REQUEST FOR TENDER

FOR EMPLOYMENT SERVICES 2015-2020
<table>
<thead>
<tr>
<th>Title of Request for Tender</th>
<th>Request for Tender for Employment Services 2015-2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 October 2014</td>
<td>Release of the Request for Tender</td>
</tr>
<tr>
<td>10 October 2014</td>
<td>Request for Tender Information Sessions</td>
</tr>
<tr>
<td></td>
<td>- Melbourne (two sessions)</td>
</tr>
<tr>
<td></td>
<td>- Brisbane (two sessions)</td>
</tr>
<tr>
<td></td>
<td>- Sydney (two sessions)</td>
</tr>
<tr>
<td></td>
<td>- Bendigo</td>
</tr>
<tr>
<td>13 October 2014</td>
<td>Request for Tender Information Sessions</td>
</tr>
<tr>
<td></td>
<td>- Adelaide</td>
</tr>
<tr>
<td></td>
<td>- Videolink for Northern Territory</td>
</tr>
<tr>
<td></td>
<td>- Coffs Harbour</td>
</tr>
<tr>
<td>14 October 2014</td>
<td>Request for Tender Information Sessions</td>
</tr>
<tr>
<td></td>
<td>- Perth</td>
</tr>
<tr>
<td></td>
<td>- Canberra</td>
</tr>
<tr>
<td></td>
<td>- Webinar</td>
</tr>
<tr>
<td></td>
<td>- Hobart</td>
</tr>
<tr>
<td>10 November 2014</td>
<td>Last day for requests to the Department of Employment for further information regarding the Request for Tender. There will be no obligation on the Department to answer questions received after this deadline (see Section 6.5.7)</td>
</tr>
<tr>
<td>5.30 pm (Canberra time)</td>
<td>Closing time and date for tender submissions</td>
</tr>
<tr>
<td>Monday 17 November 2014</td>
<td></td>
</tr>
<tr>
<td>March 2015</td>
<td>Preliminary tender outcome advice to Tenderers</td>
</tr>
<tr>
<td>late March 2015</td>
<td>Announcement of final tender results</td>
</tr>
<tr>
<td>April 2015</td>
<td>Dispatch of Deeds offers and execution of Deeds</td>
</tr>
<tr>
<td>early April 2015</td>
<td>Transition commences</td>
</tr>
</tbody>
</table>
The Department of Employment (the Department) has released this Request for Tender (RFT) for the purpose of purchasing Employment Services for the period from 1 July 2015 to 26 June 2020.

The Department will hold information sessions regarding this RFT in most capital cities and selected regional centres. An information session will also be held via webinar for those who are unable to attend in person. Details of these sessions are available on the Employment Services Procurement website (www.employment.gov.au/employment-services-procurement-information). You can register to attend an information session through the Employment Services 2015-2020 Information Sessions’ website (http://wired.ivvy.com/event/es2015/) or through the Employment Services Purchasing Hotline (the Hotline).

The Hotline is the primary means of contact during the purchasing period and can be contacted on 1300 733 514 (Monday to Friday, 9.00 am to 5.00 pm Canberra time, excluding ACT and national public holidays) or via email to the Employment Services Purchasing Hotline (espurchasing@employment.gov.au).

In order to ensure the Probity of the tender process, the Hotline cannot provide interpretation or advice on how to respond to this RFT, or provide information that is not contained in this RFT, unless that information is otherwise publicly available.

The Department will provide a response to a request for clarification or a question submitted to the Hotline as soon as practicable. The Department may provide answers to all Tenderers without identifying the source of the question or clarification by posting such information on the Employment Services Purchasing website (www.employment.gov.au/employment-services-procurement-information).

This RFT contains the information that Tenderers must address when submitting a tender for the RFT.

This document should be considered together with other information, including:

- labour market and relevant historical programmatic data for the Services available for tender that can assist Tenderers to understand the environment in the Employment Regions in which they may wish to bid is available at the Labour Market Information Portal (lmip.gov.au/).

However, this additional information is provided for background purposes only and Tenderers must frame their tender response to meet the requirements of the RFT.

Organisations wishing to tender must register with AusTender to access all RFT documentation. Registration is available free of charge through the AusTender website (www.tenders.gov.au).

It is a requirement of this RFT that tenders be:
applied for using the forms available as part of the RFT download pack under the correct Approach to Market (ATM) through AusTender

lodged electronically through the AusTender website (www.tenders.gov.au).

