Guideline:
Managing and Monitoring Mutual Obligation Requirements Guideline

Job seekers generally have Mutual Obligation Requirements, such as looking for work and participating in Activities that will improve their employment prospects, in return for receiving taxpayer-funded income support paid by the Department of Human Services (DHS). The main aim of Mutual Obligation Requirements is to help a job seeker into paid work and reduce reliance on income support as quickly as possible. It also allows for job seekers to contribute to the community that supports them while they are unemployed.

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Changes from the previous version (Version 3.6)

Policy changes:
Pg 20, 28, 30, 34, 35 – Updates to Career Transition Assistance activity information to reduce eligibility age, remove reference to activity sub-types, and amend scheduling and AAR hour recording requirements

Wording changes:
Pg 19 - Clarification of system processes for EST mandatory job seekers
Additional information
Pg 33 - WEAT

A full document history is available on the Provider Portal.

Related documents and references
- Activity Management Guideline
- Disability Support Pension Recipients Compulsory Requirements Guideline
- Using the Employment Fund General Account Guideline
- Participation in a Program of Support – Fact Sheet
- Empowering YOUth Initiatives Guideline
- Learning Centre website
- Targeted Compliance Framework Guideline
- Learning Centre website
- Exploring Being My Own Boss' Workshops and Complementary Placements Guideline
- Support NEIS participants to start and run their small business
- Managing PaTH Internships
- Norfolk Island Guideline
- ParentsNext concurrent referrals to jobactive, Transition to Work and NEIS
- Performance Framework Guideline
- Period of Service, Suspensions and Exits Guideline
- Privacy Guideline
- Regional Employment Trials Guideline
- Targeted Compliance Framework
- Transition to Work Guidelines
- Work for the Dole Guideline
- Job Plan and Scheduling Mutual Obligation Requirements Guideline
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1. Defining Mutual Obligation Requirements

Job seekers on the following Income Support Payments must meet their Mutual Obligation Requirements to receive their payment:

- Newstart Allowance
- Youth Allowance (other)
- Parenting Payment Single (when their youngest child turns six)
- Special Benefit (Nominated Visa Holders).

Job seeker Income Support Payments are generally paid in fortnightly instalments, therefore, job seekers need to have and satisfy sufficient Mutual Obligation Requirements for each fortnight they are receiving Income Support Payments.

A job seeker’s Mutual Obligation Requirements are generally determined by considering their:

- age
- assessed work capacity, and
- whether they have primary responsibility for the care of a child.

Job seekers with full-time requirements should be looking for work full-time and actively addressing the individual circumstances that affect their capacity to undertake paid work.

Job seekers with part-time Mutual Obligation Requirements are:

- Principal Carer Parents whose youngest child is 6 years of age
- job seekers with a Partial Capacity to Work or a temporary reduced work capacity of 15 to 29 hours per week.

Job seeker’s Mutual Obligation Requirements include:

- entering into a Job Plan and fully complying with the requirements in their Job Plan
- attending all DHS and Provider appointments
- acting on referrals to jobs from their Provider and attending job interviews offered by employers
- undertaking Job Search (generally 20 Job Searches per month)
- meeting their Annual Activity Requirement (refer to the Annual Activity Requirement section of this guideline)
- participating in any Activity that is relevant to their personal circumstances and will help the job seeker to improve their employment prospects.

Attachment A provides a table summarising Mutual Obligation Requirements for different cohorts of job seekers.

A broad range of Activities can be used to meet a job seeker’s Mutual Obligation Requirements. For a list of Suitable Activities that can be used to meet a job seeker’s Mutual Obligation Requirements, see Guide to Social Security Law 3.2.9.10.

Also refer to the Job Plan and Scheduling Mutual Obligation Requirements Guidelines for information about Job Plan codes.
The Activities job seekers undertake must be included in their Job Plan as either a compulsory or voluntary Activity. There must be at least one compulsory Activity included in a Job Plan for job seekers with Mutual Obligation Requirements.

Voluntary Activities are not subject to the Targeted Compliance Framework.

Please refer to the Targeted Compliance Framework Guideline for more information.

(Deed References: Clauses 82, 83, 85, 106, 114)

Determining Mutual Obligation Requirements

When determining Mutual Obligation Requirements it is important to identify both a job seeker’s strengths as well as any barriers they have to finding employment. Any vocational and non-vocational Activities are to be tailored to address the job seeker’s individual needs and work capacity.

Seek out Activities to help job seekers overcome or manage any vocational and non-vocational barriers. See Guide to Social Security Law 3.2.8.50 for what can be included in a Job Plan.

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

After consulting with the job seeker, determine the Activities to meet the job seeker’s Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law. Providers should take into account the job seeker’s preferences wherever possible. However, as the delegate of the Secretary of the Department of Jobs and Small Business, Employment Services Provider staff will ultimately determine what requirements the job seeker must do to meet their Mutual Obligation Requirements under Social Security Law.

Record the Activities and other relevant items in the job seeker’s Job Plan, and schedule Activities in the Calendar. If drug or alcohol dependency is impacting on participation and appropriate treatment services are not available the Provider must record this information on the Job Seeker’s Personal Summary Page (‘What you need to know”).

Under Social Security Law, job seekers must be formally notified of the dates, times and locations for attending appointments and participating in Activities, along with any special requirements such as wearing work boots and other safety gear.

Considering a job seeker’s circumstances

When determining a job seeker’s Mutual Obligation Requirements and setting the terms of a Job Plan, consult with the job seeker and consider:

- individual circumstances – in particular, their assessed work capacity (where relevant), their capacity to comply with requirements and their personal needs
- education, experience, skills and age
- the impact of any disability, illness, physical or mental health condition or other non-vocational issue, including drug and alcohol dependency, affecting a job seeker’s ability to work, look for work or participate in Activities
• the state of the local labour market and the transport options available to the job seeker in accessing that market
• the participation opportunities and Activities available to the job seeker
• their family and care responsibilities (including availability of child care)
• the length of travel time required to comply with the requirements (reasonable travel time is 90 minutes each way or, if the job seeker is a Principal Carer Parent or has a Partial Capacity to Work, 60 minutes each way)
• the financial costs (such as travel costs) of complying with the requirements and the job seeker’s capacity to pay for such costs
• whether the job seeker has any vulnerability indicators (as identified by DHS) such as homelessness, psychiatric problems or mental health conditions, severe drug or alcohol dependency, or traumatic relationship breakdown
• any history of the job seeker not complying with their Mutual Obligation Requirements (to ensure that they undertake appropriate requirements in return for tax-payer funded income support)
• cultural factors
• if they are an Early School Leaver
• the number of hours a fortnight the job seeker is required to undertake approved Activities in the Work for the Dole Phase
• if the job seeker participated in Time to Work Employment Service, any comments and recommendations in the Time to Work Employment Service Transition Plan (Providers can find the Transition Plan in the Department’s IT System)
• any other matters that the Provider considers relevant to the job seeker’s circumstances (including if the job seeker discloses they are a victim of family violence).

(Guide to Social Security Law 3.2.8.10)

When setting the job seeker’s Mutual Obligation Requirements, review any barriers identified through an Employment Services Assessment (ESAt) or Job Capacity Assessment (JSA) or other issues disclosed to the Provider. The Job Seeker Classification Instrument and Capability Management Tool may also help identify personal issues affecting a job seeker’s employability. These will help the Provider decide on the Activities required of a job seeker to meet their fortnightly Mutual Obligation Requirements, including their Annual Activity Requirement in the Work for the Dole Phase.

Information about a job seeker’s circumstances can be found on the Participation Profile screen of the Department’s IT System.

Using the Capability Management Tool to review a job seeker’s circumstances

The Capability Management Tool in the Job Plan section of the Department’s IT System needs to be updated when conducting a Capability Interview. It should be used to review and manage a job seeker’s personal circumstances which may affect their capacity to participate in Activities and can assist in identifying specific vocational or non-vocational barriers, including those disclosed by the job seeker.

The Capability Management Tool can help to:
• ensure the job seeker has requirements in their Job Plan appropriate to their circumstances
• include Employment Services Assessment recommended Interventions in the Job Plan
• record additional vocational or non-vocational issues.

Providers should familiarise themselves with relevant Deed provisions in case job seekers request access to their records in the Capability Management Tool

(Deed references: Clause 38, 87, Annexure A1)

**Mutual Obligation Requirements for Principal Carer Parents**

Consider a Principal Carer Parent’s family and caring responsibilities, including the availability of suitable childcare, when setting Mutual Obligation Requirements. During school terms, face-to-face Provider Appointments and participation Activities are to be scheduled during school hours (generally between 9.00 am to 3.00 pm) unless otherwise agreed to by the Principal Carer Parent.

The Department’s IT System will automatically identify time outside of school hours in the Principal Carer Parent’s Calendar. Providers will be able to set requirements at times outside school hours, including weekends. However, Providers will need to discuss this with the Principal Carer Parent to ensure they are available at that time and record the PCP’s availability in the Department’s IT System. This information will be attached to the requirement.

Principal Carer Parents have part-time Mutual Obligation Requirements and can fully meet their requirements through 30 hours per fortnight of:

• paid work (including self-employment)
• approved study (see the section on Approved Short Courses in this Guideline)
• Voluntary Work (as described below), or
• a combination of the above.

Providers can approve Voluntary Work for the purposes of a Principal Carer Parent fully meeting their Mutual Obligation requirements if:

• the Provider determines that the Principal Carer Parent lives in a poor labour market
• limited training opportunities are locally available (online courses may be considered ‘locally available’ if they have access to a computer)
• there is a significant vocational aspect to the Voluntary Work.

