Managing National Work Experience Programme Activities

The National Work Experience Programme (NWEP) provides eligible job seekers with the opportunity to undertake real life work experience placements. It helps people to gain experience and confidence, while demonstrating their skills to potential employers.

Under the NWEP, jobactive, Disability Employment Service and Transition to Work (TtW) Providers may provide or Broker up to a maximum of four (4) weeks of unpaid work experience.

Before starting an NWEP Activity, the Provider, Activity Host Organisation and job seeker must agree to the terms of the NWEP Activity and sign a Work Experience Activity Agreement. The Provider is also required to complete a risk assessment for each job seeker and NWEP Activity.

NWEP Activities are available to all eligible participants in jobactive, TtW and Disability Employment Services.

This guideline is for jobactive and TtW Providers only.

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Changes from the previous version (Version 1.3)
Policy changes:
Nil
Wording changes:
Pg 14 – Clarification around Activity Host Organisations refusing Incentive Payments

Related documents and references

jobactive - Activity Management Guideline
Transition to Work - Activity Management Guideline
jobactive - Activity Diary and AAR Details IT Supporting Document
jobactive - Insurance Readers Guide
Transition to Work - Insurance Readers Guide
jobactive - Managing and Monitoring Mutual Obligation Requirements Guideline
Transition to Work - Job Plans Guideline
jobactive - Privacy Guideline
Transition to Work - Privacy Guideline
Employment Services Reporting:
AM001- jobactive Activity Management
AM002- jobactive Activity Placements
AM003 - WFD Phase Caseload Management
AM004 - WFD Phase Forecasting
1. The National Work Experience Programme

The NWEP was announced as part of the Growing Jobs and Small Business Package in the 2015-16 Budget and commenced on 1 October 2015. It provides job seekers with an opportunity to undertake real life unpaid work experience, gain confidence and demonstrate their skills to potential employers. NWEP Activities give job seekers the opportunity to undertake productive work experience and make a real contribution to Activity Host Organisations.

Under the NWEP, jobactive, Disability Employment Service and TtW Providers may provide or Broker up to a maximum of four (4) weeks of unpaid work experience.

NWEP Activities can occur in for-profit, not-for-profit organisations and Government organisations (collectively referred to as Activity Host Organisations).

An NWEP Activity is not employment, training, an apprenticeship, or other similar scheme.

NWEP Activities count towards a job seeker’s Mutual Obligation Requirements and Annual Activity Requirement (in the Work for the Dole Phase).

Likelihood of a paid Employment outcome

NWEP Activities should have a likelihood of an outcome of paid Employment at the completion of the NWEP Activity. However, an NWEP Activity can be utilised as an effective tool to assist job seekers to build skills and gain valuable experience in a workplace without there being a guaranteed paid position with that Activity Host Organisation at the end of the placement.

Similarly, there is no obligation for Activity Host Organisations to hire the job seeker at the completion of an NWEP Activity however, where they decide the job seeker is a good fit, the Activity Host Organisation may be eligible for a wage subsidy if they subsequently employ the job seeker.

2. Overview

NWEP Activities:

- are voluntary
- can be undertaken for a maximum of 25 hours per week for up to four (4) weeks
- may provide productive rather than observational unpaid work experience
- are not Employment, and do not, in themselves, entail creating an Employment arrangement
- must not be approved if an Activity Host Organisation has downsized its workforce in the previous 12 months (i.e. through redundancies or terminations) and the proposed NWEP Activity involves the same tasks as those performed by the employees made redundant
- must not be used as a stop-gap measure while an Activity Host Organisation is undertaking recruitment exercises, or as a way of meeting ad-hoc needs in lieu of creating paid Employment opportunities
• must not, in whole, or part, involve work which would have been undertaken by a paid worker if the NWEP Activity had not taken place
• must not involve undertaking tasks for a family member or spouse, or for the job seeker’s own organisation
• must be ended where the Activity Host Organisation offers a paid employment position to the job seeker
• should be of a shorter duration (e.g. less than two weeks) if the Employment opportunity is short term (i.e. less than six months)
• must be ended if an organisation downsizes its workforce at the time of hosting an NWEP Activity
• must not involve income or funds from gambling deemed to be inappropriate by the Department.

Activity Host Organisations may choose to offer a paid employment position to the job seeker at any time during the NWEP Activity. If this happens, the Activity Host Organisation or job seeker should contact the Provider to end the Work Experience Activity Agreement.

NWEP Activities are voluntary and job seekers, Activity Host Organisations and Providers can end the NWEP Activity at any time if they determine the NWEP Activity is no longer suitable. If the job seeker, Activity Host Organisation or Provider wants to end the NWEP Activity, they should notify the other parties by the next business day.