This Request for Tender, including the Draft Deed(s), makes reference to Guidelines, a Joint Charter of Contract Management and Service Guarantees. Some of these documents are still under development and will be released on the Employment Services Procurement website (www.employment.gov.au/employment-services-procurement-information) once finalised, noting this may be after the closure date.

In the Request for Tender, unless the contrary intention appears:

- all payment amounts are GST inclusive
- all capitalised terms have the meanings given to them in the list of Definitions in Appendix A – Glossary, in Annexure A1 of the Draft Employment Services Deed or in Clause 32 of the Draft Work for the Dole Coordinator Services Deed, as relevant.

A number of the requirements specified in the RFT may be subject to change, including those subject to legislation. If there is a change to these requirements during the RFT open period, the Department will issue an Addendum on AusTender which outlines the changes. Tenderers should consider the requirements set out in the RFT in preparing their tenders unless notified via an Addendum that these requirements no longer apply. The key requirements that may be subject to change include:

- Section 2.5.1 – Stronger participation incentives for Job Seekers under 30s
- Section 2.6 – Who may receive services
- Table 2.1 – Servicing requirements
- Section 2.9.2 – Common elements across Streams
- Table 2.3 – Table of Wage Subsidies
- Section 2.10.2 – Participation
- Table 2.4 – Mutual Obligation Requirements for Job Seekers by Age Group
- Section 2.10.4 – Transition
- Section 2.15 – Overview of the Job Seeker Compliance Framework
- Section 2.15.1 – Failure to attend an appointment with an Employment Provider
- Table 2.5 – Fees
# TABLE OF CONTENTS

## CHAPTER 1  OVERVIEW

1.1. INTRODUCTION .......................................................................................... 13
1.2. EMPLOYMENT SERVICES PROVIDERS .......................................................... 14
1.2.1. EMPLOYMENT PROVIDERS ................................................................ 14
1.2.2. WORK FOR THE DOLE COORDINATORS ............................................. 15
1.2.3. NEW ENTERPRISE INCENTIVE SCHEME (NEIS) PROVIDERS .............. 15
1.2.4. HARVEST LABOUR SERVICES .............................................................. 15
1.2.5. NATIONAL HARVEST LABOUR INFORMATION SERVICE ..................... 16
1.3. FREEDOM OF INFORMATION .................................................................. 16

## CHAPTER 2  STATEMENT OF REQUIREMENTS – EMPLOYMENT PROVIDER SERVICES

2.1. INTRODUCTION .......................................................................................... 19
2.2. OBJECTIVE OF EMPLOYMENT SERVICES .................................................. 19
2.3. OVERVIEW OF EMPLOYMENT SERVICES .................................................. 19
2.4. OUTLINE OF EMPLOYMENT PROVIDER SERVICES ................................... 20
2.5. 2014-2015 INITIATIVES ............................................................................. 20
2.5.1. STRONGER PARTICIPATION INCENTIVES FOR JOB SEEKERS UNDER 30 MEASURE ........................................ 21
2.5.2. RESTART WAGE SUBSIDY .................................................................. 21
2.5.3. RELOCATION ASSISTANCE TO TAKE UP A JOB ................................ 21
2.5.4. THE JOB COMMITMENT BONUS .......................................................... 21
2.5.5. THE TASMANIAN JOBS PROGRAMME .................................................. 21
2.5.6. WORK FOR THE DOLE ........................................................................ 21
2.5.7. SUPPORT SERVICES AND MUTUAL OBLIGATION ARRANGEMENTS FOR ILLEGAL MARITIME ARRIVALS .................................................... 22
2.6. WHO MAY RECEIVE SERVICES? ................................................................. 22
2.6.1. VOLUNTEERS ...................................................................................... 22
2.6.2. WHEN IS A JOB SEEKER IN SERVICE? ............................................... 22
2.7. HOW DO JOB SEEKERS CONNECT TO SERVICES? .................................... 22
2.7.1. JOB SEEKER CHOICE ...................................................................... 22
2.7.2. ALLOCATION IF NO CHOICE MADE ................................................... 22
2.7.3. CHANGING SITES WITH THE SAME EMPLOYMENT PROVIDER ............ 22
2.7.4. CHANGING EMPLOYMENT PROVIDERS ............................................. 22
2.7.5. WHAT HAPPENS TO PAYMENTS WHEN JOB SEEKERS TRANSFER BETWEEN EMPLOYMENT PROVIDERS? ........................................... 22
2.7.6. MAXIMUM TIME WITH EMPLOYMENT PROVIDER ................................ 22
2.8. HOW IS THE SERVICE STREAM DETERMINED? ....................................... 22
2.9. EMPLOYMENT PROVIDER SERVICES ....................................................... 23
2.9.1. FLEXIBLE SERVICING ARRANGEMENTS ........................................... 23
2.9.2. COMMON ELEMENTS ACROSS STREAMS ......................................... 23
2.9.3. MOVING ACROSS STREAMS ................................................................. 23
2.9.4. INITIAL CONTACT .............................................................................. 23
2.9.5. JOB PLAN ............................................................................................ 23
2.9.6. JOB SEARCH REQUIREMENTS ........................................................... 23
2.9.7. EMPLOYMENT FUND ...................................................................... 23
2.9.8. SERVICING THROUGH IMPROVED IT ................................................ 23
2.9.9. ADDITIONAL TOOLS ...................................................................... 23
2.9.10. RELOCATION ASSISTANCE TO TAKE UP A JOB ................................ 23
2.9.11. JOB COMMITMENT BONUS .............................................................. 23
2.10. MUTUAL OBLIGATION REQUIREMENTS .................................................. 23
2.10.1. JOB SEEKER REQUIREMENTS .......................................................... 23
2.10.2. PARTICIPATION ............................................................................... 23
2.10.3. THE ANNUAL ACTIVITY REQUIREMENT .......................................... 23
2.10.4. TRANSITION ................................................................................... 23
2.11. WORK FOR THE DOLE .......................................................................... 23