The Voluntary Work must be in an organisation approved by DHS. For further information, refer to the Guide to Social Security Law 3.2.9.130.

If the Principal Carer Parent fully meets their Mutual Obligation Requirements, through sufficient participation in the above Activities they cannot be required to complete Job Search or meet any other additional requirements.

A Principal Carer Parent who is fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks.
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See the Period of Service, Suspensions and Exits Guideline.

If a Principal Carer Parent is either 55 years of age or over or has a Partial Capacity to Work, the category of Mutual Obligation Requirement which gives the job seeker a lesser work requirement should be applied.

Meeting Mutual Obligation Requirements for Principal Carer Parents during school holiday periods

If a Principal Carer Parent is unable to obtain suitable childcare during the school holiday period, the Provider will need to make alternative arrangements to enable them to meet their Mutual Obligation Requirements. A Principal Carer Parent will not be required to attend Work for the Dole or another Activity during the school holidays if appropriate care and supervision of their children is not available or affordable.

For example, while Principal Carers Parents are not required to attend face-to-face appointments with their Provider during school holidays, they can engage with their Provider through other means, such as by telephone or via Skype/face-time etc. Job Search can also be conducted from home or the Provider may also decide to reduce Job Search requirements over the school holiday period, while the Principal Carer Parent is caring for children during school holidays.

Principal Carer Parents must continue to meet their part-time Mutual Obligation Requirements during the school holidays except for the fortnight in which the Christmas public holiday falls.

(Guide to Social Security 3.2.9.10)

Principal Carer Parents - employer initiated shut down period over the extended Christmas/New Year school holiday break

Principal Carer Parents who are fully meeting their Mutual Obligation Requirements by working 30 hours a fortnight (including instances when working is one of a combination of Activities) are considered to be meeting their requirements during the employer initiated shutdown period over the extended Christmas/New Year school holiday period. This only applies to Principal Carer Parents who reasonably expect to resume their employment when their employer resumes business in the New Year.

The employer initiated shut down period break can only be taken while the place of employment is closed, up to a maximum of eight weeks. After eight weeks the Principal Carer Parent will be required to participate in other Activities to meet Mutual Obligation Requirements while the employer is in the shutdown period.

Inability to obtain suitable childcare is a Valid Reason or Reasonable Excuse.

If the Principal Carer Parent is required to undertake an Activity but is unable to obtain suitable childcare, they will have an Acceptable or Valid Reason to not undertake that requirement. If this occurs, alternative requirements must be set to enable the job seeker to meet their Mutual Obligation Requirements.
Mutual Obligation Requirements for job seekers with a Partial Capacity to Work

Job seekers have a Partial Capacity to Work if both their baseline work capacity and work capacity within two years of Intervention are less than 30 hours per week.

Mutual Obligation Requirements are based on a job seeker’s work capacity within two years with Intervention. However, job seekers are not required to participate immediately at the higher work capacity. Rather, the job seeker’s capacity to participate can be increased through participation in a suitable program of assistance or other appropriate Activity.

When a job seeker’s work capacity with Intervention is less than their baseline work capacity due to a deteriorating condition, their Mutual Obligation Requirements are based on their baseline work capacity.

Job seekers with an assessed Partial Capacity to Work of 15-29 hours per week can fully meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work including self-employment, approved study, or a combination of these Activities.

If they fully meet their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities these job seekers cannot be required to undertake Job Search or meet other requirements. They also do not need to remain connected with a Provider and will be Suspended on a Provider’s caseload.

Job seekers with an assessed Partial Capacity to Work who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the Period of Service, Suspensions and Exits Guideline.

Job seekers who have been assessed as having a Partial Capacity to Work of 0-14 hours per week can fully meet their Mutual Obligation Requirements by attending quarterly appointments with DHS.

Mutual Obligation Requirements for job seekers with temporary reduced work capacity

Job seekers may have a temporary medical condition with a temporary reduced work capacity applied by DHS (which is identified through an Employment Services Assessment). Job seekers will have reduced requirements for the period of their temporary reduced work capacity. Providers must take this into account when setting suitable approved Activities and the level of participation in the Job Plan.

A Provider may consider that a medical condition will temporarily impact upon a job seeker but the job seeker does not have a temporary reduced work capacity in the Department’s IT System. Providers should exercise judgement and take these personal circumstances into account when setting Mutual Obligation Requirements. Providers can also encourage relevant job seekers to contact DHS so that a temporary reduced work capacity status can be considered.

Job seekers who have been assessed as having a temporary reduced work capacity of 15-29 hours per week can fully meet their Mutual Obligation Requirements
through 30 hours per fortnight of paid work (including self-employment) approved study or a combination of these Activities.

If the job seeker is fully meeting their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities they cannot be required to undertake any Job Search or meet other requirements. They do not need to remain connected to a Provider and will be Suspended from the Provider’s caseload.

Job seekers with an assessed temporary reduced work capacity who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the Period of Service, Suspensions and Exits Guideline.

Job seekers who have been assessed as having a temporary reduced work capacity of 0-14 hours per week can fully meet their Mutual Obligation Requirements through participation in a quarterly interview with the DHS.

(Guide to Social Security 3.2.8.10)

**Mutual Obligation Requirements for mature age job seekers**

Job seekers 55 years of age and over can meet their full-time Mutual Obligation Requirements through paid work (including self-employment), approved Voluntary Work or a combination of these Activities, depending on their age and circumstances as follows:

- If the job seeker is 55 – 59 years of age and in their first 12 months of receiving payment, they can fully meet their Mutual Obligation Requirements by completing 30 hours per fortnight of paid work. This can also be met by completing 30 hours per fortnight of a combination of approved Voluntary Work and paid work. However, this must include at least 15 hours per fortnight of paid work.

- If the job seeker is 55 – 59 years of age and has been receiving payment for more than 12 months, they can fully meet their Mutual Obligation Requirements if they undertake at least 30 hours per fortnight of paid work, approved Voluntary Work or a combination of the two Activities.

- If the job seeker is aged between 60 and the age pension age, they can fully meet their Mutual Obligation Requirements if they undertake at least 30 hours per fortnight of paid work, approved Voluntary Work or a combination of the two activities.

These job seekers cannot be required to do Job Search or other requirements if they are meeting their Mutual Obligation Requirements in this way.

Job seekers should remain connected with a Provider but will be Suspended on a Provider’s caseload. However, Providers can continue to refer them to job opportunities.

These job seekers still have full-time Mutual Obligation Requirements until they obtain a full-time job or no longer receive income support.

DHS will make an initial Appointment with the Provider for job seekers 55 years of age and over, even if they are already satisfying their Mutual Obligation
Requirements (as above). Job seekers who fail to attend this Appointment or any other notified Provider Appointments or who fail to accept referrals to jobs, may be subject to action under the Targeted Compliance Framework.

See the Targeted Compliance Framework Guideline.

Mutual Obligation Requirements for some Ministers of Religion

Ministers of Religion who are either a Principal Carer Parent or have a Partial Capacity to Work will be regarded as fully meeting their part-time Mutual Obligation Requirements by undertaking at least 30 hours per fortnight of paid pastoral work for their religious organisation.

Monitoring by the Department of Human Services for job seekers fully meeting their requirements

For the above cohorts of job seekers, DHS will determine whether a job seeker is fully meeting their Mutual Obligation Requirements. If DHS establishes that they are participating sufficiently in appropriate Activities, they will update the job seeker’s Job Plan to include the Activities they are undertaking to fully meet their Mutual Obligation Requirements. Once DHS determines a job seeker is fully meeting their Mutual Obligation Requirements, the job seeker will be a DHS managed job seeker or exited from the Provider’s caseload.

Continuing voluntarily in Employment Services

A job seeker fully meeting their Mutual Obligation Requirements may elect to participate voluntarily in services while they are Suspended after:

- being contacted by their Provider to discuss and agree to voluntarily participate while Suspended from employment services
- notifying DHS, who will either call their Provider or book an Appointment for them
- contacting their Provider directly to request services.

If a job seeker who is Suspended from employment services elects to voluntarily participate in employment services, the Provider must provide services to the job seeker.

If a job seeker who is fully meeting their Mutual Obligation Requirements participates voluntarily in employment services, Providers must not remove the relevant compulsory Activities that DHS has included in their Job Plan. Additional Activities included in the Job Plan must be added as voluntary.

Sufficient work test

The decision that a job seeker is doing sufficient work would generally be restricted to cases where the person can fully meet their Mutual Obligation Requirements while still receiving some payment and a person can demonstrate a stable pattern of employment and earnings (e.g. permanent part-time work). If there is significant variation in hours worked and earning from fortnight to fortnight, whether a job seeker’s work fully meets their Mutual Obligation Requirements must be determined fortnightly.
Self-employment will satisfy the sufficient work test if the job seeker is working at least their required number of hours and the taxable income provides the equivalent of the national minimum wage rate for the minimum required hours. If self-employment does not satisfy the sufficient work test, the job seeker will generally be required to look for alternative work.

Documentary evidence: Providers must document a job seeker’s satisfactory participation in self-employment as per the Documentary Evidence for Annual Activity Requirements and other Approved Activities section of this guideline.

If a job seeker’s commitment to their business activities interferes with required Job Search or other Activities, the person will usually not be considered to be ‘unemployed’ for the purpose of qualifying for income support.