The Department may also direct the Provider to terminate the NWEP Activity at any time for any reason deemed appropriate by the Department.

3. Eligibility

To be eligible to participate in the NWEP a job seeker must be:
• aged 17 years or over
• registered with jobactive, TtW or Disability Employment Services
• receiving an income support payment such as Newstart Allowance, Youth Allowance (other) or Parenting Payment.

A job seeker must not have been previously employed by, or have previously undertaken an NWEP placement or PaTH Internship with, the Activity Host Organisation, unless the provider determines that the previous placement, internship or employment was in a substantially different role to the proposed NWEP placement or the placement would benefit the job seeker’s employment prospects.

Providers must confirm each job seeker is eligible to participate in an NWEP Activity before entering into a Work Experience Activity Agreement.

Job seekers can undertake an NWEP Activity at any time during their servicing where a Provider feels it will assist them in gaining skills and/or finding a job, including in the Self Service and Case Management Phases.

To be eligible to host an NWEP Placement, Activity Host Organisations must not:
• have engaged in illegal operations or promote or condone any form of unlawful conduct
• be associated with the sex industry
• promote or condone gambling that the Department deems inappropriate
• promote or condone any form of violence, self-harm or suicide
• promote or condone any form of discrimination, including on the grounds of race, ethnic group, language, sex, religion or disability
• provide any other service that is likely to bring the job seeker, the Provider or the Department into disrepute.

4. The NWEP and the Annual Activity Requirement

NWEP activities can generally be undertaken at any time where the Provider thinks it will be of benefit to the job seeker. When undertaken during a job seeker’s Work for the Dole Phase, NWEP Activities are approved activities that can contribute towards meeting a job seeker’s Annual Activity Requirement (AAR).

Providers must record a job seeker’s attendance at their NWEP Activity and record the hours completed by the job seeker in an NWEP Activity at the conclusion of each month to ensure they are counted against the job seeker’s AAR.

NWEP Activities must only be included in a job seeker’s Job Plan as a voluntary item, regardless of whether they are using it to meet their AAR. Where a job seeker in the Work for the Dole Phase does not attend their NWEP Activity, Providers must find an alternative Activity to place them into immediately, in order for them to continue to meet their AAR.

For jobactive Providers see Managing and Monitoring Mutual Obligation Requirements Guideline for information regarding recording a job seeker’s hours of participation in an AAR Activity.

For TtW Providers see the Job Plans Guideline for information regarding recording a job seeker’s hours of participation in an AAR Activity.

5. The Approved Program of Work Supplement

In addition to their income support payment, eligible job seekers who participate in an NWEP Activity will receive an Approved Program of Work Supplement (APWS) of $20.80 per fortnight during participation in the activity, to assist with the costs of participation.

Providers should ensure job seekers have been correctly referred to and commenced in an NWEP Activity in the Department’s IT System (ESS Web) to trigger the payment of the supplement to the job seeker.
6. Work Health and Safety, Supervision and Insurance Coverage

NWEP Activities and the Fair Work Act

NWEP is an Approved Program of Work under Social Security Law which means that job seekers undertaking NWEP Activities are not considered employees of the Activity Host Organisation under the Fair Work Act 2009.

\[\Delta\] Work Health and Safety content: While a job seeker is participating in an NWEP Activity, the Activity Host Organisation must continue to ensure there is a safe system of work in place, in accordance with the work, health and safety requirements under the relevant State and Territory legislation.

Providers must ensure that each NWEP Activity:

- is not an Employment relationship under the relevant Commonwealth, state or territory legislation
- meets Commonwealth, state or territory legislation including work, health and safety laws and anti-discrimination laws
- has an NWEP Work Experience Activity Agreement and risk assessment completed before the NWEP Activity commences (available from the Provider Portal).

Ensuring Work Health and Safety measures are in place

\[\Delta\] Work Health and Safety content: Job seekers undertaking an NWEP Activity must have or must be provided with the appropriate knowledge and skills to safely perform the tasks required in their NWEP Activity, prior to being required, under supervision, to undertake the tasks.

The Provider must ensure that the Activity Host Organisation has a safe system of work in place for the NWEP Activity in accordance with:

- work health and safety requirements under the relevant state or territory legislation
- obligations relating to work health and safety under jobactive clause 110.1 and TtW Deed clause 101.1.

This must be done before the NWEP Work Experience Activity Agreement has been signed and the NWEP Activity commences.

(jobactive Deed references: Clause 8, 42, 69, 107, 109, 111, 112, 113) (TtW Deed references: Clause 8, 42, 69, 99, 100, 102, 103)

Documenting and managing risks

\[\Delta\] Work Health and Safety content: The Provider must ensure a Competent Person conducts and documents a risk assessment before an NWEP Activity commences. If the Provider does not itself have a Competent Person, it must engage a Competent Person for this purpose.