---

vi  Request for Tender for Employment Services 2015-2020
CHAPTER 3

STATEMENT OF REQUIREMENTS - WORK FOR THE DOLE COORDINATORS... 76

3.1. INTRODUCTION ............................................................................................................. 77
3.2. OBJECTIVE OF WORK FOR THE DOLE ................................................................. 77
3.3. OUTLINE OF WORK FOR THE DOLE COORDINATOR SERVICES ....................... 77
3.3.1. WORK FOR THE DOLE PLACE ASSESSMENT .................................................. 77
3.3.2. WORK FOR THE DOLE PLACES ........................................................................... 82
3.4. EMPLOYMENT REGIONS ......................................................................................... 83
CHAPTER 7  BIDDING FOR BUSINESS AND TENDER EVALUATION ................................. 127

7.1. INTRODUCTION ......................................................................................... 128
7.2. BIDDING FOR BUSINESS – EMPLOYMENT PROVIDER ................................ 128
    7.2.1. BUSINESS LEVELS—EMPLOYMENT PROVIDER .................................. 128
    7.2.2. BID RANGES—EMPLOYMENT PROVIDER ........................................ 128
    7.2.3. NUMBER OF PROVIDERS REQUIRED – EMPLOYMENT PROVIDER ........... 128

Request for Tender for Employment Services 2015–2020 ix
CHAPTER 8  ACCESS TO DEPARTMENT’S IT SYSTEMS .............................................. 156

8.1. INTRODUCTION .......................................................................................... 157
8.2. SECURITY, PRIVACY AND CONFIDENTIALITY ......................................... 157
8.3. OPERATING SYSTEMS .............................................................................. 157
8.4. USE OF THIRD PARTY IT SYSTEMS ....................................................... 157
8.5. IT CONTACT ............................................................................................... 158
8.6. PRINTING .................................................................................................. 158
8.7. ACCESS TO THE INTERNET ................................................................... 158
8.8. EMAIL ....................................................................................................... 159
8.9. INFORMATION TECHNOLOGY SUPPORT ............................................. 159
<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.10.</td>
<td>INFORMATION TECHNOLOGY TRAINING</td>
<td>159</td>
</tr>
<tr>
<td>8.10.1.</td>
<td>EMPLOYMENT SERVICES NETWORK INTERNET SUPPORT SITE</td>
<td>159</td>
</tr>
<tr>
<td>8.11.</td>
<td>INFORMATION TECHNOLOGY COSTS</td>
<td>160</td>
</tr>
<tr>
<td>8.12.</td>
<td>SECURITY POLICY FOR EXTERNAL USERS OF THE DEPARTMENT’S IT SYSTEMS</td>
<td>160</td>
</tr>
<tr>
<td>APPENDIX A</td>
<td>GLOSSARY</td>
<td>161</td>
</tr>
<tr>
<td>APPENDIX B</td>
<td>ELIGIBILITY FOR EMPLOYMENT SERVICES</td>
<td>174</td>
</tr>
<tr>
<td>APPENDIX C</td>
<td>DEVELOPING SERVICE DELIVERY PLANS</td>
<td>180</td>
</tr>
<tr>
<td>APPENDIX D</td>
<td>QUALITY ASSURANCE FRAMEWORK</td>
<td>186</td>
</tr>
<tr>
<td>APPENDIX E</td>
<td>COMMUNICATION PROTOCOL</td>
<td>208</td>
</tr>
<tr>
<td>APPENDIX F</td>
<td>EMPLOYMENT REGIONS</td>
<td>213</td>
</tr>
<tr>
<td>APPENDIX G</td>
<td>MAPS OF EMPLOYMENT REGIONS</td>
<td>216</td>
</tr>
<tr>
<td>APPENDIX H</td>
<td>INFORMATION GUIDE FOR TENDERERS SUBMITTING THEIR TENDER</td>
<td>217</td>
</tr>
<tr>
<td>APPENDIX I</td>
<td>PRO FORMA OF ELECTRONIC TENDER APPLICATION</td>
<td>226</td>
</tr>
<tr>
<td>APPENDIX J</td>
<td>DRAFT EMPLOYMENT SERVICES DEED</td>
<td>227</td>
</tr>
<tr>
<td>APPENDIX K</td>
<td>DRAFT WORK FOR THE DOLE COORDINATOR SERVICES DEED</td>
<td>228</td>
</tr>
</tbody>
</table>
CHAPTER 1    OVERVIEW
1.1. INTRODUCTION

