



Guideline:

## Managing PaTH Internships

A PaTH Internship ('internship') gives a young person aged 17–24 years (inclusive) the chance to demonstrate their skills in the workplace to a potential employer, develop vocational skills and improve their employment prospects.

For employers, hosting an internship is an opportunity to trial an intern in a structured work experience placement to see if they are the right fit for their business.

Internships are available to eligible participants in jobactive, Transition to Work and Disability Employment Services.

Each internship is voluntary and is undertaken for 30 to 50 hours per fortnight over four to 12 weeks. An internship provides financial incentives to the provider, host business and participant.

The provider, host business and participant work together to create an internship that meets the needs of the business and suits the participant's skills, experience and interests.

Before starting an internship, the provider, host business and participant must agree to the terms of the internship and sign a PaTH Internship Agreement. The provider is also required to complete a risk assessment for each placement before the young person commences.

Participants are not required to undertake PaTH Employability Skills Training before starting an internship. However, Stream A job seekers who commence Employability Skills Training will immediately be eligible to participate in a PaTH internship

This Guideline is for jobactive and Transition to Work providers who are involved in managing PaTH internships. For detailed IT steps, providers must refer to the Managing PaTH Internships IT Supporting Document. A separate Guideline is available for Disability Employment Services providers, administered by the Department of Social Services.

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Changes from the previous version (Version 3.0)

**Policy changes:**

Nil

**Wording Changes:**

Example of the specific activities and learnings to be included in the Internship Agreement.

Clarity on supervision requirements for Labour Hire Organisations.

**Related documents and references:**

PaTH Intern Reference Letter Template  
employment.gov.au  
jobactive.gov.au  
Activity Management Guideline  
Employment Fund General Account Guideline  
Managing and Monitoring Mutual Obligation Requirements Guideline  
Job Seeker Compliance Framework Guideline  
Privacy Guideline  
JobSearch Conditions of Use  
Insurance Reader's Guide  
Transition to Work  
employment.gov.au  
Activity Management Guideline  
Insurance Reader's Guide  
Privacy Guideline  
Transition to Work Activity Management Guideline  
Transition to Work Payments and Outcome Performance Target Guideline  
Transition to Work Providing Services to Participants and Employers and identifying Complementary and Excluded Services  
Transition to Work Vacancies and Outcome Guideline  
Transition to Work Job Plans Guideline  
ESS Web Summary of Changes  
ESS Web online support help files:  
    Create Vacancy (Internship)  
    Create Agreement (Internship)  
    Update Agreement (Internship)  
    End Agreement (Internship)  
    Convert to Job (Internship)  
    Reimburse Claim (Internship)

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## 1. Source PaTH Internships

Providers can source internships using their established business and training networks, or by connecting with businesses and brokers that have advertised opportunities directly on the jobactive website (at [www.jobactive.gov.au](http://www.jobactive.gov.au)).

Before considering a participant for an internship opportunity, the provider must discuss the internship opportunity with the business. The provider must not rely solely on information in the advertisement.

### Internships advertised on [jobactive.gov.au](http://jobactive.gov.au) by host businesses or brokers

Host businesses and brokers can advertise an internship opportunity on [jobactive.gov.au](http://jobactive.gov.au).

- A host business or broker must have a registered jobactive account to advertise an internship.
- A host business or broker must engage with a provider to set up the internship before a participant can start with a business.

During the advertising process, businesses and brokers are encouraged to send one or more providers an invitation to manage their internship opportunity.

- The Department of Employment, Skills, Small and Family Business' (the Department) IT Systems automatically selects the 10 closest jobactive, Transition to Work and Disability Employment Services providers for the business or broker to share their internship vacancy with.
- Alternatively, the host business or broker can choose to share their internship advertisement with their preferred provider/s.

Providers can view internship vacancies that businesses or brokers share via the invitations widget in ESS Web.

- Providers should accept or decline the invitation within five days. After this time, the invitation will expire and the business or broker will receive a notification and be encouraged to engage with other providers.
- Once a provider accepts an invitation, the provider must contact the host business or broker to gain a better understanding of the internship opportunity.



**System step:** The invitations widget shows providers the invitations for internships and jobs from employers. The widget is on the Dashboard screen in the Department's IT Systems.

If a business or broker has several internship opportunities and a provider cannot support all of them, the provider should contact other providers in their area that may also be able to assist the host business to meet their needs and requirements.

Only participants eligible to participate in a PaTH Internship can view internship vacancies advertised by businesses and brokers on the jobactive website.

A participant must be registered on the jobactive website and logged into their account to view internship opportunities.

- A participant can view internship opportunities closest to their registered postcode or search for opportunities in different areas using the search function.

All internships advertised by businesses or brokers advise participants to contact their provider and quote the internship vacancy reference number.

- If the internship vacancy has not been shared with the provider, the provider can enter the internship vacancy reference number into the vacancy details screen in ESS Web to view the business contact details. The provider can then contact the business directly to discuss the opportunity.
- Internship vacancies advertised by businesses and brokers include the business name and website, if provided.

### Internships sourced by providers

Providers should source internships using their established business and training networks. This includes collaborating with Employability Skills Training providers.