A ‘Competent Person’ is a person who has acquired through training, qualifications or experience the knowledge and skills to carry out specific work health and safety tasks (refer to the Safe Work Australia Website Model Work Health and Safety...
The risk assessment will:

- identify potential risks and hazards associated with the tasks that will be undertaken during the NWEP Activity
- identify if the NWEP Activity is suitable for the relevant job seeker(s) including identifying any risks that may arise from a job seeker’s personal circumstances.

When identifying and assessing risks, the Provider should consider the following factors for each NWEP Activity:

- the level of supervision to be provided to each job seeker
- the nature of the tasks to be undertaken
- the Activity Host Organisation’s existing work health and safety practices
- the job seeker’s personal circumstances (that is, their working capabilities, any health or other personal issues and their level of experience)
- the environment in which the NWEP Activity will take place, including whether the NWEP Activity:
  - is in a non-public area (such as a private residence)
  - is with a sole trader (such as a butcher or hairdresser who operates from a small shop or private residence)

For example, an NWEP Activity may be with a sole tradesperson who works from a private residence often without other people around. The Provider will need to consider the risks of this NWEP Activity and may consider a job seeker under 18 unsuitable or require a Working with Children or Working with Vulnerable People check on the sole trader as a risk mitigation before the job seeker can commence.

- involves working alone with another person or for significant periods in non-public areas
- is subject to alternative hours of work (for example, early starts or night work)
- involves working in a labour hire environment in one or more different workplaces
- involves travelling to and from the NWEP Activity and travelling during the NWEP Activity
- whether a site visit is required to identify or mitigate risks
- any equipment or support the job seeker may require.

The Provider and Activity Host Organisation must determine and implement appropriate methods to mitigate the identified risks after conducting the risk assessment. Providers must review risks regularly and take appropriate action on those risks where required.

Where a risk assessment identifies significant work health and safety concerns that cannot be mitigated to create a safe working environment and/or cannot be adequately managed by the Provider and/or the Activity Host Organisation, the NWEP Activity must not proceed.
**Documentary evidence:** Providers have the discretion to determine how they document risk assessments for NWEP Activities.

Depending on the nature of the NWEP Activity and the individual circumstances and characteristics of the job seeker in question, this does not necessarily mean a long, complex process (see Attachment A of this Guideline).

The Department has developed a risk assessment template (available on the Provider Portal and at Attachment B of this Guideline). While it is mandatory for Providers to undertake and document a risk assessment prior to an NWEP Activity commencing, the use of the Department’s template is not mandatory.

**Documentary evidence:** Providers must retain Records of each risk assessment and any action taken in accordance with each risk assessment. The Provider should also keep documentation, for example a register, of their Competent Person(s) including their name and a description of the training, qualification or experience of the Competent Person. The Provider must provide these Records to the Department on request.

(jobactive Deed references: Clauses 42, 110, and 111)
(TiW Deed references: Clauses 42, 101, and 102)

**Supervision requirements**

**Work Health and Safety content:** Providers must ensure that the Activity Host Organisation maintains a high level of supervision to help the job seeker learn the requirements of the workplace and ensure the health, welfare and safety of each job seeker and members of the public.

There must be a higher level of Supervision where contact with children, the elderly, or other people from vulnerable groups are involved.

Supervisors should provide guidance and support for the job seeker in the workplace. This includes, but is not limited to:

- teaching the job seeker the skills required to complete the activities
- adapting the activities and teaching methods to the job seeker’s circumstances
- ensuring the job seeker understands what is required of them, enabling them to perform tasks safely.

The level of supervision should be appropriate to the requirements of the NWEP Activity and should consider:

- the complexity of the activities being performed
- the risk of harm to the job seeker and others.

The Provider must ensure:

- the Activity Host Organisation provides an appropriate Supervisor for each job seeker
- the Supervisor has a high level of skills or knowledge relevant to the activities the job seeker will complete
• the Activity Host Organisation provides continuous supervision over the entire duration of the work shift where the activities involve children, the elderly or otherwise vulnerable people

Providers must check if the nature of the NWEP Activity requires job seekers and/or Supervisors to have checks as per the relevant Deed.

The Provider must ensure the Activity Host Organisation and Supervisor understands their requirements to supervise a job seeker at all times during the NWEP Activity.

For example, if an NWEP Activity is with a labour hire company, the labour hire company is considered to be the Activity Host Organisation. The labour hire company must supervise the job seeker at all times across all locations and sites.

Providers must ensure that all Supervisors of job seekers undertaking NWEP Activities meet the requirements of the relevant Deeds.