The Australian Government is committed to building a strong and prosperous economy that promotes workforce participation and helps more Job Seekers to find and keep a job. To achieve this goal, the Government is investing $5.1 billion over the next three years in a new Employment Services 2015 model to better meet the needs of Job Seekers, Employers and Providers.

The new model, which will commence from 1 July 2015, represents a fundamental shift in the design and delivery of Employment Services, ensuring Services to Job Seekers better meet the needs of Employers.

The key objective of the new model is to promote stronger workforce participation by people of working age and help more Job Seekers move from welfare to work.

To achieve this, the new model provides stronger incentives for Employment Providers to deliver high-quality Services and achieve sustained employment outcomes for Job Seekers. It sets clear expectations for active participation by Job Seekers and includes incentives where Employers hire, train and retain Job Seekers. It significantly reduces the level of prescription, complexity and red tape for Employment Services Providers and rewards sustained performance.

The model incorporates measures announced in the 2014-15 Budget including changes for Job Seekers aged 18 to 30 and the Restart wage subsidy to support mature age employment. The new model builds upon other Government programmes including the Job Commitment Bonus for Young Australians, Relocation Assistance to Take Up a Job and the Tasmanian Jobs Programme.

The Employment Services 2015 model includes the following components:

- Employment Providers (replacing the current Job Services Australia)
- Work for the Dole Coordinators
- New Enterprise Incentive Scheme (NEIS)
- Harvest Labour Services
- National Harvest Labour Information Service.

Tenderers seeking to become a Work for the Dole Coordinator, NEIS Provider or to provide Harvest Labour Services or the National Harvest Labour Information Service are not required to become Employment Providers but may choose to do so.

Deeds for each of these components will be for five years to reduce costs and red tape for Providers.
1.2. EMPLOYMENT SERVICES PROVIDERS

1.2.1. Employment Providers

The Department will contract with Employment Providers for the delivery of Services to assist eligible Job Seekers to find and keep a job.

The new model includes significant reforms to enhance the quality of Services provided to Job Seekers and Employers and improve employment outcomes. The key features of the new Employment Provider service include:

- Each Job Seeker will be placed into one of three service streams, based on their risk of becoming long-term unemployed and any serious non-job related issues. Funding is directed to those Job Seekers who need the most support to find and keep a job.

- The Mutual Obligation framework has been simplified and extended to ensure that more Job Seekers remain active and engaged while looking for work.
  - There will be a requirement of 20 Job Searches per month for most Job Seekers, with Employment Providers having flexibility to adjust depending on the individual circumstances of the Job Seeker and labour market conditions.
  - Most Job Seekers aged under 30 will be required to do Work for the Dole for 25 hours per week for six months each year.
  - Most Job Seekers aged 30 to 49 will be required to do Work for the Dole for 15 hours per week for six months each year.
  - Most Job Seekers aged 50 to 59 will be required to undertake an approved activity for 15 hours per week for six months each year.

- Training will be tightly targeted and Job Seekers will not undertake training for training’s sake.

- The Employment Fund will focus on work related items, Post Placement Support, professional services and training that better meet the needs of Job Seekers and Employers.

- Modern online and self-help services will assist Job Seekers to more easily engage with Employers and Providers.

- There will be wage subsidies to encourage Employers to offer ongoing employment to young and mature age Job Seekers, the long-term unemployed and Indigenous Job Seekers who have been unemployed for at least six months.