(Monitoring 3.2.2.10)

Mutual Obligation Requirements for Early School Leavers

An Early School Leaver is a person who receives Youth Allowance (other), is under 22 years of age and has not completed Year 12, the final year of secondary school or an equivalent Australian Qualifications Framework Certificate III level or above.

Until they turn 22 years of age or attain Year 12 or an equivalent qualification, Early School Leavers are generally required to participate in:

- full-time education or training with no Job Search requirement, including Certificate I and II level courses
- a combination of part-time education or training and part-time work for a total of 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) and no job search requirement
- other approved Activities for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week), including the requirement to do up to 20 job searches per month.

Early School Leavers who are eligible for Youth Jobs PaTH Employability Skills Training and PaTH Internship Placements must still undertake Job Search. For further information on these programs, refer to Youth Jobs PaTH Employability Skills Training (EST) section of this guideline.

Once an Early School Leaver has completed Year 12 or an equivalent qualification or turns 22 years of age, they will no longer be an Early School Leaver. They will be subject to the Mutual Obligation Requirements that apply to other job seekers.

Verification of an Early School Leaver’s qualifications

Only DHS can verify a Year 12 or equivalent qualification to determine whether a young person is no longer an Early School Leaver. DHS will accept any of the following:

- a Year 12 certificate issued by a Senior Secondary Board of Studies
- an Australian Qualification Framework Certificate III
- a higher qualification issued by a Registered Training Organisation or higher educational institution
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- a Certificate III or IV of General Education for Adults
- the International Baccalaureate
- other higher education pre-entry course.

Documentary evidence: Providers must fax an Early School Leaver’s qualifications to the DHS Business Hotline on 1300 786 102. Sight the original and send a copy of the completed qualification with the cover sheet at Attachment B. If the original qualification has been lost or destroyed, a certified copy of the qualification or a letter from the education institution formally verifying attainment of the qualification will be accepted. If none of these can be obtained, a statutory declaration from the Early School Leaver will be accepted. The statutory declaration must include the name of the course, date completed, name of institution and institution contact details, and must be appropriately certified. Do not send verification requests to DHS if the education level is below Year 12.

If DHS does not accept the qualification, they will contact the Provider. Providers must contact the Early School Leaver to advise them of the reason the qualification was not verified.

System step: Where accepted by DHS, update the education level information in the Job Seeker Classification Instrument to reflect the Early School Leaver’s advised higher level of educational attainment.

(Mutual Obligation Requirements for pregnant job seekers)

Generally, Mutual Obligation Requirements for pregnant job seekers will not change during the first two trimesters of pregnancy. However, Providers must take into account the job seeker’s personal circumstances when setting their Mutual Obligation Requirements.

Pregnant job seekers will not be required to undertake Job Search from three months before their due date. During this time, Providers cannot compel these job seekers to accept job offers or referrals to job interviews.

Pregnant job seekers will be exempt from Mutual Obligation Requirements six weeks from their expected due date.

(Job seekers exempt from Mutual Obligation Requirements)

If a job seeker is temporarily unable to meet their Mutual Obligation Requirements, DHS may grant an Exemption from requirements for a specified period. This recognises the different family and personal situations that job seekers face and can prevent them from participating in Job Search, paid work, Work for the Dole, vocational training or a range of other Activities designed to improve their employment prospects.

The types of Exemptions that may be applied include but are not limited to the following situations:

- temporary medical incapacity
- serious illness
pre and postnatal

- caring for children with a disability or other special family circumstances
- domestic violence
- other special circumstances.

If a Provider believes that the job seeker does not have the capacity to meet their Mutual Obligation Requirements, the job seeker should be encouraged to contact DHS to test their eligibility for an Exemption. Job seekers will need to provide evidence to support their claim.

If applying for an Exemption due to a temporary medical condition, the job seeker will need appropriate evidence, for example an approved medical certificate.

However, DHS should wherever possible reduce a job seeker’s Mutual Obligation Requirements rather than exempting them completely.

Job seekers granted an Exemption will be Suspended from a Provider’s caseload for the period of the Exemption. Some job seekers with longer-term Exemptions may be Exited from a Provider’s caseload. However, job seekers may voluntarily choose to continue participating with employment services.

NOTE: some job seekers considering an application for a Disability Support Pension may need to demonstrate that they have actively participated in a Program of Support to be eligible for Disability Support Pension. You should advise these job seekers that periods of exemption will not be counted as participation in a Program of Support. More information for providers can be found in the [Program of Support Fact Sheet](https://ecsnaccess.gov.au/sites/SecureSitePortal/jobactive/Guidelines/Servicing/Pages/default.aspx) that is available on the Provider Portal at [https://ecsnaccess.gov.au/sites/SecureSitePortal/jobactive/Guidelines/Servicing/Pages/default.aspx](https://ecsnaccess.gov.au/sites/SecureSitePortal/jobactive/Guidelines/Servicing/Pages/default.aspx).

**Job seekers subject to domestic violence**

If there is any suspicion of domestic violence (including family violence) then Providers must refer the job seeker to a DHS social worker. Providers should also refer a job seeker to one of the national or state-based organisations for advice and information about domestic violence.

Providers notified of domestic violence (including family violence) as the reason for not meeting Mutual Obligation Requirements, must consider this in their assessment of whether or not the job seeker had a Valid Reason.

If a job seeker is subject to domestic violence (including family violence), DHS will make an assessment on whether an Exemption is granted and the appropriate length of the Exemption from their Mutual Obligation Requirements.

If the job seeker is a Principal Carer Parent and subject to domestic violence, DHS must grant an Exemption.
Suitable Activities to meet Mutual Obligation Requirements and the Annual Activity Requirement

Consider the job seeker’s Stream and Phase when setting a job seeker’s Mutual Obligation Requirements. In particular, consider whether the job seeker is in the Work for the Dole Phase and has an Annual Activity Requirement.

Include approved Activities in the job seeker’s Job Plan that will enable the job seeker to meet their Mutual Obligation Requirements using the correct Job Plan code linked to the Activity scheduled in the Calendar. If the job seeker is in the Work for the Dole Phase, sufficient hours of Activities must be scheduled in the Calendar to allow the job seeker to meet their Annual Activity Requirement.

Depending on a job seeker’s circumstances, there is a range of Activities a job seeker may undertake to meet their Mutual Obligation Requirements (some of which are described below).

Approved Programs of Work

Only job seekers over 18 years of age can take part in an Approved Program of Work.

All job seekers participating in an Approved Program of Work (whether they are receiving a full or part rate of income support payment) are eligible for the Approved Program of Work Supplement of $20.80 a fortnight (Social Security Law).

Approved Programs of Work for jobactive job seekers include:

- the National Work Experience Programme – the NWEP can only be included as a voluntary not compulsory Activity in the Job Plan
- Work for the Dole - Only job seekers over 18 years of age can take part in Work for the Dole

Work for the Dole can only be included as a voluntary (not compulsory) Activity in the Job Plan if:

- the job seeker is receiving less than the full rate of Newstart Allowance, Youth Allowance (other), or Parenting Payment Single, where the rate is reduced due to the income test (combined income of the job seeker and, if applicable, their partner)
- for Special Benefit- Nominated Visa Holders, the person or, if applicable, their partner has income
- the Activity is more than 50 hours per fortnight, or
- the job seeker is 60 years of age and over.

In all other circumstances, except for job seekers under 18 years of age, Work for the Dole can be included as a compulsory Activity in the job seeker’s Job Plan.

Work for the Dole

Only job seekers over 18 years of age can take part in Work for the Dole.

Work for the Dole may be included as a voluntary Activity in the job seeker’s Job Plan in the above circumstances. However, job seekers in these circumstances can be compelled to participate in another Activity to enable them to meet their Annual Activity Requirement.
If the job seeker is receiving anything less than the full rate of income support, then Work for the Dole may be included in combination with other approved Activities to meet their Annual Activity Requirement. If they elect to do this, then Work for the Dole must be included as a voluntary Activity in their Job Plan.

Providers should regularly review if the job seeker is receiving a full rate of income support or a reduced rate due to the income test. Providers can view a job seeker’s previous four fortnight’s income support payment rate on the Department’s IT System Notification screen. If a job seeker returns to the full rate of income support, the Provider can update the job seeker’s Job Plan to include Work for the Dole as a compulsory Activity.

**Documentary evidence:** Providers may also consider requesting documentary evidence from the job seeker to determine if a job seeker is declaring income to DHS or is on a reduced rate of income support for other reasons.

If the job seeker fails to actively participate in the voluntary Work for the Dole Activity, then a Provider should consider replacing it with an alternative compulsory Activity so that the job seeker can meet their Annual Activity Requirement. For example, the job seeker could be compelled to do some voluntary work to achieve the required hours each fortnight. The job seeker should not receive the Approved Program of Work Supplement in a fortnight in which they did not actively participate in Work for the Dole.

**National Work Experience Programme**

The National Work Experience Programme provides voluntary short-term placements for job seekers 17 years of age or over, regardless of whether the job seeker is receiving full or part rate of income support payment.

**Work Experience (Other) Placements**

Work Experience (Other) Placements provide voluntary, short-term, observational unpaid work experience placements for job seekers 15 years of age or over, regardless of whether the job seeker is receiving an income support payment. Participation in this Activity can contribute towards a job seeker’s Mutual Obligation Requirement, but is not approved for Annual Activity Requirement purposes except for Stream C jobactive job seekers.

**Youth Jobs PaTH Employability Skills Training (EST)**

A job seeker is Employability Skills Training (EST) Eligible if they are between 15 and 24 years of age, receiving income support and have Mutual Obligation Requirements.