(jobactive Deed references: Clauses 42, 110, and 111)
(TtW Deed references: Clauses 42, 101, and 102)

Insurance

Job seekers undertaking an NWEP Activity are not employees of the Activity Host Organisation and are therefore not eligible for Workers’ Compensation.

The Department of Jobs and Small Business purchases personal accident insurance and combined public and/or product liability insurance to cover job seekers undertaking Activities, including NWEP Activities (for example, travel to and from the NWEP Activity).

Providers should note the Department’s policies have exclusions.

See the jobactive Insurance Readers Guide or the TtW Insurance Readers Guide as relevant for exclusions and reporting requirements (available on the Provider Portal).

Providers can still deliver NWEP Activities where activities are excluded under the Department’s insurance policies, if alternative insurance is in place. If this occurs, Providers can decide to purchase alternative insurance which must be in place before the job seeker can start the NWEP Activity.

As an alternative to purchasing insurance, the Provider could consider amending the activities in the proposed NWEP Activity so no part of it would be excluded under the Department’s insurance coverage.

See Employment Fund General Account Guideline for information regarding purchasing additional insurance for jobactive job seekers.

(jobactive Deed references: Clauses 42, 107, 109)
(TtW Deed references: Clauses 42, 99, 100)

Managing incidents that occur on NWEP Activities

Work Health and Safety content: If a job seeker or member of the public is injured during an NWEP Activity, the Provider should, first and foremost, encourage the
injured person to seek appropriate medical attention or call emergency services depending on the nature of the incident.

The Provider must notify the Department’s insurer and insurance broker (see the jobactive Insurance Readers Guide or the TtW Insurance Readers Guide as relevant for details) and their Department of Jobs and Small Business Account Manager within 24 hours of any incident and/or near miss that occurs during an NWEP Activity that is covered by insurance, including those that result in accident, injury or death.

For further information in relation to the process for reporting incidents and completing incident forms see the jobactive Insurance Readers Guide or the TtW Insurance Readers Guide as relevant, as well as the jobactive Activity Management Guideline or the TtW Activity Management Guideline as relevant.

**Documentary evidence:** Providers must complete an incident report on the forms provided in the jobactive Insurance Readers Guide or TtW Insurance Readers Guide as relevant, giving full details of the incident, irrespective of whether a claim is being made at the time.

**System step:** Providers should record details of incidents or accidents in the ‘Job Seeker Participant Event’ screen in ESS Web. The Provider is also able to report any instances of misconduct or threatening behaviour on the ‘Job Seeker Incident Report’ screen in ESS Web, whether or not the incident is associated with a police report.

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**7. Preparing for the NWEP Activity**

**Work Experience Activity Agreement**

Before starting an NWEP Activity, the Provider, Activity Host Organisation and job seeker must agree to the terms of the NWEP Activity and sign a Work Experience Activity Agreement.

The provider should confirm that the job seeker has not been previously employed by, or undertaken previous NWEP placements or PaTH internships with, the Activity Host Organisation. If the provider determines that the job seeker’s previous placement, internship or employment with the Activity Host Organisation was in a substantially different role to the proposed NWEP placement, the provider may elect to proceed with the NWEP placement if the placement would benefit the job seeker’s employment prospects.

**Work Health and Safety content:** The Provider is also required to complete a risk assessment for each job seeker and NWEP Activity.

The Work Experience Activity Agreement outlines the terms and conditions of the NWEP Activity and ensures that all three parties understand their rights and obligations. It includes:

- details of the proposed NWEP Activity and its associated tasks
- the job seekers’ needs and capabilities
- details of the Supervision being provided
- details of how the job seeker’s attendance will be reported.

The Work Experience Activity Agreement includes a Job Seeker Work Plan which should be agreed between the job seeker, Activity Host Organisation and provider and completed before the Work Experience Activity Agreement is signed.

The Job Seeker Work Plan forms an important part of the Work Experience Activity Agreement as it should describe in detail the activities the job seeker will undertake during the NWEP Activity. It should identify any work restrictions the job seeker may have as well as any safety equipment or training that will be provided. It should also include an acknowledgement that the Job Seeker Work Plan does not contravene any state or territory legislative requirements.

The Work Experience Activity Agreement template can be found on the Provider Portal. This template must be used for any NWEP Activities.

(jobactive Deed references: Clauses 48, 107, 109, 110, 111, and 112)
(TtW Deed references: Clauses 48, 99, 100, 101, 102, and 103)

Updating the Job Plan

NWEP Activities must be included in a job seeker’s Job Plan as a voluntary item. Providers must update the Job Plan with the NWEP Activity and provide the updated Job Plan to the job seeker for their agreement prior to the commencement of the NWEP Activity.

See Managing and Monitoring Mutual Obligation Requirements Guideline for jobactive participants regarding Job Plan requirements.