- The existing Employment Services Areas will be replaced by 51 Employment Regions to encourage greater efficiency through economies of scale.

- It is expected that there will be up to six Employment Providers in each Region, with each Employment Provider working with Job Seekers from across the range of client groups represented in the Region.
• Payments to Providers will be structured to promote stronger performance and emphasise the achievement of employment outcomes, not process.

• There will be a flat administration fee paid in advance at six monthly intervals that will be supported by automated claiming.

• There will be four, 12 and 26 week Outcome Payments with higher levels of payments for achieving outcomes for Job Seekers with more complex issues and who have been unemployed longer.

• For specified Employment Regions (all or in part), a new regional loading will be applied to payments.

• There will be a mid-Deed price adjustment for administration fees and Outcome Payments to Employment Providers to ensure that they can continue to deliver the same level of service over the life of the Deed.

• There will be less prescription with regard to the manner in which Services are to be delivered. Employment Providers will be contracted to deliver the Services they outline in their tender documentation.

• A new Performance Framework will focus on sustainable outcomes, and also on service delivery quality.

• There will be targets for increasing Indigenous employment outcomes, and they will be part of Providers’ ongoing performance assessment.

• A network of Work for the Dole Coordinators (one per Employment Region) will be contracted to work with Employment Providers and source Work for the Dole Places and projects with not-for-profit organisations/charities, or local, state territory or Commonwealth Government organisations or agencies.

• Employment Providers will be expected to collaborate to provide suitable Job Seekers for major Employers and significant projects.

• Improvements in data-sharing with Income Support data will help verify employment outcomes more easily, reducing red tape for Employers and Employment Providers.

• The Job Seeker Compliance Framework will be strengthened to ensure that Job Seekers are more actively supported to work with their Employment Provider and meet their Mutual Obligation Requirements.

It is expected that there will be a mix of Employment Providers across Australia, including for profit and not-for-profit organisations. Bids will be accepted for part of an Employment Region although preference will be given to tenders that geographically cover all of an Employment Region. Preference will be given to Tenderers that demonstrate ability and clear strategies (such as formal links with specialist organisations) to deliver quality service and achieve employment outcomes for specific client groups. Small organisations are encouraged to consider group tendering arrangements if they do not wish to Bid in their own right.

For a detailed description of Services see Chapter 2.
1.2.2. **Work for the Dole Coordinators**

The Department will contract Work for the Dole Coordinators to help source Work for the Dole Places suitable for the range of Job Seekers in each Employment Region. Work for the Dole Coordinators will identify potential Host Organisations, secure hosted places, organise group activities and connect Host Organisations with Employment Providers.

In bidding to be a Work for the Dole Coordinator, Tenderers are not required to Bid to be Employment Providers as well, but may choose to do so.

For a detailed description of Services see Chapter 3.

1.2.3. **New Enterprise Incentive Scheme (NEIS) Providers**

The Department will contract NEIS Providers to provide a range of Services to assist eligible Job Seekers to establish and run their own small businesses.

In bidding to deliver NEIS Services, Tenderers are not required to bid to be Employment Providers as well, but may choose to do so.

For a detailed description of Services see Chapter 4.

1.2.4. **Harvest Labour Services**

The Department will contract Harvest Labour Services Providers to deliver Services to horticultural producers in regions where they demonstrate that there is need for out-of-area Harvest Workers. Harvest Labour Services Providers will be required to gather vacancies from Employers of harvest labour and supply the Harvest Workers necessary from outside the harvest area to meet this need.

In bidding to deliver Harvest Labour Services, Tenderers are not required to bid to be Employment Providers as well, but may choose to do so.

For a detailed description of Services see Chapter 5.

1.2.5. **National Harvest Labour Information Service**

The Department will contract a National Harvest Labour Information Service Provider to coordinate and distribute harvest labour information across Australia.

In bidding to deliver National Harvest Labour Information Services, Tenderers are not required to bid to be Employment Providers as well, but may choose to do so.

For a detailed description of Services see Chapter 5.
1.3. FREEDOM OF INFORMATION

All documents created or held by the Department with regard to the programmes are subject to the Freedom of Information Act 1982 (FOI Act). Unless a document falls under an exemption provision, it will be made available to the general public if requested under the FOI Act.