EST Courses consist of 75 hours of training, delivered at 25 hours per week over three weeks for job seekers with full time Mutual Obligation Requirements and 15 hours per week over five weeks for job seekers with part-time Mutual Obligation Requirements.

An EST Eligible job seeker has a mandatory requirement to participate in EST once they have received services through jobactive for five months. An EST mandatory job seeker must be considered for both types of EST courses.
Reports are available in ESS Web and Qlik, which identify EST mandatory and eligible job seekers, including those not in any Activity.

An EST mandatory job seeker retains their mandatory status until they have completed both EST Courses. This is to encourage the development of employability skills. ESS Web recognises completion of an EST Course when a completion payment is claimed by the EST Provider.

Once a job seeker has completed both types of EST Courses and the associated completion payments have been claimed by the EST Provider, the job seeker will revert to and maintain an EST Eligible status for as long as they meet the eligibility criteria.

Providers have discretion not to refer a job seeker (for whom EST would otherwise be mandatory) to an EST Course, or include EST as a compulsory Activity in the Job Plan if the Provider considers that the job seeker:

- already has the relevant skills and experience (such as through having relevant recent workforce experience or already having a part time job)
- has recently completed similar training
- has Non-Vocational Barriers that must be addressed first as a priority before they can benefit from the training - this could include language issues, health issues or family problems
- would have to travel more than 90 minute each way to the training (60 minutes for job seekers with part-time Mutual Obligation Requirements) or there are no suitable EST courses available
- is referred to another suitable Activity - this should only be used when there is an active referral or commencement to another Activity in ESS Web. Where another Activity referral is in place with an end date in the near future, Providers should consider creating an EST referral for a future course. This provides an opportunity for the job seeker to move from their current activity into EST

Choosing one of these reasons in ESS Web removes the job seeker from the count of job seekers who are EST Mandatory. After eight weeks the Department’s IT System will override and unselect the reason, making the job seeker EST Mandatory again. Providers must then reassess the suitability of EST for the job seeker. Provider’s use of these reasons will be monitored.

Job seekers who are EST eligible can also be referred to an EST Course from day one in jobactive.

Providers will receive a notification in the Department’s IT System when job seekers have been serviced in jobactive for five months. The Activity Management Guideline provides details on EST, including how to record reasons for why a job seeker will not be participating in EST Courses.

Job seekers with part-time Mutual Obligation Requirements such as Principal Carer Parents or others with a Partial Capacity to Work may volunteer to undertake more than 15 hours per week of EST. The additional hours will need to be recorded separately in the Job Plan as a voluntary Activity. These job seekers are encouraged to participate for the duration of the Course but cannot be compelled to undertake additional hours. If the job seeker is unable to meet the Course hours, the Provider should consider a more suitable Activity.
System step: If a job seeker is EST mandatory, ESS Web prevents the finalisation of their job plan when making a referral to other activities. When referring an EST mandatory job seeker 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.

PaTH Internship Placements

Young job seekers 17–24 years of age, with Mutual Obligation Requirements, can participate in a PaTH Internship.

Eligible young job seekers must:

- be in jobactive Stream A and have participated in either block one, or block two Employability Skills Training; or
- be in jobactive Stream A and have been continuously serviced in employment services from any jobactive provider, Transition to Work provider or Disability Employment Services provider for at least six months; or
- be in jobactive Stream B or C, Transition to Work or Disability Employment Services.

Early School Leavers can participate in a PaTH Internship. PaTH Internship placements are to be included in the Job Plan as a voluntary item. However, if the job seeker fails to participate, then the Provider will need to place them in an alternative compulsory Activity.

See the [Managing PaTH Internships Guidelines](#) for further information.

Career Transition Assistance (CTA)

All job seekers aged 45 years and over, and registered with a jobactive Provider, are eligible to participate in CTA. CTA provides opportunities for mature-age people to identify and articulate transferable skills, increase their job readiness and better target their job search to local industries and available jobs, and develop basic functional IT skills.

Participation in CTA is 75 hours over an eight-week period. Where a job seeker with part-time Mutual Obligation Requirements is referred to CTA, the jobactive Provider should select and modify the schedule in the job seeker’s calendar as necessary to meet the job seeker’s needs.

CTA is an approved Activity for the purposes of meeting a job seeker’s AAR and will fully meet the job seeker’s AAR for the duration of their participation in CTA while in the Work for the Dole Phase.

Participation in CTA is voluntary, and CTA can only be added to a job seeker’s Job Plan as a voluntary Activity. CTA Providers will advise the job seeker’s jobactive Provider if the job seeker stops attending CTA. If the job seeker is exited from CTA, the jobactive Provider must place them in an alternative approved Activity.

Launch into Work

Participation in Launch into Work program pre-employment projects may be included as a voluntary Activity in the job seeker’s Job Plan. Providers should record this Activity in the Job Plan using the free text code. Providers should include the
relevant activity details, such as host information and dates and hours of participation.

Participation in Launch into Work program pre-employment projects will fully meet participants’ Annual Activity Requirements for the duration of the project. Participants will not have to complete other activities whilst participating in the project.

Regional Employment Trials – 10 Selected Trial Regions

Participation in the Regional Employment Trials Activity will meet the job seeker’s AAR for the duration of their participation in the Regional Employment Trials Activity.

Participation a Regional Employment Trials Activity is voluntary, and providers should record participation in a Regional Employment Trials Activity as a voluntary activity in the job seeker’s Job Plan.

See the Regional Employment Trials Guideline for further information, including on selected trial regions.

Approved study and short courses

People undertaking full time study should be placed on a student allowance. Providers should refer full time students to DHS for an income support payment eligibility check.

Job seekers on income support payments such as Newstart, Youth Allowance (other) and Parenting Payment Single may participate in certain approved education or training.

Providers are responsible for identifying what training relates to skills in demand in each particular Employment Region.

Job seekers undertaking an approved full time short course will still be required to undertake Job Search and accept suitable work.

In some circumstances PCPs receiving PES may continue to receive income support payments to complete their full time study.

What is an appropriate course of study

Providers can approve a job seeker’s participation in study or training under the following short course provisions:

- vocationally based
- less than 12 months or two semesters in duration
- the job seeker has a semester or six months full-time equivalent remaining to complete their course and the course would greatly improve their employment prospects
- the Provider determines that participation is necessary and the course is vocationally orientated
Managing and Monitoring Mutual Obligation Requirements Guideline

- highly likely to provide a job seeker with a qualification that will result in an Employment Outcome, improve their employability or lead to qualifications in an identified skills in a demand area as determined by the Provider

- the job seeker is a single Principal Carer Parent on Newstart Allowance and has been granted Pensioner Education Supplement (PES) for the academic course (or longer course that is 12 months or more). For the purposes of meeting their Mutual Obligation Requirements, a single Principal Carer Parent on Newstart Allowance can continue to undertake the study for which Pensioner Education Supplement was granted as an approved Activity until that course has been completed. Providers need to sight evidence that the single Principal Carer Parent on Newstart Allowance is in receipt of Pensioner Education Supplement for that course

- the job seeker is in receipt of Parenting Payment Single (this study would usually be approved by DHS)

- the job seeker is a Parenting Payment recipient who transfers to Newstart Allowance or Youth Allowance (other) and in some limited instances where a job seeker was granted the Disability Support Pension and then transferred to Newstart Allowance or Youth Allowance (other). They are able to continue their studies in the same course they commenced while receiving Parenting Payment or Disability Support Pension (this would usually be approved by DHS) for which they receive the Pensioner Education Supplement (PES).

Providers cannot approve, under short course provisions, full-time courses of 12 months (two semesters) or longer in duration, or Masters or Doctorate courses.

Note: Job seekers in receipt of Special Benefit (NVH) who have not attained a Year 12 or equivalent qualification, may undertake full-time study in a school institution up to Year 12. These job seekers will still be required to attend Provider appointments and undertake up to 20 Job Searches per month.

A Short Course:
- is vocationally based
- is less than 12 months or two semesters in duration
- is necessary so the job seeker can accept an offer of work
- leads to an early employment outcome
- leads to qualifications in an identified area of skills shortage

Approving a Short Course

Providers are responsible for making approval decisions under approved short course provisions.

An approved short course must be included as a compulsory Activity in the job seeker’s Job Plan.

If a Provider approves the Activity as an approved short course and includes it in the job seeker’s Job Plan then the job seeker must still look for work and attend appointments with their Provider as long as it does not conflict with the scheduled time of the course. Job seekers with full time mutual obligation requirements cannot fully meet their mutual obligation requirements with full time study. They
are required to accept any suitable work that does not conflict with scheduled course times and must not limit their Job Searches to areas relating to the course.

A Principal Carer Parent or job seekers with a Partial Capacity to Work of 15 - 29 hours per week undertaking an approved short course for at least 30 hours per fortnight is considered to be fully meeting their part-time Mutual Obligation Requirements. These recipients are managed by DHS and will be Suspended from the Provider’s caseload.

For information for Providers deciding to fund an education or training course, see the Using the Employment Fund General Account Guideline.

Breaks in Activities

If a job seeker has a break in an Activity which is required to satisfy their Mutual Obligation Requirements, the Provider must update the job seeker’s Job Plan with other Activities to meet their Mutual Obligation Requirements.

There is no need to adjust a job seeker’s requirements if they have a break of less than or equal to four weeks that is outside their control. If the break is greater than four weeks then the job seeker must do other requirements, such as Job Search, for the period of the break. The Job Plan must be updated to include the new requirements.