Providers must create an internship vacancy in ESS Web, where one does not already exist, before an Internship Agreement is created.

- All eligible participants on the provider's caseload can view the provider's internship vacancy on jobactive.gov.au until a participant is confirmed as placed into the internship.
- The details entered into the internship vacancy are automatically populated to the Internship Agreement, when created.
- The internship vacancy must include details of:
  - the activities the intern will be expected to undertake
  - the preferred dates and hours of work (including weekends)
  - required qualifications or training for the placement.



**System step:** Providers must create an internship vacancy in ESS Web, where one does not already exist, before an Internship Agreement can be created. All eligible participants on the provider's caseload can view the internship until a participant is confirmed as being placed into the internship.

### Internships sourced by participants

Participants may also source their own internship opportunities with local businesses.

- Providers can give promotional business cards to participants to use when approaching a potential employer. From the Provider Portal, providers can download electronic copies of the cards or order hard copies through the Department's contracted printing provider, CanPrint.
- If a participant sources their own internship, the provider must:
  - contact the employer to discuss the internship opportunity
  - check the internship meets eligibility requirements
  - check the internship is suitable for the participant
  - check the internship meets the needs of both the participant and the employer.



**System step:** Providers must create an internship vacancy in ESS Web, where one does not already exist, before an Internship Agreement can be created.

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## 2. Assess eligibility

### Assess participant eligibility

Providers must confirm each participant is eligible to participate in an internship before entering into a PaTH Internship Agreement.

To be eligible, a participant must:

- be aged 17–24 years (inclusive) and,
- be on income support and have mutual obligation requirements and:
  - 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.
- **System step:** The Internship Eligibility widget displays the number of participants on a provider's caseload who are eligible for an internship.

### Assess business eligibility

Providers must check the business meets all eligibility requirements to host an internship before a PaTH Internship Agreement is created. An eligible business must:

- have a valid ABN
- have a reasonable prospect of employment, which means that the business:
  - has a current vacancy
  - will likely have a vacancy following the internship, or
  - has a regular pattern of recruitment for a position aligned with the participant's interests, experience and qualifications.

Eligible business types include:

- for-profit organisations
- not-for-profit organisations
- labour hire organisations
- the Provider's Related Entity
  - Related Entity means those parts of the Provider, other than the part that delivers Services under the Deed.
  - A Related Entity can share the same ABN as the Provider.
- Government departments and agencies.
  - Note: Commonwealth Government departments are not eligible to receive the \$1,000 host payment.

A host business cannot:

- use the internship to displace an existing employee of the host business or reduce an employee's hours of work, including casual or part-time workers

- be a family member of the participant, which means the host business cannot be a spouse, de facto partner, child, parent, grandparent, grandchild or sibling of the participant or their spouse/de facto partner
- be the employment services provider of the participant, which means a provider cannot host a participant from their own caseload
- pay the intern at any stage during the internship
- provide the intern with extra hours of paid or unpaid work outside the agreed hours of the internship
- receive additional labour service fees for an intern participating in an internship
- have previously employed the intern
- have previously hosted the intern in a work experience or voluntary work placement
- have previously hosted the participant in an internship, except after written approval from the Department.
  - The total number of weeks of the internship and the amount of time the intern has participated will be considered.
  - The host business may be eligible to receive an additional \$1,000 host payment.

For example, if the participant falls ill and the internship ends abruptly, the participant may be able to recommence the internship with the same host business.

An internship must not:

- be a position, including a retail position, involving nudity or in the sex industry
- involve illegal activity
- involve income or funds from gambling deemed to be inappropriate by the Department, or
- be a placement the Department has advised is not acceptable.

(Deed reference: jobactive Deed clauses 107, 109A, 110, 111, 112 and Annexure A1 Definitions, Transition to Work Deed clauses 99, 100A, 101, 102, 103 and Annexure A1 Definitions)

### Check a business' previous internships

Providers must check that the host business has a reasonable prospect of employment by viewing details of the host business' history with internships in ESS Web and Employment Services Reporting before placing participants into internships. Details to check include:

- how many internships the business has hosted
- the number of active internships the business is hosting
- how many interns have been placed into paid employment with the host business
- the number of internships that did not result in paid employment with the host business.

Providers are encouraged to contact the host business to discuss why previous interns did not meet their needs.



Providers can also view the feedback provided by the intern and host business at the end of each internship. Providers can also seek additional information about the performance of a host business from their Contract Manager.

Providers must check that a host business has a reasonable prospect of employment for all interns and meets program requirements before placing participants into internships with that business.



**System step:** View a host business' internship history in ESS Web:

1. Before accepting or creating an internship vacancy, check the internship statistics using the Internship ABN report in Employment Services Reporting, or after accepting an internship vacancy invitation, view 'Internship Statistics' on the Vacancy Screen.
2. View participant and host business feedback on the Internship Feedback screen.

(Deed reference: jobactive Deed clause 109A.5, Transition to Work Deed clause 100A.5)

### Collaboration with third party organisations (brokers)

A host business may collaborate with a third party organisation (broker) to act on their behalf to set up one or more internships. A broker may represent one or more host businesses.