See Job Plans Guideline for TtW participants regarding Job Plan requirements.

Documentary evidence: Providers must identify and create all of their NWEP Activities in the Activity Management component of the Department’s IT system.

Providers place a job seeker’s details against an NWEP Activity when the job seeker is referred to the NWEP Activity. Providers must also include the Activity Host Organisation’s details when setting up NWEP Activities.

This will give each NWEP Activity a unique Activity ID and assist Providers in identifying and managing a job seeker’s NWEP Activity.

Where there are multiple job seekers undertaking NWEP Activities for the same Activity Host Organisation, Providers should create a single NWEP Activity record and place the job seekers with the same Activity Host Organisation into that single NWEP Activity.

A separate NWEP Activity should be created for each unique NWEP Activity that is being undertaken by a Provider’s job seekers. An NWEP Activity is considered unique where the tasks being undertaken are not the same as an existing NWEP Activity, or are undertaken under different circumstances.
8. Managing the NWEP Activity

The Provider should remain in contact with the Activity Host Organisation and job seeker to ensure:

- they are aware of any changes in circumstances affecting the NWEP Activity
- the job seeker is attending their NWEP Activity and meeting the needs of the Activity Host Organisation and their expectations of the NWEP Activity.

The Provider should discuss the preferred contact method and frequency of contact with the job seeker and Activity Host Organisation to avoid disruption to the NWEP Activity. The frequency of contact should be appropriate to the length of the NWEP Activity.

9. Incentive and Completion Payments

From 1 July 2018, Activity Host Organisations are eligible for a one-off, upfront Incentive Payment of $300 (GST inclusive) per commenced NWEP Activity placement to assist with the cost of hosting an NWEP Activity. Commonwealth Government Agencies that host NWEP Activities are not eligible to receive this Incentive Payment.

jobactive and TtW Providers are eligible for a $400 (GST inclusive) Completion Payment per completed NWEP Activity placement of at least two (2) weeks.

Incentive Payments and Completion Payments do not apply to NWEP Activities for Disability Employment Services job seekers.

Incentive Payments

Providers must ensure the job seeker has been correctly referred to and commenced in an NWEP Activity to be eligible for the Incentive Payment.

Providers must confirm with the Activity Host Organisation that the job seeker has commenced in the NWEP Activity. This should happen on the NWEP Activity start date but no later than five (5) business days after the NWEP Activity start date. When confirming that the job seeker has commenced the NWEP Activity, Providers should also request an invoice from the Activity Host Organisation in order to pay the $300 (GST inclusive) Incentive Payment to the Activity Host Organisation.

The $300 (GST inclusive) Incentive Payment is automatically paid to the Provider when the job seeker commences in the placement.

The Provider must pay the Incentive Payment to the Activity Host Organisation from their own funds within five (5) business days of receiving the invoice from the Activity Host Organisation, unless otherwise agreed by the Activity Host Organisation.

The Provider must pay the Incentive Payment once only for each job seeker commenced in the NWEP Activity with that Activity Host Organisation.

Incentive Payments cannot be lodged or withdrawn manually. Where the provider receives an Incentive Payment in error—such as where the job seeker did not commence in the activity—the provider must either change the NWEP Placement
status to ‘created in error’ to trigger an automatic payment recovery, or contact the department to arrange a manual payment recovery.

In instances where an Activity Host Organisation advises the Provider that they do not wish to claim or accept an Incentive Payment for an NWEP Activity placement, the Providers should contact the department to arrange a manual payment recovery.

**Please note:** While State, Territory and Local Government Agency Host Organisations are eligible to receive the $300 Incentive Payment, Commonwealth Government Agencies are not. If the Provider has received a $300 Incentive Payment for a NWEP commencement with a Commonwealth Government Agency Host Organisation, the Provider **must not** pass this Incentive Payment onto the Host Organisation, and **must** contact their Account Manager to arrange for a recovery to be made.

(jobactive Deed reference: Clause 109)
(TtW Deed reference: Clause 100)

**System step:** Providers can search for and identify auto lodged (or claimed) Incentive Payments via the Payment Search screen in ESS Web.

**Documentary evidence:** While the Incentive Payment is paid automatically, Providers must retain documentary evidence that the NWEP Activity commenced. This can be written correspondence from the Activity Host Organisation such as a letter, email or file note from the Provider to confirm their discussion and the commencement of the job seeker with the Activity Host Organisation.

Providers must also retain evidence of the Incentive Payment being paid from the Provider to the Activity Host Organisation. This may include a record of transaction (bank statement or a record of transaction from the Provider’s financial system, a tax invoice with receipt from the Activity Host Organisation or a remittance advice.