(Guide to Social Security 3.5.1.70)

2. Suitable work

Job seekers must actively look for work and be prepared to accept any offer of suitable work in a variety of fields. Any work can be considered suitable provided it meets certain safeguards set out in Social Security Law, such as minimum statutory conditions and related health and safety considerations.

‘Suitable work’ includes any work that a job seeker is capable of doing, not just work the job seeker prefers to do or is specifically qualified for. This can include casual or permanent, and part-time or full time work depending on the job seeker’s assessed capacity. Job seekers are required to accept suitable work that may not be their first preference while they continue to look for work that better matches their qualifications, expertise and interest.

Work is unsuitable if it:

- involves skills, experience or qualifications that the person does not have and appropriate training will not be provided by the employer
- is above the job seeker’s assessed work capacity within the next two years with intervention
- may aggravate a pre-existing illness, disability or injury and medical evidence has been provided
- involves health or safety risks and would contravene an occupational health and safety law
- has terms and conditions which are less generous than the applicable statutory conditions
• involves commuting from home to work that would be unreasonably difficult (more than 60 minutes one way for Principal Carer Parents and those with Partial Capacity to Work and more than 90 minutes one way for other job seekers)
• involves enlistment in the Defence Force or the Reserve Forces
• requires the person to change residence.

(Unsuitable work for Principal Carer Parents)

In addition to the above ‘unsuitable work’, Principal Carer Parents cannot be required to accept employment of more than 25 hours a week. Additionally, Providers should consider whether:
• the Principal Carer Parent has access to appropriate care and supervision for their child/children during the times when they would be required to work
• the location of either the workplace or the child care facility would make the total travel time to and from work unreasonable
• the Principal Carer Parent will be at least $50.00 a fortnight financially better off as result of working.

(Unsuitable work for job seekers with a Partial Capacity to Work)

In addition to the list above of ‘unsuitable work’, work is unsuitable for job seekers with a Partial Capacity to Work if:
• it does not provide appropriate support or facilities to take account of the illness, disability or injury
• the total cost of participating in employment means that the job seeker would be financially worse off as a result of undertaking the work. Examples include personal care requirements incurred by the job seeker to get ready for work or while on the job; disability aids required for participation in the job that are not covered by the Employer and the cost of travel to and from the job by the job seeker’s means of transport.

3. Job Search Requirements are an important part of Mutual Obligation Requirements

Set the number of Job Searches a job seeker is required to undertake per month in accordance with the Deed, this Guideline and Social Security Law. Record the number of Job Searches required in the job seeker’s Job Plan.
Job seekers with Mutual Obligation Requirements will usually have to look for work.

The number of Job Searches generally expected of job seekers (including Principal Carer Parents and those with a Partial Capacity to work of 15 to 29 hours per week) is:

- for Stream A and Stream B job seekers – 20 Job Searches per month
- for Stream C job seekers – Job Search depends on capacity
- for job seekers aged 60 years and over (regardless of Stream) – Job Search depends on capacity.

Job seekers cannot be required to do more than 20 Job Searches per month.

See Guide to Social Security 3.2.9.30 for additional information on setting Job Search requirements.

(Deed references: Clause 113)

Job seekers who do not have Job Search Requirements

The following job seekers will not be required to undertake Job Search while they are fully meeting their Mutual Obligation Requirements:

- Principal Carer Parents
- those with a Partial Capacity to Work of 15 to 29 hours per week
- job seekers 55 years of age and over
- job seekers undertaking Drug and Alcohol rehabilitation in a Residential Program
- refugee job seekers undertaking activities to help adjust to life in Australia and to increase chances of finding work.
- The following job seekers will not be required to undertake Job Search while they are meeting their Mutual Obligation Requirements pregnant job seekers will not be required to undertake Job Search from three months before their due date.
- NEIS Prospective Participants who have been assessed as NEIS Eligible but have not yet signed a NEIS Participant Agreement will have their Job Search requirements reduced to zero while participating in NEIS Training.
- NEIS Participants in receipt of Parenting Payment (Single) or the Disability Support Pension are able to choose to remain on their current payment or move to NEIS Allowance. Where they remain on their current payment while participating in NEIS Assistance and actively working on their small business, they do not have Job Search or other Mutual Obligation Requirements.
- 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) must not have any Job Search requirements in their Job Plan.

Recording Job Search requirements in the Job Plan

When setting compulsory Job Searches, Providers must use the JS09 code. The Department is actively monitoring Job Plans and would expect that:

- for Stream A and Stream B job seekers, all Job Plans should contain JS09.
for Stream C job seekers, most Job Plans should contain JS09. In some Exceptional Circumstances, Job Searches may not be required for a limited period while non-vocational issues are actively being addressed.

Circumstances that may reduce Job Search requirements

Do not reduce the number of Job Searches a job seeker is required to undertake merely because the job seeker is undertaking other Activities - in particular study or during the Work for the Dole Phase.

Providers may reduce the number of Job Searches as a result of a job seeker’s:

- physical, intellectual or psychiatric impairment
- non-residential treatments or counselling for drug and alcohol dependency
- preventative health treatments and interventions – (for jobactive Indigenous job seekers and Stream C job seekers)
- substantially elevated level of family and caring responsibilities
- accommodation situation, where this is likely to impede Job Search
- education or skill level, where this is likely to substantially limit job opportunities
- current employment status (part-time or casual work)
- domestic violence (including family violence) or family relationship breakdown (DHS may grant an Exemption from Mutual Obligation Requirements in these circumstances)
- level of English language skills, if job seeker is doing a course to improve these skills
- cultural factors
- the state of the labour market and the transport options available to the person in accessing that market, for example, taking into account travel time.

For example, a Stream A job seeker either living in a metropolitan area or within 90 minutes travel time to metropolitan area would be expected to have 20 Job Searches per month. In a regional area with limited vacancies and where the travel time to more positive labour markets is more than 90 minutes, it might be appropriate that a Stream A job seeker has a lower Job Search requirement, for example, 15 Job Searches per month.

Job Search requirements for Early School Leavers who are not meeting their requirements through study or paid work

Early School Leavers who are meeting their Mutual Obligation Requirements through approved Activities other than just paid work and study for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) must have up to 20 Job Searches per month in their Job Plan.

(Job Guide to Social Security 3.2.9.30)

Job Search requirements while studying Language, Literacy and Numeracy courses

If a Provider has identified that a job seeker needs to improve their Language Literacy and Numeracy skills, the number of required Job Searches may be reduced (but not reduced to zero) while the job seeker is actively participating in an accredited Language Literacy and Numeracy course. Approved courses include the
Skills for Education and Employment program and the Adult Migrant English Program. Providers must ensure that the job seeker has some Job Search requirement recorded in their Job Plan while participating in these programs.

**Job Search requirements for Stream C job seekers and job seekers 60 years of age and over**

The number of Job Searches required by Stream C job seekers and job seekers 60 years of age and over depends on their capacity. Generally, 10 Job Searches per month are expected.

When setting an appropriate number of Job Searches, in addition to other considerations, Providers may also consider:

- other non-vocational issues or vocational issues that are being, or have been addressed
- if the job seeker has undertaken re-skilling or re-training
- for Stream C job seekers, it might be appropriate in some Exceptional Circumstances to have no Job Searches for a period while non-vocational issues are actively being addressed.

For Stream C job seekers, the number of Job Searches required is expected to increase over time as they overcome or sufficiently manage personal or non-vocational issues.

**Job Search requirements for those in paid work**

For job seekers with full-time Mutual Obligation Requirements:

- if doing at least 40 hours of declared paid work (including self-employment) per fortnight then the number of Job Searches should be halved. If the job seeker is doing a significant number of hours of paid work per week and receiving only a residual amount of income support, the number of Job Searches may be reduced further.
- if doing at least 70 hours of declared paid work (including self-employment) per fortnight then the job seeker should have no Job Search requirement.

For job seekers with part-time Mutual Obligation Requirements (Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week):

- if doing 11 to 29 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches should be halved
- if doing 30 hours or more of declared paid work (including self-employment) per fortnight, the job seeker should have no Job Search requirement.

(Deed references: Clause 113)

**4. Annual Activity Requirement**

The Annual Activity Requirement is the set number of hours that a job seeker must complete in approved Activities when in the Work for the Dole Phase.

Most job seekers have an Annual Activity Requirement when they enter into the Work for the Dole Phase and must participate in an approved Activity or combination of approved Activities to meet their Annual Activity Requirement.
Providers must ensure that job seekers in the Work for the Dole Phase fulfil their Annual Activity Requirement. Work for the Dole Phase Activity commencement and participation are performance measures in Providers’ Star Ratings. For more information on the Star Ratings, see the Performance Framework Guideline.

(Deed references: Clauses 107, 108, 109)

**Entering the Work for the Dole Phase**

All job seekers who are commencing in the Work for the Dole Phase for the first time start the phase after they have been in jobactive for 12 months. Following this, job seekers will need to take part in the Work for Dole Phase for a continuous six months each year they remain in jobactive.

**Determining the hours of participation to meet the Annual Activity Requirement**

The number of hours of participation in approved Activities that a job seeker requires to meet their Annual Activity Requirement depends on their age, their assessed capacity to work and whether they are a Principal Carer Parent.