All FOI requests are to be referred by post to:

   FOI Team Leader—Loc C10MT1
   Corporate Legal Branch
   Department of Employment
   GPO Box 9880
   CANBERRA ACT 2601
   or by email (foi@employment.gov.au)

Decisions regarding requests for access will be made by the authorised FOI decision maker in accordance with the requirements of the FOI Act.
CHAPTER 2

STATEMENT OF REQUIREMENTS – EMPLOYMENT PROVIDER SERVICES
2.1. INTRODUCTION

This chapter describes the Services a Tenderer will be required to deliver if awarded an Employment Services 2015–2020 Deed as an Employment Provider.

Successful Tenderers will be required to commence delivery of Employment Provider Services on 1 July 2015.

2.2. OBJECTIVE OF EMPLOYMENT SERVICES

The objectives of Employment Services are to:

- ensure Job Seekers better meet the needs of Employers
- increase Job Seeker activation by removing the option of passive welfare and introducing stronger Mutual Obligation Requirements
- increase job outcomes for unemployed Australians with specific targets for Indigenous Job Seekers
- reduce service prescription and cuts red tape.

2.3. OVERVIEW OF EMPLOYMENT SERVICES

The Employment Services 2015 model is driven by a strong emphasis on Mutual Obligation Requirements that encourage a work-like culture among Job Seekers. These requirements reflect the principle that unemployed people should be working, preferably for a wage, and if not, for the dole.

The model will focus on performance, cutting red tape, giving Job Seekers the practical support they need to get and sustain a job and move off welfare dependency as soon as possible, and satisfying the needs of Employers for work-ready employees. Employment Providers will focus on achieving job outcomes for Job Seekers and a high level of Employer engagement to ensure Employers can fill vacancies with Job Seekers who meet their needs. Providers will deliver pre-employment preparation and post-recruitment back-up, so that Employers can expect more Job Seekers to have the skills and attributes they need to be recruited and stay in a job.

In most cases, Job Seekers will connect with Employment Providers following a referral by the Department of Human Services. The Job Seeker will be assessed using the Job Seeker Classification Instrument and, where required, an Employment Services Assessment. The Job Seeker Classification Instrument measures a Job Seeker’s relative difficulty in gaining and maintaining employment and also identifies those Job Seekers who have multiple and complex issues for employment that may require further assessment through an Employment Services Assessment. The Job Seeker Classification Instrument is a robust and accurate measure of Job Seeker difficulties in finding a job in the relevant labour market.
2.4. OUTLINE OF EMPLOYMENT PROVIDER SERVICES

Job Seekers will be placed into one of three Streams (Stream A, B or C – see Section 2.9), based on the complexity of their employment-related issues. The amount of overall funding available to the Provider will be based on the Job Seeker’s Stream. Providers will have the discretion to determine the amount and type of servicing Job Seekers receive. Providers must also deliver the Services essential to meeting a Job Seeker’s Mutual Obligation Requirements. However, the service offer should be commensurate with the Services Job Seekers need to secure a sustainable job and move off welfare as quickly as possible.

Employment Providers will work with Job Seekers to negotiate a Job Plan. The Job Plan is the key document that will set out the actions each Job Seeker must take to satisfy Income Support requirements and gain work as quickly as possible.

In delivering Services, Employment Providers will be required to:

- understand the needs of Employers and the labour market, and work with Employers to identify job opportunities for which Job Seekers may apply
- make sure that Job Seekers are equipped to meet the needs of Employers
- provide appropriate Post Placement Support to Employers and Job Seekers so Job Seekers stay in employment
- work with all Job Seekers on their caseload, regardless of the Stream, circumstances or client group
- actively identify jobs for Job Seekers and ensure that they apply for and accept any suitable job for which they are eligible
- ensure that Job Seekers are meeting their Mutual Obligation Requirements, including attending Appointments, undertaking Job Search and fulfilling Annual Activity Requirements
- take quick and decisive action, including reporting non-compliance to the Department of Human Services, where Job Seekers do not meet their requirements under Social Security Law
- quickly move Job Seekers into suitable Work for the Dole Places through close collaboration with Work for the Dole Coordinators
- manage wage subsidies
- meet targets for job outcomes for Indigenous Job Seekers
- work collaboratively with other organisations which play a role in moving Job Seekers into work including other Providers, local community and health services, state, territory and local government.

Employment Providers will be funded to deliver Services across Employment Regions. There will be 51 Employment Regions across Australia, with up to six Employment Providers delivering Services to any one Employment Region, depending on the demographics of each Employment Region. Employment Providers are required to identify how they intend to work with and collaborate with other Providers and community organisations that deliver Services in the Employment Region for which they are tendering.