**Documentary evidence:** All documentary evidence must include the following information:
- an NWEP Activity ID
- Activity Host Organisation name and ABN
- Payment amount
- Date the payment was made to the Activity Host Organisation

**Completion Payments**

A $400 (GST inclusive) Completion Payment can be claimed by jobactive and TTW Providers once the job seeker has completed at least two weeks of an NWEP Activity.

The Completion Payment is not payable if the job seeker fails to complete at least two weeks of their NWEP Activity.

The Completion Payment can only be claimed once for each job seeker who completes at least two weeks of the NWEP Activity with that Activity Host Organisation.
NWEP Completion Payments are made available when a job seeker has reached the minimum required days (i.e. two weeks). In order to claim the Outcome Payment, Providers must acknowledge/confirm that the job seeker has completed the minimum required days in the NWEP Activity.

Providers are not entitled to receive an Outcome Payment if the job seeker exited the NWEP Activity earlier than two weeks. Where the provider receives a Completion Payment in error, the provider must either change the NWEP Placement status to ‘created in error’ to trigger an automatic payment recovery, or contact the department to arrange a manual payment recovery.

(jobactive Deed reference: Clause 125)
(TtW Deed reference: Clause 107)

**System step:** Providers can claim a $400 (GST inclusive) Completion Payment for each job seeker who completed at least two weeks of an NWEP Activity.

**System step:** Providers must make a claim for Completion Payments through ESS Web.

**System step:** Completion Payments will be available once the job seeker has completed a minimum of two weeks in an NWEP Activity. Available Completion Payments will be listed under Payments/Available Payments/NWEP Completion Payments in ESS Web.

**Documentary evidence:** Before claiming the NWEP Completion Payment, Providers must confirm that that job seeker completed at least two weeks of the NWEP Activity. Providers should retain documentary evidence that the job seeker completed at least two weeks of the NWEP Activity. This can be written correspondence from the Activity Host Organisation such as a letter, email or file note from the Provider to confirm a discussion with the job seeker or the Activity Host Organisation.

10. Misuse of the program

Activity Host Organisations or Providers identified as misusing the NWEP may be excluded from future participation in the program. Providers who become aware that the Activity Host Organisation is potentially misusing the NWEP should inform the Department no later than the close of business on the next business day.

Providers can inform the Department by:

- contacting their Contract or Account Manager
- calling the National Customer Service Line on 1800 805 260 (free call from land line)
Attachment A – Work Health and Safety (WHS) Risk Assessments for NWEP Activities

Providers must ensure that all NWEP Activities have a safe system of work in place so that the overall risk to the job seeker is low.

Depending on the nature of the NWEP Activity and the job seeker affected, this does not necessarily mean a long, complex process involving lots of paperwork.

The Provider must ensure a Competent Person conducts and documents a risk assessment before an NWEP Activity commences. If the Provider does not itself have a Competent Person, it must engage a Competent Person for this purpose.

1. Assessing risk

Subject to the minimum requirements specified in any Guidelines, the approach to the risk assessment can reflect the relative risk of the workplace environment and the job seeker participating. For example, a highly detailed risk assessment may be necessary for a higher risk workplace or where a job seeker has pre-existing conditions, but a short risk assessment may be all that is necessary for a low risk workplace with a job seeker that has no pre-existing conditions.

Understanding the job seeker

- Consider and understand the job seekers circumstances and capabilities, including any pre-existing conditions that could introduce or increase risks for job seekers undertaking an NWEP Activity. For example, is the job seeker under 18 years of age, does the job seeker have physical injuries, or do they suffer from pre-existing conditions.

Working with the Activity Host Organisation

- Agree the tasks that will be undertaken by the job seeker and the workplace environment.
- Gain an understanding of whether the Activity Host Organisation has paid employees or other volunteers that undertake the same tasks that the job seeker will be undertaking and how the Activity Host Organisations ensures their safety.
- Determine whether the Activity Host Organisation has a systemic approach to managing WHS. In particular, whether it has written WHS policies and procedures developed in consultation with its workers.
- Consider the Activity Host Organisation’s WHS history and how it complies with relevant WHS laws.
- Work with the Activity Host Organisation to identify the hazards and risks, and the controls in place to mitigate the risks for the NWEP Activity and job seeker participating. In working with the Host Organisation, Providers may like to:
  - Consider whether the Activity Host Organisation has an up-to-date risk assessment available (noting the need to review and be satisfied the pre-existing risk assessment is satisfactory for the workplace, and that the individual job seeker circumstances are taken into account).
2. Writing it down

- The Provider has discretion in determining how the risk assessment is documented by the Competent Person.
- Providers must retain records of each risk assessment and any action taken in accordance with each risk assessment.
- Providers must provide the record of the risk assessment to the Department on request.
- An indicative example is provided at the end of this guide of how a Competent Person might record a risk assessment for a low risk scenario for a jobactive, TtW and Disability Employment Services job seeker in an NWEP Activity.