**Job seekers with no Annual Activity Requirement:**

- job seekers who have reached Age Pension age.
- job seekers who are fully meeting their part-time Mutual Obligation Requirements through participation in appropriate Activities for 30 hours per fortnight
- job seekers 55 years of age and over during the period they are meeting their full-time Mutual Obligation Requirements through participation in appropriate Activities for 30 hours per fortnight
- job seekers with a Partial Capacity to Work or temporary reduced work capacity of 0 to 14 hours per week
- job seekers with Community Service Orders of 20 or more hours per week
- Early School Leavers with full-time Mutual Obligation Requirements already undertaking 25 hours a week of approved Activities or full-time study.

**Using the Annual Activity Requirement Calculator**

The Annual Activity Requirement Calculator on the Department’s IT System provides information on how many hours of participation job seekers need to complete to meet their Annual Activity Requirement. See the Department’s IT System Online Help for more information on how to access the Annual Activity Requirement Calculator.

**Note:** Under the Targeted Compliance Framework, where Activities are recorded in the Calendar, which contribute to a job seeker’s Annual Activity Requirements, the Department’s IT System will calculate hours. There are exceptions, however, where hours will still need to be manually calculated, when hours need to be adjusted.

**Participation hours for job seekers with full-time Mutual Obligation Requirements**

- Up to 49 years of age: generally must participate for 650 hours over 26 weeks (50 hours per fortnight)
- Aged 50 to 59 years of age: generally must participate for 390 hours over 26 weeks (30 hours per fortnight).
- Aged 60 years to the aged pension age: generally must participate for 130 hours over 26 weeks (10 hours per fortnight).

**Participation hours for job seekers with part-time Mutual Obligation Requirements**
- Under 30 years of age: generally must participate for 390 hours over 26 weeks (30 hours per fortnight).
- 30 to 59 years of age: in most circumstances must participate for 200 hours over 26 weeks (15 to 16 hours per fortnight).
- Aged 60 years to the aged pension age: generally must participate for 130 hours over 26 weeks (10 hours per fortnight).

**Participation hours for any job seekers undertaking Defence Reserves**
- For job seekers undertaking Defence Reserves: 240 hours over 26 weeks (18 - 20 hours per fortnight).

**Participation in the Launch into Work program**
For job seekers in the Work for the Dole phase, participation in Launch into Work program pre-employment projects will fully meet Participants’ AAR for the project’s duration. If the Participant stops attending the project, or does not commence employment with the Launch into Work Organisation at the end of the project, they need to be referred to another AAR activity in order to complete their AAR hours for the remaining weeks of their Work for the Dole phase.

**Participation in Regional Employment Trials Activities**
Participation in the Regional Employment Trials Activity will meet the job seeker’s AAR for the duration of their participation in the Regional Employment Trials Activity. If the participant stops attending the activity they need to be referred to another AAR activity in order to complete their AAR hours for the remaining weeks of their Work for the Dole phase.

See the Regional Employment Trials Guideline for further information.

**Participation hours in study/training**

**Full-time load**
If the training Provider considers the job seeker has a full-time study load then the job seeker will meet their fortnightly hour’s requirement in the fortnights they are studying, regardless of actual contact hours.

For example, a job seeker who has an Annual Activity Requirement of 50 hours per fortnight and undertakes 44 contact hours per fortnight of full-time study does not have to complete any additional hours in another Activity while they are undertaking a full-time study load.
Non-contact hours

Published non-contact study hours for job seekers undertaking part-time study/training will also count towards a job seeker’s Annual Activity Requirement, as long as they do not exceed the course’s face-to-face hours. Where a course’s non-contact study hours are not published, up to a maximum of 10 non-contact study hours per fortnight can be counted towards part-time study. Any non-contact study can be reflected in the Job Plan by using the appropriate Job Plan code, with study recorded in the job seeker’s Calendar.

Online courses

For online courses, it is expected that the majority of course hours are non-contact. In these cases, study load (hours) and duration requirements as published by the training institution will count towards a job seeker’s Annual Activity Requirement. If the total part-time study hours are not sufficient to meet a job seeker’s Annual Activity Requirement, other Activities will also need to be undertaken.

System step: For study or training Activities, Providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

Change of circumstances during the Work for the Dole Phase

If a job seeker’s circumstances change during their Work for the Dole Phase, their Annual Activity Requirement may also change. This may occur when a job seeker becomes or ceases to be a Principal Carer Parent, where a job seeker’s capacity to work changes or when a job seeker turns 30 years of age. In these instances, the job seeker’s participation must match their new requirement.

For example, if a job seeker who is 49 years of age and has an overall requirement of 650 hours turns 50 years of age while in the Work for the Dole Phase, their requirement will reduce to 390 hours. If they have already completed 390 hours due to undertaking 25 hours per week over their first four months in the Work for the Dole Phase, they will have already met their Annual Activity Requirement at this point in the Work for the Dole Phase.

Selecting Activities for a job seeker to meet their Annual Activity Requirement

After consultation with the job seeker, Providers must determine and source the Activities that the job seeker must undertake to meet their Annual Activity Requirement in accordance with the Deed, this Guideline and Social Security Law.

System step: The Provider must record these in the job seeker’s Job Plan, including the relevant hours of participation the job seeker needs to undertake each fortnight.

Providers placing job seekers into Activities must prioritise job seekers with Mutual Obligation Requirements over other job seekers.

System step: When recording CTA Courses in the Job Plan, the minimum hours of participation required will automatically populate, along with the timeframe for participation.
Approved Activities to meet the Annual Activity Requirement

- Work for the Dole
- part-time employment
- National Work Experience Programme
- Work Experience (Other)
- PaTH Internships
- PaTH Employability Skills Training (EST)
- Career Transition Assistance (CTA)
- Voluntary Work
- Launch into Work program pre-employment projects
- Regional Employment Trials Activities
- study/training (part-time or full-time)
  - Study/training is subject to the approved short course conditions (see the Approved short courses section of this guideline) and must be in:
    - a Certificate III course or higher (but not a Masters or Doctorate course), or
    - a Certificate I or II course commenced in the Case Management Phase but not yet completed when the job seeker moves into the Work for the Dole Phase (for these courses, any hours completed once a job seeker enters the Work for the Dole Phase will count towards a job seeker’s Annual Activity Requirement)
- accredited language, literacy and numeracy courses, which can include:
  - the Skills for Education and Employment program, or
  - the Adult Migrant English Program
- rehabilitation for drug or alcohol dependency
- other non-vocational assistance and Interventions for Stream C job seekers
- preventative health related Activities for jobactive Indigenous job seekers and Stream C job seekers
- Defence Reserves
- other government programs, including NEIS Training, state government programs and ‘Exploring Being My Own Boss’ Workshops
- non-government programs approved for Annual Activity Requirement purposes (see the Activity Management Guideline).

Further information on Activities suitable to meet a job seeker’s Annual Activity Requirement can be found in the Activity Management Guideline, Work for the Dole Guideline, and Managing PaTH Internships Guideline.

(Deed references: Clauses 107, 108, 109)
Activities that do not count towards a job seeker’s Annual Activity Requirement

There are certain Activities that will not count towards meeting a job seeker’s Annual Activity Requirement. These include:

- non-accredited education and training unless it is non-vocational assistance for Stream C job seekers
- Certificate I or II courses started after commencement in the Work for the Dole Phase (with the exception of accredited Language, Literacy and Numeracy courses)
- study outside of the approved short course conditions (including Masters and Doctorate courses)
- Non-vocational assistance and interventions. For example, careers counselling and personal development courses. Please note: For Stream A and B job seekers, satisfactory participation in the relevant number of hours in drug or alcohol addiction treatments (including rehabilitation) will meet their Annual Activity Requirement.

(Deed references: Clauses 107, 108, 109)

Considerations when selecting Activities to meet Annual Activity Requirement

Job seekers under 18 years of age

Job seekers under 18 years of age with Mutual Obligation Requirements are not eligible to participate in Work for the Dole.

Job seekers under 17 years of age are not eligible to participate in the National Work Experience Programme.

(Deed references: Clauses 107, 108, 109)

Job seekers 15-24 years of age

Employability Skills Training (EST) is available to eligible job seekers between 15 - 24 years of age who are receiving income support and have compulsory Mutual Obligation Requirements.

Young job seekers between 17–24 years of age, with Mutual Obligation Requirements, can participate in a PaTH Internship as a voluntary activity.

A job seeker will meet their fortnightly hour’s requirement in the fortnights they are participating in PaTH Internships or EST, regardless of the hours of participation.

See the Activity Management Guideline and Managing PaTH Internships Guideline.

Job seekers 18-49 years of age

For job seekers 18 - 49 years of age with full-time Mutual Obligation Requirements, Work for the Dole is the principal Activity to meet their Annual Activity Requirement unless they have:

- arranged to meet their Annual Activity Requirement through another approved Activity that will start at the time they become subject to the Annual Activity Requirement, or
- are already undertaking other approved Activities at the time they enter the Work for the Dole Phase.
Job seekers 50-59 years of age

Job seekers 50 to 59 of age with full-time Mutual Obligation Requirements may select which approved Activity they will undertake to meet their Annual Activity Requirement. Once chosen, this Activity should generally be entered as a compulsory requirement in their Job Plan.

(Deed references: Clauses 107, 108, 109)

Principal Carer Parents and job seekers with a Partial Capacity to Work

Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week of any age may select which approved Activity they will undertake to meet their Annual Activity Requirement. Once chosen, this Activity should generally be entered as a compulsory requirement in the Job Plan.

(Deed references: Clauses 107, 108, 109)

Job seekers with Community Service Orders

Job seekers with Community Service Orders of 20 hours or more a week do not have Mutual Obligation Requirements for the period of the Order.