The role of a broker varies, depending on its arrangement with the host business. A broker could support the host business to:

- advertise internship opportunities through the online portal
- be the go-between for the business and provider
- interview or shortlist participants referred by the provider
- work with the provider to develop the details of the PaTH Internship Agreement
- assist the provider to conduct a risk assessment of the internship placement
- liaise with the provider about the internship throughout the placement.

A broker cannot:

- sign the PaTH Internship Agreement on behalf of the host business
- receive the \$1,000 host business payment
- receive labour fees from the host business for the intern's participation, or
- conduct and finalise the risk assessment.

Payment arrangements between the broker and host business for brokering internships are a private business matter.



**System step:** To advertise internships through the online portal, the broker must have a valid ABN and their own jobactive account, and identify the advertising host business.

### Eligibility for internships involving Group Training Organisations

Businesses that take on apprentices and trainees employed through a Group Training Organisation (GTO) can meet the requirement to have a reasonable prospect for employment as long as:

- the GTO is listed on the GTO National Register (see the Australian Apprenticeships website [at www.australianapprenticeships.gov.au/search-gto](http://www.australianapprenticeships.gov.au/search-gto))
- the vacancy is for a position as an apprentice or trainee
- the provider receives details of the arrangement for the reasonable prospect of employment in writing and keeps this on file
- the host business (not the GTO) is a party to, and signs, the Internship Agreement
- supervision for the duration of the internship is provided by the host business (not the GTO)
- the \$1,000 host payment is paid to the host business (not the GTO).

Providers must ensure supervisor requirements, work health and safety provisions and other program requirements are met in full.

For example, a business can host an intern before a possible apprenticeship or traineeship where the reasonable prospect of employment is with the GTO that the host business uses to source their apprentices or trainees.

Group Training Organisations may act as brokers for the host business in these cases.

Note: This arrangement does not apply when businesses wish to host an internship where the potential job will be with a labour hire organisation. In this instance, the labour hire organisation must be the host business and take on all responsibilities assigned to host businesses, including direct supervision of the intern.



**Documentary evidence:** The provider must retain written evidence of the details of the arrangement for the reasonable prospect of employment with a GTO.

### 3. Match a participant to an internship

The host business or broker, participant and provider co-design an internship placement. This process is intended to help the participant to get a better understanding of the host business' requirements and what is expected as a potential future employee.

#### Check internship details meet all requirements

Providers must ensure they co-design the internship with the participant and host business or broker to match the participant's skills, interests and experience and meet the host business' expectations and requirements.

For example, the provider must consider the participant's suitability for the potential job available with the host business, the activities involved and the participant's individual circumstances such as caring responsibilities and transport arrangements.

Providers should work with the host business and participant to ensure their needs are addressed and to reduce the number of unsuitable participants referred to an internship. A positive experience will increase the willingness of a host business to take on interns and engage with employment services in the future.

The internship must:

- be for four to 12 weeks in duration
- be for a minimum of 30 hours and a maximum of 50 hours per fortnight
- not exceed a maximum of eight hours per day
- not include participation on a public holiday.

The internship should be for a maximum of 25 hours per week, but the host business and intern have the flexibility to manage the hours of participation over a fortnight to reflect the needs and requirements of both the intern and the host business.

The provider must ensure the duration of the internship is appropriate and suitable for the participant and the nature of the job.

For example, if a host business advertises an internship for 12 weeks and the provider considers the participant would not need 12 weeks to learn those skills or activities, the provider must discuss these requirements with the host business and come to an agreement to reduce the length of the internship or adapt the activities.

To be as work-like as possible, interns must be provided with the same workplace conditions an employee would receive in terms of maximum shift breaks and any equipment or support. At a minimum, an intern must be provided with at least one 30 minute break every five hours. The individual circumstances of each participant should also be considered.

For example, if a participant has an injury or other needs and requires a break every three hours, instead of five, the provider must ensure the host business understands these needs and agrees to allow the additional breaks.

Breaks do not count towards the number of hours an intern undertakes for their internship activities.

For example, if the participant's shift was 9.00 am – 3.00 pm with a one-hour break for lunch, then the participant has participated in their internship for five hours.

(Deed reference: jobactive Deed clauses 107, 109A, 110, 111 and 112, Transition to Work Deed clauses 99, 100A, 101 and 102)

### Check the workplace is suitable

Providers must ensure the host business has a safe system of work in place for the internship, in accordance with:

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

The provider must complete a risk assessment for each participant in an internship. The provider must ensure a Competent Person conducts and documents the risk assessment. This must be done before the PaTH Internship Agreement has been signed and the internship starts.

If the provider does not have a Competent Person, it must engage a Competent Person for this purpose.

Providers have the discretion to determine how they document their risk assessments for PaTH Internships.



**Documentary evidence:** The provider must keep a record of each risk assessment and any action taken in accordance with each risk assessment. The provider must provide the relevant records to the Department on request.



**Work Health and Safety content:** When identifying and assessing the risks of each internship, the provider must consider:

- the host business’ existing work health and safety practices
- the level of supervision to be provided to each intern
- the nature of the activities the intern will complete
- the environment in which the internship takes place (including travelling to and from the internship and travelling during the internship)
- whether a site visit is required to identify or mitigate risks
- the participant’s personal circumstances (including working capabilities, health restrictions and level of workplace experience)
- any equipment and support required.