Funding to deliver Services will be made available to Employment Providers through Administration Fees and Outcome Payments. The ratio of Administration Fees to Outcome Payments is designed to reward Employment Providers who move Job Seekers off Income Support and into employment.
efficiently. It is expected that both Administration Fees and Outcome Payments will be used to fund service delivery and investment in Job Seekers. Administration Fees and Outcome Payments are fixed and not subject to price competition. However, a mid-Deed price adjustment will be applied (see Section 2.16.7).

Employment Providers are expected to provide access to training for Job Seekers that is tailored to the specific needs of Employers. Employment Providers will have access to a range of other resources to help them move Job Seekers into employment, including targeted wage subsidies and the Employment Fund that can be used to purchase work related items, professional services and Post Placement Support as well as specific and targeted training (see Section 2.9.7). These resources will assist Employment Providers to supply Job Seekers suited to the demands of Employers.

Most Job Seekers will commence in Work for the Dole after six months with an Employment Provider (see Section 2.11). Job Seekers who require greater interventions from Employment Providers to prepare for work will commence in Work for the Dole after 12 months in Employment Services. Employment Providers will work closely with Work for the Dole Coordinators to deliver Job Seekers with timely and meaningful Work for the Dole Places. Employment Providers will be responsible for assessing the suitability of each Job Seeker for a Work for the Dole Place prior to referral and for managing their satisfactory participation.

Any costs associated with an Employment Provider’s Service Delivery Plan (see Section 2.18.6) must be met by the Provider, with the exception of goods or services that are reimbursable through the Employment Fund.

Transition arrangements will apply to Job Seekers transferring to the Employment Services 2015 model from Job Services Australia (see Section 2.19).

2.5. 2014-2015 INITIATIVES

Some of the specific employment servicing related measures which have already been announced, and will be integrated into the Employment Services 2015 model, follow.

2.5.1. Stronger Participation Incentives for Job Seekers under 30 measure

In the 2014-15 Budget the Government announced the Stronger Participation for Under 30 Measure. This measure is subject to the passage of legislation and any changes will be notified by the Department.

Employment Providers will provide additional Services to identified Job Seekers aged under 30 years to help them gain work related skills and find a job. This will include Appointments with Job Seekers each month to discuss the Job Searches that they have undertaken in the previous month and refer Job Seekers to jobs that the Employment Provider has identified. These Appointments will also allow the early identification of any failures by Job Seekers to meet their Mutual Obligation Requirements. Where
an Employment Provider reports non-compliance to the Department of Human Services, penalties may be imposed on the Job Seeker.

These Job Seekers will be expected to undertake Work for the Dole for 25 hours per week for 26 weeks after they have been in Employment Provider Services for six months.

Employers who hire Job Seekers subject to this measure, after they have been in Employment Provider Services for 12 months and have completed their first period of Work for the Dole, may be able to receive a wage subsidy of up to $6500. Employers will be able to use this wage subsidy to train Job Seekers in job-specific skills so they can become fully productive members of staff. This equates to about six months of Income Support assistance.

After they have been in Employment Provider Services for 12 months and have completed their first period of Work for the Dole, Job Seekers will also be entitled to assistance to relocate to take up a job. They will also be eligible to claim the Job Commitment Bonus if they find a job and remain employed (see Section 2.5.4).

Eligible Job Seekers will be identified by Department of Human Services and this will be recorded on the Department’s Information Technology (IT) system when they are first referred to Providers.

They will be job ready Job Seekers, aged under 30, who are not:

- in full-time education
- assessed as having a Partial Capacity to Work (less than 30 hours per week)
- a parent receiving Family Tax Benefit for a FTB child
- a part time apprentice
- a Principal Carer Parent
- eligible for Disability Employment Services.

2.5.2. Restart Wage Subsidy

Restart is an incentive payment of up to $10,000 available from 1 July 2014 to Employers who hire a mature age Job Seeker (aged 50 years or older) who has been unemployed and on Income Support for a minimum of six months. Restart will help Providers increase the number of Employers who are willing to take on mature age Job Seekers.

Mature age Job Seekers in part time employment of between 15-29 hours per week may attract a pro-rated subsidy, commensurate with the actual hours worked.

Wage subsidies are also available for the employment of young and long-term unemployed Job Seekers and Indigenous Job Seekers unemployed for at least six months (see Section 2.9.9).

2.5.3. Relocation Assistance to Take Up a Job

The Relocation Assistance to Take Up a Job programme aims to encourage labour mobility by assisting long-term unemployed Job Seekers to relocate to find employment. Employment Providers may be able
to offer Job Seekers, who have been unemployed for 12 months or more, up to $6000 if they move to a regional area to take up a job, or up to $3000 if they move to a capital city to take up a job. Employment Providers can assist Job Seekers with up to $3000 if they move from a capital city with high unemployment to one with lower unemployment to take up a job. Families with dependent children may be eligible for up to an extra $3000 to help cover the additional costs of relocation.