If a job seeker has a Community Service Order of less than 20 hours a week they still have Mutual Obligation Requirements, however, the Community Service Orders take precedence. If these job seekers are in the Work for the Dole phase they will need to meet their Annual Activity Requirement in addition to their Community Service Order.

(Deed references: Clauses 107, 108, 109)

Certain job seekers undertaking non-vocational Activities/interventions

For Stream C job seekers, satisfactory participation for the relevant number of hours in non-vocational assistance or interventions (including preventative health treatments and drug or alcohol addiction rehabilitation will meet their Annual Activity Requirement i.e. the job seeker will be deemed to be fully meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in that Activity, regardless of contact hours.

For Stream A and B job seekers, satisfactory participation in the relevant number of hours in drug or alcohol addiction rehabilitation will meet their Annual Activity Requirement i.e. the job seeker will be deemed to be fully meeting their fortnightly Annual Activity Requirement in the fortnights they are participating in that Activity, regardless of contact hours.

For jobactive Indigenous job seekers and Stream C job seekers participation in preventative health treatments and interventions can be counted towards their Annual Activity Requirement.

Note: the relevant number of hours refers to the number of hours deemed suitable by the Provider, for the job seeker, for that particular non-vocational assistance or intervention. While there is no fixed lower limit on the number of hours per fortnight of contact hours, a job seeker must not be referred to reduced hours of
participation for the sole purposes of meeting their Annual Activity Requirement. The job seeker’s participation in these Activities must be sufficient enough to be treating their condition in order to meet the job seeker’s Annual Activity Requirement.

**Placing the job seeker in Activities**

Providers must commence job seekers who have an Annual Activity Requirement in an Activity immediately after entering the Work for the Dole Phase.

Job seekers may undertake a combination of Activities to meet an Annual Activity Requirement where it is deemed suitable or necessary by the Provider.

The time taken to commence a job seeker in an approved Activity at the start of the Work for the Dole Phase is a performance measure in Providers’ Star Ratings. For more information on the Star Ratings, see the Performance Framework Guideline.

For information on setting up and managing Activities, including important information on work health and safety, risk assessments and checks, refer to the Activity Management Guideline and the Job Plan and Setting Mutual Obligation Requirements Guideline.

(Deed references: Clauses 107, 108, 109)

**Setting the required hours in the Calendar**

**System step:** For job seekers undertaking Work for the Dole to meet their Annual Activity Requirement, Providers must use the Calendar to schedule the job seeker’s required participation, start and finish times as notified to the job seeker.

**System step:** For job seekers undertaking other Approved Activities, Providers must use the Calendar to schedule the required hours for all Activities, except:

- for Education and Training where the course is delivered online, or that portion of the course delivered online.
- where it is a requirement that the job seeker resides with the host organisation, either as part of a residential program or Drug and Alcohol Treatment or as part of Defence Reserves.
- for Employment and work experience activities where the hours are irregular and are organised directly between the job seeker and the employer or host.
- Where the Department’s IT System does not support scheduling of the activity. For more information see the Job Seeker Calendar and Annual Activity Requirement IT Supporting Document.

**System step:** For job seekers participating in CTA or a Regional Employment Trial, scheduling these activities in the Calendar is required. Any hours marked as attended will automatically accrue towards job seeker’s AAR. Providers should manually record additional monthly AAR hours for job seekers who are in the Work for the Dole Phase and who have an AAR so that the job seeker fully meets their AAR for the period of participation in CTA or a Regional Employment Trial.

**System step:** For job seekers undertaking a Launch into Work program pre-employment project, scheduling these Activities in the Calendar is not required.
Providers should manually record monthly AAR hours for job seekers who are in the Work for the Dole Phase and who have an Annual Activity Requirement.

For further information regarding how to set a job seeker’s required hours in the Calendar, refer to the Calendar user Guide on the Learning Centre Website.

(Deed reference: Clause 107)

Recording job seeker participation against the Annual Activity Requirement

**System step:** Job seekers will be responsible for recording their attendance at Activities. However, for those job seekers found not capable of recording attendance, Providers must record attendance in approved Activities using the Calendar. All results must be recorded by close of business on the day of participation in the activity.

- for study or training Activities, Providers must record the outcomes of the training course upon completion (for example, whether a certificate or statement of attainment was achieved).

For all Activity types, the Provider must negotiate with the Supervisor the most appropriate reporting and recording mechanism to ensure that the Provider can record in the system the number of hours a job seeker has participated in for each day (for Work for the Dole Activities) or month (for all other approved Activities). This should reflect the Host Organisation’s normal business practices. For short breaks, these may form part of the job seeker’s normal hours of participation, and count toward their Annual Activity Requirement.

Alternatively, when setting up the Activities in the Calendar, it is recommended that the Provider request evidence based attendance recording, which will include a QR code and passcode to be generated by the Department’s IT System. They must have the contact details of the Supervisor up to date so that the Supervisor can receive the QR code and passcode the day of the Activity. Job seekers will then be able to scan the QR code when they attend the Activity. If the Activity is longer than four hours, the Department’s IT System will generate two codes: one for the start of the Activity and one for the end of the Activity.

For further information regarding how to record attendance in the Calendar, refer to the Department’s Calendar and AAR Details IT Supporting Document and the IT System Online Help.

(Deed reference: Clause 107)

EST Providers will enter course details into the Calendar component of the Department’s IT System. Providers will refer and place eligible job seekers from their caseload into the courses; the Activity Diary is automatically updated with the course details.

**System step:** For CTA and Regional Employment Trial activities, satisfactory participation in the activity will meet the job seeker’s AAR. I.e. The job seeker will be deemed to be fully meeting their fortnightly AAR in the fortnights they are participating in CTA and Regional Employment Trial activities, regardless of the contact hours. Any hours scheduled that are marked as attended will automatically accrue towards the job seekers AAR. jobactive Providers must manually record the
relevant additional monthly hours as per the job seeker’s AAR, using the Monthly Hours section of the AAR Details screen of the Department’s IT Systems so that the job seeker fully meets their AAR for the period of participation in CTA or a Regional Employment Trial activity.

**Recording participation via the Supervisor App**

Supervisors can use the Supervisor App to record a job seeker’s attendance in Work for the Dole and other approved Activities. However, they should be encouraged to only do so for job seekers who:

- have been assessed as not being capable of recording or reporting their own attendance

or

- have been assessed as being capable of recording or reporting their own attendance but who are unable to do for themselves on the day.

In most cases it is expected that the Supervisor will receive a QR code or passcode that has been generated by the Department’s IT System, and job seekers will be able to scan it with their mobile devices to record their own attendance. If the activity is longer than four hours, the Supervisor will receive two QR codes or passcodes: one for the morning when the job seekers arrive, and one for the afternoon when the job seekers leave for the day.

For further information on the Supervisor App, refer to the [Work for the Dole IT Supporting Document](#).

**System step:** EST Providers will continue to have access to the Supervisor App to record job seekers attendance at EST courses where appropriate.

**Documentary evidence:** Where job seekers have used evidence to record their attendance directly into the Department’s IT System, offline records are not required to be kept. The same applies where Activity attendance information has been entered by the Activity Host Organisation into the Supervisor App or directly into the Department’s IT System, offline records are not required to be kept.

(Deed reference: Clause 107)

**Recording of Work for the Dole participation in the Calendar**

**System step:** Job seekers will be able to record their own attendance at Work for the Dole Activities. Where job seekers are not capable of recording their own attendance, or are unable to due to certain circumstances, Providers must record results against all required participation in the Calendar for every day that the job seeker was required to participate, as per notification issued to the job seeker by the close of business each day.

(Deed reference: Clause 107)

**Recording participation in paid work in the AAR Details screen**

**System step:** For participation in paid work Activities, ESS Web will automatically place the job seeker into a ‘Part Time/Casual Paid Employment’ Activity when the job seeker declares hours of paid work to DHS. If the job seeker is in the Work for
the Dole Phase, the system will automatically populate the AAR Details Screen with the hours declared to DHS.

Where necessary, Providers can override the hours received from DHS e.g. if they disagree with the DHS hours for a period and hold documentary evidence supporting the updated hours.

Recording other approved Activities either in the Activity Diary or AAR Details screen

**System step:** For all other Approved Activities, attendance results, to meet the Annual Activity Requirement must be recorded through the Calendar (using the same process as for Work for the Dole activities).

For job seekers doing on-line courses not required to be recorded in the job seekers Calendar are encouraged to record the total hours completed for each month in the Work for the Dole Phase within 20 Business Days of each month of participation.

If a job seeker is participating in an Activity that fully meets their Annual Activity Requirement, the Calendar will only count those hours that are scheduled towards the job seeker’s Annual Activity Requirement. The remaining hours should be credited by entering them in using the monthly hours section of the AAR Details screen.

Providers are to record the hours completed by the job seeker in all Approved Activities during the Work for the Dole Phase by the deadline of 20 Business Days after a job seeker exits the Work for the Dole Phase, or exits the Provider’s caseload (for example, exiting from jobactive or transferring to another Provider).

If nothing is entered into the system by then, the job seeker’s required hours will be recorded as zero for that period.

If Providers are aware that duplicate hours have been created for AAR, Providers must reduce the number of hours within 20 Business Days. This may occur when a job seeker is in paid work, a day of Activity is resulted as No Longer Required (NLR) as the job seeker is working on that day and declares the hours worked. The job seeker would be credited the higher of the two hours for the individual day.