**Work Health and Safety content:** The provider must assess all reasonable risks associated with the internship. They must also agree to appropriate mitigation strategies with the host business and ensure they are applied. As part of the risk assessment, the provider must also consider whether the internship is:

- in a non-public area (such as a private residence)
- with a sole trader (such as a butcher or hairdresser who operates from a small shop)
- at various sites (such as with a tradesperson who works across multiple sites)
- likely to involve significant periods in non-public areas or working alone with another person
- working with, or requires contact with children or vulnerable people
- at a business conducted from a private residence with exposure to other people (such as a veterinary surgery)
- for alternative hours of work (such as early starts or night work)
- suitable for the participant to travel to and from, or
- in a labour hire environment in one or more different workplaces.

For example, an internship 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 the internship and consider the young person’s suitability, including if the sole trader requires a Working with Children or Working with Vulnerable People check as a risk mitigation before the job seeker can commence.

See relevant **Activity Management Guideline** for additional work health and safety requirements and risk assessments.

(Deed reference: jobactive Deed clauses 8, 69, 107 and 110, Transition to Work Deed clauses 8, 69, 99 and 101)

## Check each intern will have adequate supervision



**Work Health and Safety content:** Providers must ensure the host business maintains a high level of supervision to help the intern learn the requirements of the workplace. They must ensure the health, welfare and safety of each intern as well as members of the public.

Providers must ensure supervisors provide guidance and support to the intern in the workplace. This includes, but is not limited to:

- teaching the intern the skills required to complete tasks
- adapting the activities and teaching methods to the individual intern
- ensuring the intern understands what is required of them and performs tasks safely.

The level of supervision must be appropriate to the requirements of the internship and take into account:

- the complexity of the activities
- the risk of harm to the intern and to others.

The provider must ensure:

- the host business provides an appropriate supervisor for each intern;
  - a supervisor can be an individual who will supervise the intern at all times or a position such as a Shift Manager or Team Leader
- the supervisor is employed or engaged by the host business
- the supervisor has a high level of skills and knowledge relevant to the activities the intern will complete
- the host business provides continuous supervision over the entire duration of the work shift where the activities involve children, the elderly or otherwise vulnerable people.

The provider must ensure the host business and supervisor understand their requirements to supervise an intern at all times during the internship.

For example, if there is an internship with a labour hire company, the labour hire company is considered to be the host business. The supervisor must be employed by the labour hire company and must supervise the intern at all times across all locations and sites.

Providers must check if the nature of the internship requires interns and supervisors to have any checks and ensure that supervisors of interns meet the requirements of the relevant Deeds.

(Deed reference: jobactive Deed clause 8, 107, 109A and 111, Transition to Work Deed clauses 8, 99, 100A and 102)

## Insurance coverage

The Department purchases personal accident insurance and combined public and/or product liability insurance to cover participants undertaking Approved Activities, including PaTH Internships.

See the Insurance Reader's Guide for policy inclusions, exclusions and reporting requirements.

Providers can deliver internships where activities are excluded under the Department's insurance policies, if additional insurance is in place. Providers can purchase additional insurance, which must be in place before the participant can start the internship. Providers should carefully consider the suitability of the internship where it involves activities excluded under the Department's insurance policies. This includes taking into account any associated work health and safety risks.

As an alternative to purchasing additional insurance, providers could consider amending the activities in the proposed internship agreement to ensure full coverage under the Department's insurance policy.

See the Using the Employment Fund General Account Guideline for information on purchasing additional insurance for jobactive participants.

(Deed reference: jobactive Deed clauses 42, 88, 107.5(c), 110.5, Transition to Work clauses 42, 99.4(c), 101.4)

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## 4. Prepare for the internship

### Update and sign the Job Plan

PaTH Internships must be included in the participant's Job Plan as a voluntary item.

The *Social Security Act 1991* requires Job Plans to meet specific requirements. The provider must:

- update the Job Plan with the PaTH Internship activity code
- provide the updated Job Plan to the participant for their agreement before creating the PaTH Internship Agreement.

Providers can send the Job Plan to the participant dashboard through the jobactive website or Job Seeker App for participants to review and agree online. Providers must ensure participants have access to and are aware of how to agree to the terms of the Job Plan on their dashboard.



**System step:** A participant's approved Job Plan must include the PaTH Internship Job Plan activity code (ET67—PaTH Internship) as a voluntary item before a provider can create a PaTH Internship Agreement for the participant.

- The participant's Job Plan must retain the PaTH Internship Job Plan activity code for the duration of their PaTH Internship.



**System step:** Providers must approve the updated Job Plan in the Department's IT Systems once the participant and provider have signed the Job Plan.



**System step:** If the Job Plan is signed in hardcopy, the provider must enter into the Department's IT Systems the date the Job Plan was signed and confirm the Job Plan has been approved.

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

See Job Plans and Scheduling Mutual Obligation Requirements Guideline for Transition to Work participants regarding Job Plan requirements.