3. Don’t just ‘set and forget’

- Controlling WHS hazards and risks is an ongoing process that needs to take account of changes in the NWEP Activity and job seekers participating. If there are changes, the risk assessment needs to be reviewed and updated.
- A good ongoing relationship with Activity Host Organisations provides the opportunity to discuss any changes and monitor the NWEP Activity risks.

4. Additional resources

- Safe Work Australia leads the development of national policy to improve work health and safety.

- For WHS information relevant to each state or territory see:
  - For Australian Capital Territory visit www.worksafe.act.gov.au/health_safety
  - For New South Wales visit www.safework.nsw.gov.au
  - For Northern Territory visit www.worksafe.nt.gov.au/Pages/default.aspx
  - For Queensland visit www.worksafe.qld.gov.au/
  - For South Australia visit www.safework.sa.gov.au/
  - For Tasmania visit www.worksafe.tas.gov.au/
  - For Victoria visit www.worksafe.vic.gov.au/
  - For Western Australia visit www.commerce.wa.gov.au/WorkSafe
Writing it down: An example of a risk assessment record for NWEP Activities

The following is not intended to be used as a template – rather it provides an indicative example of how a Competent Person might document an NWEP Activity risk assessment in the case where they assess a scenario as low risk for a jobactive or TtW job seeker.

NWEP Activity ID: 12341234

Proposed date of NWEP Activity: 1 January 2017 to 28 January 2017

Description of NWEP Activity

City Office is in a workplace of a large organisation with a systematic approach to managing WHS: in particular, it has written WHS policies and procedures developed in consultation with its workers. This includes policies and procedures dealing with hazards associated with tasks of the NWEP Activity.

The duties of the NWEP Activity include telephone duties, word processing and general office administration which I consider low risk.

Assessment

- I have gathered all relevant WHS information about the proposed NWEP Activity and assess it to be low risk. To determine this, I have taken the following factors into consideration:
  - The duties of the job seeker are telephone work and word processing
  - The Activity Host Organisation has an acceptable WHS management system in place and has a good safety culture. This includes:
    - The Activity Host Organisation conducts induction training sessions (which include WHS) for all employees and will provide the same training to the job seeker. This includes procedures for reporting WHS issues (including incidents), office ergonomics and emergency procedures.
    - From my dealings with the Activity Host Organisation I am confident that the organisation has safe work practices and procedures and is reviewed regularly.
    - The Activity Host Organisation has a WHS committee that meets regularly with worker representatives
    - The job seeker will be supervised by an experienced office manager.
    - The NWEP Activity does not involve the Activity Host Organisation or the Provider transporting the job seeker.
  - The Provider will contact the Activity Host Organisation once the job seeker commences in the NWEP Activity to discuss any changes and monitor the NWEP Activity’s risks. If there are any changes, the risk assessment for this NWEP Activity will be reviewed and updated to reflect those changes.
  - Alex Jones is 25 years old and has no disclosed personal circumstances, limited to his capacity or pre-existing conditions that would affect him undertaking this NWEP Activity.
  - I have discussed the task associated with the NWEP Activity with Alex.
  - Alex advised that he has no personal circumstances, limits to his capacity or pre-existing conditions that would affect him undertaking the tasks.
  - I have therefore determined that this is a suitable NWEP Activity for Alex to participate in.
  - I have provided Alex with a copy of the guide *Job Seekers undertaking Approved Activities in jobactive*.
  - I have advised Alex that the office will provide him with induction training.
• I have explained to Alex that if he has any WHS concerns he should discuss them with his supervisor in the first instance and if they are not resolved to his satisfaction, he should contact me.

• I have advised Alex that I am available to consult with him if he has any concerns and that I will contact him one week into his NWEP Activity to ensure that he doesn’t have any WHS concerns.

Competent Person declaration

I am a Competent Person; that is, I have acquired through training, qualification or experience the knowledge and skills to carry out specific work health and safety tasks, including risk assessments, and I have completed a risk assessment to the Activity Name, Activity ID and job seeker/s above.

<table>
<thead>
<tr>
<th>Signed by Competent Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
</tr>
<tr>
<td>Name of Competent Person</td>
</tr>
<tr>
<td>Provider name</td>
</tr>
</tbody>
</table>
Attachment B – Example Risk Assessment template for an NWEP Activity

It is a requirement that a Competent Person must undertake and document a risk assessment.