(Deed reference: Clause 107)

Completing the Annual Activity Requirement

Recording requirements

**System step:** At the end of the Work for the Dole Phase, Providers must ensure the AAR Details screen correctly displays whether the job seeker has met their Annual Activity Requirement.

**System step:** Providers have up to 20 business days from when a job seeker exits the Work for the Dole Phase or when they exit the Provider’s caseload (e.g. exiting from jobactive or transferring to another Provider) to enter hours of participation the job seeker undertook within the Phase that were not required to be entered daily in the Calendar.
The Provider is not required to take any further action if the total hours recorded is equal to or greater than the job seeker’s required Annual Activity Requirement hours. In this case the AAR Details screen will display that the Annual Activity Requirement has been met.

If the recorded hours are lower than the required Annual Activity Requirement hours, but the job seeker has nevertheless met their Annual Activity Requirement (for example, the job seeker’s Mutual Obligation Requirements changed from part-time to full-time while they were in the Work for the Dole Phase), the Provider must within 20 Business Days of the end of the Work for the Dole Phase:

- select a reason in the system to indicate how the job seeker has met their Annual Activity Requirement
- record that the Annual Activity Requirement has been met.

If the recorded hours are lower than the job seeker’s required Annual Activity Requirement hours, no reason is selected and the Annual Activity Requirement has not been recorded as met, the job seeker will not have met their Annual Activity Requirement.

For further information regarding how to record completion of the Annual Activity Requirement, refer to the Department’s IT Systems Online Help.

(Deed reference: Clause 107)

Meeting the Annual Activity Requirement early

Within the Work for the Dole Phase

Within the Work for the Dole Phase, job seekers may be permitted to complete additional hours in an Activity every week or fortnight, either to allow them flexibility if their particular circumstances require it, or to assist a Host Organisation. These additional hours will count towards a job seeker’s Annual Activity Requirement and, in effect, means that some job seekers will satisfy their Annual Activity Requirement early. However:

- any hours a job seeker agrees to do in excess of 50 hours per fortnight in Work for the Dole must be created as a voluntary component of their Job Plan using the Job Plan code and recording Activities in the Calendar.
- job seekers must not undertake more than 50 hours per fortnight in a National Work Experience Programme Placement or a Work Experience (Other) Placement.

Job seekers should not be allowed to choose to complete hours early of their own accord. Any additional hours in a week/fortnight can only occur when agreed upon between the Provider, the Host Organisation and the job seeker, where there is an identified benefit to the job seeker.

If the Annual Activity Requirement is completed early, the Provider must ensure that the job seeker’s Job Plan continues to contain the other requirements that would enable the job seeker to continue to meet their Mutual Obligation Requirements. This includes attending Provider Appointments, undertaking any other appropriate Activities, undertaking Job Searches and acting on referrals to jobs in the remaining
Early commencement of the Work for the Dole phase

The Work for the Dole Phase can be brought forward for all stream job seekers after six months (but before 12 months) of jobactive services if the Provider considers the job seeker is not benefiting from, or actively participating in services/interventions designed to improve their employment prospects.

Annual Activity Requirement Record Keeping

Documentary evidence: In addition to recording the relevant information in the Department’s IT System, Providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions including drug or alcohol rehabilitation programs and preventative health treatments and interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme, Work Experience (Other) and PaTH Internships.
- CTA Agreement (for CTA Courses)
- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the job seeker and the Activity (for Activities where risk assessments are required to be undertaken)

Documentary evidence: For part-time/casual work or self-employment, the hours of paid work reported by the job seeker to DHS to stimulate the job seeker’s income support payment is acceptable documentary evidence. This information is automatically populated into the ‘Recording of DHS Part Time/Casual Paid Employment AAR Hours’ section of the AAR Details screen and no further documentation is required if this information is accepted. See the Calendar and AAR Details IT Supporting Document for more information about how paid employment is counted towards the AAR. Details of the hours of paid work completed by the job seeker can also be accessed from the Case Summary Screen of the Department’s IT System (Job Seeker Information – View Declared Earnings) or through the SUB316 – Declared Hours report through ES Reporting. If the Provider chooses to override the hours declared to DHS, the Provider must keep:

- For paid work: payslips or Employer payroll summaries,
- For self-employment:
  - a Profit and Loss Statement, a signed and dated written statement from an accountant and/or registered bookkeeper, or copies of records from the Australian Taxation Office and/or a tax return statement.
5. Privacy and information sharing

Providers must comply with Social Security Law and Australian privacy legislation. A job seeker’s Personal Information must only be used or disclosed for the purpose it was collected, except in limited circumstances such as where the job seeker gives permission or 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

Job seekers participating in the Skills for Education and Employment (SEE) program or Adult Migrant English Program (AMEP) should be encouraged to share their Job Plans with their SEE or AMEP Providers in order to make them aware of their full Mutual Obligation Requirements. This will assist SEE and AMEP Providers in ensuring that they place job seekers in courses with study to fully meet their Annual Activity Requirements in the Work for the Dole Phase.

6. Summary of Required Documentary Evidence

Notification to job seekers of their Mutual Obligation Requirements

- The Provider will notify job seekers of their Mutual Obligation Requirements in accordance with the reasonable notice timeframes for the relevant method of notification.
- The Provider will create a notification record in the Department’s IT System, identifying the method of notification used (i.e. SMS, email or letter).
- If the Provider is in direct contact with the job seeker, the Provider must record as the notification method that the appointment was booked directly with the job seeker.
- If an Activity or Appointment is rescheduled by the Provider, formal notification must be issued to the job seeker of their new requirements.

Note: If the Provider chooses to record the job seeker’s Activity details in the Activity Diary, this will help them to issue notification of the specific details of participation in an Activity to the job seeker.

(Deed reference: Clause 106)

Annual Activity Requirement and other Approved Activities

**Documentary evidence:** In addition to recording the relevant information in the Department’s IT System, Providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions)

- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme and Work Experience (Other) Placements

- CTA Agreement (for CTA Courses)

- risk assessment documentation which details that all Deed and relevant guideline requirements have been considered for both the job seeker and the Activity (for Activities where risk assessments are required to be undertaken)

- payslips or Employer payroll summaries (for part-time work)
  - For both self-employment and part-time/casual paid work, income reported by the job seeker to DHS to stimulate a job seeker’s income support payment is acceptable documentary evidence. This information is available from the Case Summary Screen of the Department’s IT System (Job Seeker Information – View Declared Earnings). The information provided indicates both the earnings and the hours worked
  - Additionally, documentary evidence for self-employment can include:
    - a Profit and Loss Statement
    - a signed and dated written statement from an accountant and/or registered bookkeeper
    - copies of records from the Australian Taxation Office and/or a tax return statement
    - a Business Activity Statement.

If Activity attendance information has been entered by the Activity Host Organisation into the Mobile Supervisor’s App or directly into the Department’s IT System, or the job seeker has used evidenced based recording of attendance, offline records are not required to be kept.

A job seeker’s attendance at their internship will be recorded to ensure the hours completed by the job seeker end of each month are counted against the job seeker’s Annual Activity Requirement.

(Deed reference: Section B4)
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 Jobs and Small Business under or in connection with the Deed.
### 7. Attachments

**Attachment A – Mutual Obligation Requirement summary tables**

#### Mutual Obligation Requirements—job seekers under 30 years of age

<table>
<thead>
<tr>
<th>Period of Service</th>
<th>Stream A &amp; Stream B job seekers</th>
<th>Other Stream A Job Seekers</th>
<th>Other Stream B Job Seekers</th>
<th>Stream C</th>
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<td>Started in the Work for the Dole Phase for the first time before 1 October 2016</td>
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<td>AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of activities</td>
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<td>AAR—650 hours over 26 weeks (50 hrs/fortnight), Work for the Dole as the principal Activity (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort). AAR for PCP/PCW—390 over 26 weeks (30 hrs/fortnight), choice of Activities</td>
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## Mutual Obligation Requirements—job seekers 30 years of age up to 49 years of age

<table>
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<td>AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal Activity, (that is the default Activity where another Activity is not undertaken for the 18-49 year old cohort), can also use non-vocational Activities</td>
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**Notes:**
- NEIS Prospective Participants who have been assessed as NEIS Eligible will meet their Annual Activity Requirement for the period they are participating in NEIS Training.
- Participants in NEIS who have not transferred to NEIS Allowance when they commence NEIS Assistance will fully meet their Mutual Obligation Requirements.
- Volunteer job seekers do not have a mandatory number of Job Searches.
- Outside the Annual Activity Requirement, Providers can require job seekers to participate in other Activities (in addition to Job Search and Provider Appointments).
• Job seekers can meet their Annual Activity Requirement through full participation in the Defence Reserves (240 hours over 26 weeks or 18–20 hours per fortnight).
Verification of Year 12 or equivalent qualification

(Office use only: CBHESL)

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate III or higher) for:

Job seeker’s name  ____________________________________________

CRN  ____________________________________________

Declaration by Provider

I have sighted:

(tick as to which applies)

☐ the original qualification

☐ a certified true copy of the qualification

☐ a letter from the relevant school or educational institution formally verifying attainment of the qualification

☐ a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed:

__________________________________________________________

Name (Please print):

Organisation:  ________________________________________________

Office telephone & fax numbers:  ________________________________

Number of pages (including cover sheet):  ________________________

Attachment B – Early School Leaver Facsimile Cover Sheet

Fax to:  DHS Business Hotline  1300 786 102