(Deed reference: jobactive Deed clause 109A.3(c), Transition to Work Deed clause 100A.3(a))

### PaTH Internship Agreement

The PaTH Internship Agreement is a three-way agreement between the provider, participant and host business outlining the terms and conditions of the internship.

Participation in an internship is voluntary. Interns, host businesses and providers can end the Internship Agreement at any time, without penalty.

Before the Internship Agreement is signed and an internship can commence, the provider must complete a risk assessment. Once the risk assessment is completed the provider must confirm the placement is suitable for the participant. See the **Check the workplace is suitable** section in this document for more details on risk assessments.

### Generate the PaTH Internship Agreement

A PaTH Internship Agreement is required for each internship. The provider must ensure the PaTH Internship Agreement template has all of the fields completed, including confirmation the host business:

- will not use the internship to displace any existing employee of the host business or reduce an employee’s hours of work, including casual or part-time workers
- has a reasonable prospect of employment for the intern following the internship.



**System step:** Providers must create the Internship Agreement in the Department’s IT Systems from the Job Placement screen.

The Internship Agreement is generated from the Department’s IT Systems.

Providers must complete the entire Internship Agreement in the Department’s IT Systems including:

- the first name, surname and contact details of the host business representative and internship supervisor
- details of the specific activities and learnings of the internship

For example, sales assistant at a gardening store: assist with watering and repotting of plants, clean-up of work areas, learn cash management and customer service skills, details of the specific requirements of the internship, including any required qualifications and equipment

For example, drivers licence, Responsible Serving of Alcohol Certificate, Working with Vulnerable People Checks, uniform, details of personal protection equipment

- specific days and hours of internship attendance or reference to rosters as applicable.

(Deed reference: jobactive Deed clause 109A.3, Transition to Work Deed clause 100A.3)

### Sign the PaTH Internship Agreement

The participant, host business and provider must sign the Internship Agreement before the internship starts. The provider must:

- explain the terms, conditions and requirements of the internship as set out in the Internship Agreement to both the participant and host business
- provide the participant and host business with relevant contact information and insurance details
- send the Internship Agreement to the host business and participant's jobactive accounts for electronic approval or the provider can arrange for the agreement to be signed in hardcopy:
  - the participant can review and agree to the terms and conditions of the Internship Agreement through the Job Seeker App.

When the agreement is signed in hardcopy, the provider must:

- approve the Internship Agreement in the Department's IT Systems
- retain a copy for their own records
- provide the participant and the host business with a copy of the signed agreement.



**System step:** The provider must action and approve the PaTH Internship Agreement in the Department's IT Systems before the start of the internship.

(Deed reference: jobactive Deed clause 109A.3, 109A.4, 109A.5 and 112, Transition to Work Deed clause 100A.3, 100A.4 and 100A.5)

### Check the participant is ready for the internship

Providers must check the host business and participant have everything they need to commence the internship. In consultation with the host business or broker, providers must identify any prerequisites of the internship (such as Employability Skills Training, white card, or responsible service of alcohol certificate) and check it is completed before the participant starts their internship.

In addition, providers need to identify any assistance the participant will require to maximise the success of the internship. This may include transport, clothing and presentation, tools and equipment, work-related licencing and post-placement support. It is possible that such goods and services may be reimbursed through the Employment Fund for jobactive participants, or be funded from Upfront Payments for Transition to Work participants.

Before the internship starts, providers must:

- give the participant the PaTH Internship intern factsheet and contact card. These provide:
  - information about the participant's rights and responsibilities during the internship
  - how to report concerns, complaints or issues during their internship.
- give the participant the **Job Seeker/Participant Insurance Guide** that includes information on how to lodge a claim or report an incident



- re-confirm with the participant that participation in an internship is voluntary and they can leave an internship at any time without penalty
- advise the participant to contact the provider immediately if they have any concerns, their circumstances change, they become employed or can no longer participate in the internship
- ensure the participant understands all information provided and provide additional support when required

For example, if the participant is from a non-English speaking background, the provider should consider providing an interpreter service to ensure the participant understands their requirements and any details associated with the internship.

- re-confirm the host business has the relevant contact information for the participant, provider and the Department
- ensure all parties have, or have access to, a copy of the PaTH Internship Agreement.

See Using the Employment Fund General Account Guideline for information on the jobactive Employment Fund and Transition to Work Payment and Outcome Performance Target Guideline for information on Transition to Work Upfront Payments.

(Deed reference: jobactive Deed clause 42, 70, 88, 109A.5 and 112, Transition to Work Deed clauses 42, 100A.5 and 106)

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## 5. Manage a PaTH Internship

The provider must proactively manage the internship for the duration of the placement. Providers must remain in contact with the host business and intern during the internship to ensure:

- they are aware of any changes in circumstances affecting the internship
- the intern is attending their internship and meeting the needs of the host business and their expectations of the internship placement
- the host business is meeting the terms of the Internship Agreement.

The provider should discuss the preferred contact method and frequency with the participant, host business or broker to avoid disruption to the internship. The provider may use participant contacts and site visits to detect safety risks.

Providers must notify the Department as soon as possible and within 24 hours of any incident involving the internship.