Note: This Risk Assessment template should be used as a guide only. While it is mandatory to undertake a risk assessment the use of this template in documenting that risk assessment is not mandatory. Disclaimer: Notwithstanding any information provided on this template, Providers must ensure that they, and any Activity Host Organisations, adhere to all obligations under the relevant Deeds and any relevant legislation. The risk assessment template should be read in conjunction with the relevant Deeds and Guidelines and any reference material issued by the Department under, or in connection with, the Deed.

Where the Competent Person does not have access to the relevant job seeker and/or Activity information, sections one to four should be completed by the Provider.

<table>
<thead>
<tr>
<th>1. Activity details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity Name</td>
<td></td>
</tr>
<tr>
<td>Activity ID</td>
<td></td>
</tr>
<tr>
<td>Activity Monitoring Plan</td>
<td></td>
</tr>
<tr>
<td>Site Visit done? Yes / No</td>
<td></td>
</tr>
<tr>
<td>Notes</td>
<td></td>
</tr>
<tr>
<td>Brief Activity Description</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. Job Seeker Details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>Job seeker ID</td>
<td></td>
</tr>
<tr>
<td>Job seeker information: (Additional information relevant to the job seeker undertaking the Activity)</td>
<td></td>
</tr>
</tbody>
</table>


<table>
<thead>
<tr>
<th>3. Activity host organisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity Host Organisation Name</td>
</tr>
<tr>
<td>Activity Host Organisation Responsibilities: (e.g. will the Activity Host Organisation be hosting this on site, are they providing the supervisors, what aspects of the activity are they organising?)</td>
</tr>
<tr>
<td>Location of Activity</td>
</tr>
<tr>
<td>Contact Person for this Activity</td>
</tr>
<tr>
<td>Supervisor for this Activity (if different from above):</td>
</tr>
<tr>
<td>Telephone</td>
</tr>
<tr>
<td>Fax</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4. Activity Tasks</th>
</tr>
</thead>
</table>
| **(A) Activity Tasks**  
For example building maintenance (e.g. Activity might be restoring a heritage building: Within this, a specific ‘activity task’ might be building maintenance, among others) |
| **(B) Core Duties (Related to the Activity Task)**  
For example: Moving Furniture  
Checking for plumbing leaks |
Risk acceptability

Have you identified any risks that require mitigating/preventing actions?

Yes/No

If yes, please list these below in table A and B.

<table>
<thead>
<tr>
<th>(A) Activity Risks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Core Duties</strong></td>
</tr>
<tr>
<td>(related to specific Activity tasks)</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Task Risk</strong></td>
</tr>
<tr>
<td>(What risks are associated with the Core Task itself? - this includes Environmental Specific Risks (E))</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Cause</strong></td>
</tr>
<tr>
<td>(How might this happen?)</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Consequence</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Preventative Actions</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Key Responsibility</strong></td>
</tr>
<tr>
<td>(i.e. Provider, Activity Host Organisation, Supervisor?)</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
(B) Risks to the Job Seeker

<table>
<thead>
<tr>
<th>Job seeker Name &amp; job seeker ID:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Core Duties (These should reflect the Core Duties where you believe the job seeker may be put at risk.)</td>
<td></td>
</tr>
<tr>
<td>Job seeker Specific Risk (What risks are associated with the job seeker?)</td>
<td></td>
</tr>
<tr>
<td>Cause (How might this happen?)</td>
<td></td>
</tr>
<tr>
<td>Consequence</td>
<td></td>
</tr>
<tr>
<td>Preventative Actions</td>
<td></td>
</tr>
<tr>
<td>Key Responsibility (i.e. Provider, Activity Host Organisation, Supervisor?)</td>
<td></td>
</tr>
</tbody>
</table>

Competent Person declaration

I am a Competent Person that is, I have acquired through training, qualification or experience the knowledge and skills to carry out specific work health and safety tasks, including risk assessments, and I have completed a risk assessment to the Activity Name, Activity ID and job seeker/s above.

Name

Effective from 1 July 2019
TRIM ID: D19/748677
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Explanatory Notes:

(A) ‘Activity Tasks’ are the key tasks that will be undertaken during the course of the Activity.
(B) ‘Core Duties’ are related to Activity Tasks and are generally a more specific breakdown of work a job seeker will undertake.
(C) ‘Activity Risks’ are risks related to Activity Tasks and Core Duties. These can be identified prior to having knowledge of the specific job seeker who will be participating in the Activity.
(D) ‘Job seeker Specific Risks’ are additional to standard risks and relate to specific job seekers, once referred to an Activity. You may not have additional risks identified for all job seekers (i.e. for some job seekers, taking action on the standard identified risks will cover off the potential risks to them.
(E) ‘Environmental Specific Risks’ are risks specific to the environment the Activity is operating in.
All capitalised terms in this guideline have the same meaning as in the jobactive Deed 2015–2020 and the Transition to Work Deed 2016–2020 (the Deeds).

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