appointment is already booked

If the job seeker already has a routine Provider Appointment booked in the next two Business Days, Providers are given the option to convert the existing Appointment into a Re-engagement Appointment.



**System Step:** Navigate to Booking Re-engagement page. Select the radio button next to the Contact Appointment to be converted into the Re-engagement Appointment. Ensure the slider button under the text ‘Use selected Appointment for Re-engagement?’ is set to yes. Click ‘Continue’.

If the job seeker does not make contact with their Provider following Income Support Payment suspension, but does:

- attend their next already scheduled Contact Appointment and an Attended result is recorded, or
- does not attend their next already scheduled Contact Appointment but has a Reasonable Excuse for non-attendance and Did Not Attend-Valid is recorded

the Department's IT System will automatically convert that Contact Appointment into a Re-engagement Appointment and send a message to DHS to lift the job seeker's Income Support Payment suspension.

### Rescheduling Re-engagement Appointments

Re-engagement Appointments can only be rescheduled if the job seeker has a Valid Reason. The Re-engagement Appointment must be scheduled to occur within seven calendar days of the original Re-engagement Appointment. Rescheduling the Re-engagement Appointment will lift Income Support Payment suspension and set the end date of any potential financial penalty if a Provider Appointment Report was submitted.



**System Step:** Navigate to the Provider Re-engagement page and select "Reschedule Appointment".

### Removing the Re-engagement requirement if compliance is no longer appropriate

If a Re-engagement Appointment is booked, but it is no longer appropriate for the job seeker's Income Support Payment to remain suspended and for them to attend the Appointment (for example, due to a major personal crisis) Providers need to record this in the Department's IT System to finalise the Non-Attendance Report, lift Income Support Payment suspension and set the end date of any potential financial penalty if a Provider Appointment Report was submitted.



**System Step:** Navigate to the Provider Re-engagement page and select "Compliance is no longer appropriate".

### Re-engaging and recommending a financial penalty for job seekers in remote or Outreach locations

If a Provider cannot physically deliver a Re-engagement Appointment within two Business Days due to limited servicing arrangements (and if re-engaging via phone or video conferencing is not appropriate), but the Provider wants to recommend a financial penalty be applied by DHS for the non-attendance, the Provider needs to record this in the Department's IT System.



**System Step:** Providers need to:

- navigate to the Provider Re-engagement page
- select "Due to remote/outreach servicing, Re-engagement Appointment within 2 Business Days is not possible but a financial penalty recommendation is to be made"
- select "Book Re-engagement Appointment" (due to remote servicing and the recommendation of a financial penalty, this must occur within 28 calendar days)
- book the Re-engagement Appointment in consultation with the job seeker and advise them to speak to DHS about their non-attendance, and
- select "Recommend financial penalty to DHS", then complete and submit the Provider Appointment Report by close of business that day.

(Deed references: Clauses 115.4, 115.5, 115.6, 115.7, 119.1, 121.1)

## 8. Summary of required Documentary Evidence

### Failure to Attend an Appointment with a Provider

- Providers must record the result of the Appointment in the Electronic Diary in the Department's IT Systems by close of business on the day of the Appointment. This includes recording the job seeker's attendance at the Appointment and, where the job seeker does not attend, the Provider's assessment of whether the job seeker had a valid or invalid reason (i.e. DNAV (did not attend with a valid reason), DNAD (did not attend discretion not to use compliance framework) or DNAI (did not attend with an invalid reason)) in the Electronic Diary.
- If DNAI is recorded, the Provider must submit the automatically generated Non-Attendance Report for the job seeker or choose to create and complete a Provider Appointment Report if the Provider is in contact with the job seeker.
- If a Provider Appointment Report is created, the Provider must link to it evidence of notification of the original appointment. They must record details against a series of questions relating to the Provider's reasons for recommending that a financial penalty be applied by DHS.
- The Provider must also include within the Provider Appointment Report details of the job seeker's reasons for non-compliance and may include any further details that they consider relevant.

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## 9. Attachment A – Reasonable Excuse and Valid Reason

### Deciding the job seeker has a Valid Reason

To establish a Valid Reason, the job seeker must contact their Provider before the requirement start time and give the reason they cannot attend.

A Valid Reason for non-attendance is one that would generally be accepted by an employer if an employee were unable to attend work.

The Provider must also consider the job seeker's individual circumstances and reason why they cannot attend in determining whether a Valid Reason has been given. This includes a consideration of whether using flexibility in determining a Valid Reason for previous non-attendance increased the likelihood of the job seeker meeting their requirements.

Providers must make sure they have arrangements in place for job seekers to be able to advise of their inability to attend their requirement. This may include having a dedicated phone line for job seekers, after-hours answering machines or the ability to accept reverse charges phone calls from job seekers.

### Deciding the job seeker does not have a Valid Reason

If the job seeker contacts the Provider before the Appointment or Activity, but the Provider does not accept the reason for the job seeker not being able to attend, then a Valid Reason has not been established. The Provider must tell the job seeker that they are still expected to meet their requirement. In this case, if the job seeker still does not meet their requirement, the Provider must still attempt to contact the job seeker on the day they missed their requirement to see if there were other reasons that stopped them from attending or contacting the Provider before the event that might mean they have a Reasonable Excuse.

### Considering if the job seeker has Reasonable Excuse

There are two stages in assessing if the job seeker had a Reasonable Excuse for failing to comply with the requirement. Providers must consider both:

- if the reason the job seeker gave for not complying with their requirement is acceptable, and
- if the reason they gave for not complying was acceptable, why the job seeker did not give prior notice of their inability to attend.

When considering if the reason the job seeker gave is acceptable, Providers also think about the job seeker's individual circumstances, including taking into account any Vulnerability Indicators that have been recorded in the Department's IT System.

A Reasonable Excuse for non-attendance is one that would generally be accepted by an employer if an employee were unable to attend work and was unable to contact their employer beforehand. This means a Reasonable Excuse would only typically be established in limited and exceptional circumstances.

If a job seeker does not give prior notice of their inability to attend and it would have been reasonable to do so, they do not have a Reasonable Excuse.

See [Job Seeker Compliance Framework Guideline](#) for information on Vulnerability Indicators.

### The difference between Valid Reason and Reasonable Excuse

Before recording any type of non-attendance, the Provider must make sure no Valid Reason or Reasonable Excuse exists.

A job seeker has a Valid Reason for non-attendance ONLY if:

- a reason for non-attendance was given by the job seeker BEFORE their requirement, and
- the Provider accepts the reason for not being able to attend the requirement.

A job seeker has a Reasonable Excuse for non-attendance ONLY if:

- a reason for non-attendance was given by the job seeker AFTER their requirement, and
- the Provider accepts the reason for not being able to attend the requirement, and
- the Provider accepts that the nature of the reason means the job seeker could not have called before the requirement.

All capitalised terms in this guideline have the same meaning as in the jobactive Deed 2015–2020 (the Deed).

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