(Deed reference: jobactive Deed clause 110.6, Transition to Work Deed clause 69.6)

### Confirm the internship has started

Providers must confirm with the host business that the intern has commenced in the internship on the internship start date.

Interns receive a \$200 fortnightly payment as an incentive to participate in an internship. The payment is not to cover costs associated with the internship and is in addition to the participant's income support payments. Costs associated with

participating in the internship may be met from the Employment Fund for jobactive providers or Upfront Payments for Transition to Work providers.

The incentive is paid only after commencement is confirmed in the Department's IT Systems. The incentive is paid by Services Australia in addition to the job seeker's fortnightly income support payments, but not within the first five days of the job seeker commencing in the PaTH Internship to avoid payment if a job seeker exits the PaTH Internship within a short period.

The incentive payment ceases when the actual end date on the agreement has passed or the provider manually ends the internship in the Department's IT Systems.



**System step:** Providers must confirm the internship start date in the Department's IT Systems by no later than five business days of the internship start date to ensure there is no delay in payment of the incentive payment.

### Pay the host business

Host businesses receive a \$1,000 (GST inclusive) payment for each participant who commences as an intern in their business.

Providers must:

- pay the host business within five business days from confirmation the participant has commenced in the internship (unless otherwise agreed by the host business and documented)—providers can generate a recipient created tax invoice to meet this requirement
- pay the host business directly from their own funds once only for each participant who has commenced with that host business
- submit a claim for reimbursement through the Department's IT Systems. See **Claim payments** for more information.

(Deed reference: jobactive Deed clauses 88 and 109B, Transition to Work 100B and 106)



**Documentary evidence:** If the host business payment is not made within five business days of the intern commencing the internship, the provider must retain written evidence of agreement to an alternative payment date from the host business.

### Update the PaTH Internship Agreement when circumstances change

The provider must update an approved agreement in the Department's IT Systems as soon as they become aware of a change. All parties must agree to these changes.

For some changes, the PaTH Internship Agreement must be re-approved and re-signed by all parties. This includes changes to the:

- agreed commencement date, if it is delayed more than five days
- duration of the internship, such as a change from four to six weeks agreed fortnightly hours, or
- significant changes to the activities the intern will undertake, such as moving from customer service to warehousing duties.



**Documentary evidence:** Providers must keep a copy of the re-signed agreement on file.

An Internship Agreement is not required to be re-signed or re-approved in the Department’s IT Systems if there are minor changes to the following:

- location
- supervisor details
- times of attendance, or
- activities.

If minor changes occur, the provider must still ensure the intern and host business agree to the changes.



**Documentary evidence:** The provider must keep a record of any changes to the internship, even if a new Internship Agreement is not required.

Interns and host businesses have the flexibility to make minor changes to attendance times if the total fortnightly hours do not change.

For example, if the intern requests to start later one day due to another appointment, the intern and host business can agree for the intern to finish later so the total hours are not affected.

If the provider becomes aware of a change in circumstances that mean the program requirements are no longer being met, the provider must change or end the agreement.

For example, if there is no longer a reasonable prospect of employment for the intern with the host business, the provider should consider ending the agreement if continuing in the internship will not develop their vocational skills or improve their employment prospects with another business.



**Work Health and Safety content:** The provider must consider whether the changes to the internship will require a new risk assessment.



**System step:** The provider must immediately update the PaTH Internship Agreement in the Department’s IT Systems. If prompted, the provider must arrange re-signing of the updated agreement with all parties and then re-approve the PaTH Internship Agreement in the Department’s IT Systems.



**Documentary evidence:** The provider should retain a copy of the original agreement outside the Department’s IT Systems. The host business and intern will only be able to view the latest version of their signed agreement through their jobactive account.

### Recording participation against the Annual Activity Requirement (AAR) for jobactive participants

Where an intern has an AAR, providers must note the following:

- A PaTH Internship will fully meet a participant’s AAR while they are participating in the internship, regardless of their hours of attendance.

For example, a participant may attend an internship for 30 hours a fortnight. Even if the participant has a 50 hour AAR they will fully meet their AAR if they participate in a 30 hour per fortnight internship. In this example, the provider

would record the intern has undertaken 50 hours per fortnight to ensure the AAR is fully met.

- Internships are voluntary and participants will not be subject to the targeted compliance framework regarding their participation in the internship.
- If the participant does not participate in the internship, the provider will need to discuss with the participant another activity that could meet their Annual Activity Requirement.

If recording of AAR is required for an intern, the provider must record the hours that fully meet the participant's AAR.

- If the internship has been undertaken for part of the monthly period, the AAR hours should be pro-rated. For example, if the AAR was 100 hours and the internship occurs for two weeks out of the month, 50 AAR hours should be recorded.



Provider's must not manually indicate that the participant has met their AAR.

**System step:** Providers must use the 'Recording of Monthly Hours' tab in the AAR Details screen in the Department's IT Systems.



**System step:** Providers must record the total number of AAR hours for each month, within 10 business days of each month of participation.

When the internship overlaps with the participant's participation in the Work for the Dole phase, the provider can enter AAR hours for up to 10 days after the Work for the Dole (WfD) Phase end date.

Participants do not have an AAR where their participation in an internship occurs outside the WfD phase. See Managing and Monitoring Mutual Obligation Requirements Guideline for information regarding AAR and Mutual Obligation Requirements.

(Deed reference: jobactive Deed clauses 87, 113 and 114)

## Exclusion from participation in the program

Where a provider identifies a host business is not meeting the terms and conditions of the PaTH Internship Agreement, they must take immediate action to rectify the situation.

Providers must also inform the Department, through the relevant Account or Contract Manager, as soon as they become aware that a host business or broker may not be complying with the requirements of the program. The Department may direct the provider to take additional action to that already taken to rectify the identified issues.

Provider staff may also notify the Department of issues or concerns by:

- calling the National Customer Service Line on 1800 805 260 (free call from land line), or
- submitting confidential feedback through the Department's website ([atwww.employment.gov.au/feedback-and-enquiry-form](http://www.employment.gov.au/feedback-and-enquiry-form)).

Where the Department considers a host business or broker is not meeting the objectives of the program, or is misusing the program, the Department may suspend or exclude the entity from future participation in internships.

(Deed reference: jobactive Deed clause 109A.5, Transition to Work Deed clause 100A.5)

## Manage participant transfers

To allow continuity in the internship, interns will not automatically transfer to another provider or provider site in the following circumstances:

- when the participant updates their address with Services Australia
- as a result of business reallocation, or
- under the Maximum Time with Employment Provider policy.

This allows the provider to consider options to continue supporting the participant throughout the internship.

### Manual transfers

Before a manual transfer is completed, the provider must discuss the implications of the internship with the intern.

Providers must end the Internship Agreement before manually transferring the participant to another provider.

This may be done when:

- it is not possible for the participant to continue being serviced by the provider, such as when the participant relocates too far away to continue or
- a participant is not able to be excluded from business reallocation transfers or Maximum Time transfers such as when the provider closes services.

If a participant transfers to a new provider and can continue to attend the internship placement, the new provider should determine whether continuing the internship would benefit the participant and host business.

- The new provider must create a new Internship Agreement.
- The intern must stop participating in the internship while there is no active Internship Agreement in place.
- An internship must not exceed 12 weeks. The new Internships Agreement must be the agreed timeframe minus the number of weeks the intern has already participated.
- The Department must approve the second internship placement with the same participant and host business.
  - The host business will be eligible for another \$1,000 payment because a new Internship Agreement has been entered into.



**System step:** For all manual transfers, the provider must first end the Internship Agreement in the Department's IT Systems using the 'Ceased Internship – Participant' end reason.

## Novations

In instances of provider novations, the Department can transfer the agreement to the new provider. This allows the intern to continue their internship placement uninterrupted.

The new provider will then be responsible for the intern and the internship. This includes monitoring work health and safety requirements and ensuring the internship continues to meet the needs of both the host business and the participant.

When a transferred agreement results in a PaTH Internship Outcome, the new provider is eligible for the PaTH Internship Payment.

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## 6. End a PaTH Internship

When an internship ends, providers must immediately update the Internship Agreement in the Department's IT Systems. This is particularly important where the internship is ended early to avoid overpayment of the incentive payment. Ending the Internship Agreement in the Department's IT Systems:

- notifies Services Australia to stop the incentive payment to the participant
- ensures the Department can monitor when an internship has ended early and the reason it has ended
- determines whether an Internship Outcome is payable to the provider
- invites the intern and host business to provide feedback to the Department through their jobactive account.

If the internship ended early, consider if any issues need to be raised with the Department.



**System step:** When an internship ends, providers must immediately manually end the Internship Agreement and record the correct end reason in the Department's IT System.

Declining employment after internship A Work Refusal Failure is committed when a job seeker refuses or fails to accept an offer of suitable employment. When an intern refuses or fails to accept an offer of suitable employment after successfully completing an internship, providers should follow the guidance in the Work Refusal and Unemployment Failures Guideline (jobactive), or the Participant Requirements Guideline (Transition to Work).

(Deed reference: jobactive Deed clause 115, Transition to Work Deed Section B3.1)

## Feedback on the internship

On completion of the internship, the intern and host business are invited to provide feedback to the Department and their provider through their jobactive account.

Providers should encourage both the host business and intern to complete the short feedback survey. The survey contains five multiple-choice questions.

Interns are asked questions about their overall experience of the internship.

For example, participants indicate whether their supervisor helped them develop their skills.

Host businesses are asked questions about the intern's work behaviours throughout the internship.

For example, host businesses indicate whether the participant was punctual and satisfactorily completed their allocated activities.



**System step:** Providers can view this feedback through the Department's IT Systems. Providers should contact the Department if they have any concerns arising from the feedback.

Providers are encouraged to contact host businesses to discuss any feedback they are concerned about, particularly where an internship does not result in employment. The provider should use this opportunity to discuss the reasons the internship did not meet the host business' needs. This could help ensure the needs of the host business and participants could be met for future internships.

(Deed reference: jobactive Deed clause 109A.5, Transition to Work Deed clause 100A.5)

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## 7. Claim payments

### Claim a reimbursement for the \$1000 host business payment

The host business is eligible to receive a \$1,000 (GST inclusive) host payment to contribute towards costs of hosting the internship for each intern that commences in their business.

The provider must pay the host business directly from their own funds within five business days of the intern commencing the internship, unless otherwise agreed by the host business. The reimbursement can be claimed at any time from the placement confirmed date to 56 days after the end of the PaTH Internship Period. Providers must not claim reimbursement from the Employment Fund.



**Documentary evidence:** To claim a reimbursement for the \$1,000 host business payment, the provider must retain the following documentary evidence:

- Evidence the internship commenced. This can be written correspondence from the host business such as a letter or email, or a file note by the provider to confirm their discussion and the commencement of the intern with the host business.
- Evidence of the provider paying the PaTH Internship Amount to the host business. This may include a:
  - record of transaction (bank statement or a record of transaction from the provider's financial system)
  - Tax Invoice with receipt from the host business, or
  - remittance advice.

All documentary evidence must include:

- details uniquely identifying the specific internship (such as the PaTH Internship Agreement ID and dates of internship)

- host business name and ABN
- payment amount
- date the payment was made to the host business.



**System step:** Providers submit claims for reimbursement through the Department's IT Systems.

(Deed reference: jobactive Deed clause 109B, Transition to Work Deed clause 100B)

### Claim a PaTH Internship Outcome Payment

For providers to be eligible for an outcome payment, the intern must have participated in the internship for between 30 and 50 hours per fortnight and:

- participated in an internship for at least two weeks and then obtained employment with either:
  - the host business (end reason is 'Completed—Employment With Host'), or
  - another employer before the end date specified in the PaTH Internship Agreement (end reason is 'Completed—Found Other Employment')
- the participant, host business and provider agree to end the internship before the end date specified in the PaTH Internship Agreement, and the participant has participated in the internship for a minimum of four weeks (end reason is 'Completed Early—With Evidence'), or
- completed the internship duration as specified in the PaTH Internship Agreement and not gained employment (end reason is 'Completed—No Employment').

Providers can claim the PaTH Internship Outcome Payment once the PaTH Internship Agreement has been ended with the correct end reason in the Department's IT Systems.

Providers should claim the PaTH Internship Outcome Payment within 56 days of the Agreement end date.

(Deed reference: jobactive Deed clauses 125 and Annexure B2, Transition to Work Deed clauses 107 and Annexure B1)

### Tracking towards an Employment Outcome payment

When the participant gains employment following their internship, either with the host business or another employer, the provider can start tracking towards jobactive or Transition to Work Employment Outcomes.

See jobactive Vacancies and Outcomes Guideline and Transition to Work Vacancies and Outcomes Guideline.

(Deed reference: jobactive Deed clause 125, Transition to Work Deed clause 104)

### Wage subsidy eligibility

If the participant moves into employment following their internship, employers may be eligible to receive a wage subsidy for eligible participants. See relevant **Managing Wage Subsidies Guideline**.



(Deed reference: jobactive Deed clause 89, Transition to Work Deed clause 84)

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## 8. Summary of required Documentary Evidence

### Job Plan



**Documentary evidence:** A participant's approved Job Plan must include the PaTH Internship Job Plan activity code (ET67—PaTH Internship).

### Risk assessments



**Documentary evidence:** Providers must keep on file the risk assessment documentation for an internship in accordance with all Deed and Guideline requirements.

### PaTH Internship Agreement



**Documentary evidence:** If the PaTH Internship Agreement is signed in hardcopy, the provider must keep a copy on file.

Updated or revised Internship Agreements must also be retained.

### Internships involving Group Training Organisations



**Documentary evidence:** The provider must retain written evidence of the details of the arrangement for the reasonable prospect of employment with a GTO.

### Pay the host business



**Documentary evidence:** If the host business payment is not made within five business days of the intern commencing the internship, the provider must retain evidence the host business agreed to an alternative payment date. This must be written correspondence from the host business.

### Claim a reimbursement for the \$1,000 host business payment



**Documentary evidence:** The provider must retain the following documentary evidence to claim a reimbursement for the \$1,000 host business payment:

- Evidence the internship commenced. This can be written correspondence from the host business such as a letter or email, or a file note by the provider to confirm their discussion and the commencement of the intern with the host business.
- Evidence the provider paid the \$1,000 host business payment to the host business. This may include a:
  - record of transaction (bank statement or a record of transaction from the provider's financial system)
  - Tax Invoice with receipt from the host business, or
  - remittance advice.
- All documentary evidence must include the following information:

- details uniquely identifying the specific internship (such as PaTH Internship Agreement ID and dates of internship)
- host business name and ABN
- payment amount
- date the payment was made to the host business.

Except where otherwise specified, all capitalised terms in this guideline have the same meaning as in the jobactive Deed 2015–2022 and the Transition to Work Deed 2016–2022 ('the Deed')

'Provider' refers to jobactive providers and Transition to Work providers.

'Participant' refers to job seekers registered with jobactive and Transition to Work.

'Host business' has the same meaning as Activity Host Organisation in the jobactive Deed 2015–2022.

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 the Department under or in connection with the Deed.