A Job Seeker may be subject to a 12 week non-payment penalty where they receive relocation assistance and do not commence or voluntarily leave employment, or have been dismissed due to misconduct.

2.5.4. The Job Commitment Bonus

The Job Commitment Bonus for Young Australians encourages long-term unemployed young Australians to find a job and keep it. The initiative commenced on 1 July 2014, with the first payments available from July 2015 (see Section 2.9.11).

2.5.5. The Tasmanian Jobs Programme

The Tasmanian Jobs Programme provides a one-off payment of $3250 to any Tasmanian business that employs eligible Job Seekers for a period of at least six months. Job Seekers must have been a resident in Tasmania for the preceding six months, receiving Newstart Allowance, Youth Allowance (other) or Parenting Payment for the same period and have Mutual Obligation Requirements. The two year trial commenced on 1 January 2014 and will be closed to new applicants at close of business on 31 December 2015.

2.5.6. Work for the Dole

Work for the Dole is the primary component of the Government’s Mutual Obligation Requirements in which eligible Job Seekers participate in work-like activities in return for receiving Income Support. The programme is being phased in over 12 months in 18 selected areas across Australia from 1 July 2014 ahead of its national implementation from 1 July 2015.

Arrangements to apply nationally from 1 July 2015, as part of the Employment Services 2015 model, are described at Section 2.11.

2.5.7. Support Services and Mutual Obligation arrangements for Illegal Maritime Arrivals

In the 2014-15 Budget, the Government strengthened Mutual Obligation arrangements for Illegal Maritime Arrivals. Since 1 July 2014, Illegal Maritime Arrivals who have been found to be owed protection (those holding substantive temporary protection visas) and have work rights have been required to participate in Employment Services and undertake Mutual Obligation activities, such as Work for the Dole, in return for receiving Income Support.
From 1 July 2015, Illegal Maritime Arrivals with work rights will be serviced under the Employment Services 2015 model and will be subject to the same Mutual Obligation Requirements as all other Job Seekers.

**2.6. WHO MAY RECEIVE SERVICES?**

Eligibility for Employment Services generally depends on the type of Income Support the Job Seeker is receiving. Appendix B contains a comprehensive list of Job Seeker eligibility.

Eligibility for a particular Stream is dependent on the outcome of the Job Seeker Classification Instrument and, where applicable, an Employment Services Assessment, as described at Section 2.8.

Job Seekers eligible for the full range of Employment Provider Services fall into one of the following categories:

- recipients of Newstart Allowance, Youth Allowance (other), Special Benefits (specific cohorts) and Parenting Payment, who are subject to Mutual Obligation Requirements including Principal Carer Parents and people with a Partial Capacity to Work
- Illegal Maritime Arrivals on substantive temporary protection visas with work rights
- Disability Support Pension recipients under 35 years who are deemed to have a participation requirement
- eligible students in Full-Time Study aged 15-21 (or 24 years subject to the passage of legislation), who present in crisis and have at least one serious non-vocational barrier, who are eligible for immediate Stream C Services as a Vulnerable Youth (Student) if no appropriate youth Services are available in the local area. Ongoing assistance is subject to confirmation through an Employment Services Assessment
- non allowee youth aged 15-21 (or 24 years subject to the passage of legislation), not working more than 15 hours per week, or in Full-Time Study, who have at least one serious non-vocational barrier, are eligible for immediate Stream C Services as a Vulnerable Youth
- recipients of other qualifying forms of Income Support (see Appendix B).

As at 30 June 2014 there were 809,000 Job Seekers on the Job Services Australia caseload. Based on the current profile of Job Seeker characteristics it is anticipated that, at the start of the Employment Services 2015 model, approximately 55 per cent of Job Seekers will be in Stream A, 28 per cent in Stream B and 17 per cent in Stream C.

From time to time, the Department may deem groups of people eligible for Employment Services and/or specific Streams, for example, people in receipt of labour adjustment packages or targeted labour mobility strategies.

Some of the eligibility categories are subject to the passage of legislation and any changes to this measure will be notified in an Addendum.
2.6.1. Volunteers

To promote labour market participation, Employment Providers will also deliver Services to Volunteer Job Seekers.

Job Seekers will be eligible to Volunteer for Services if they are:

- on Income Support and do not have compulsory Mutual Obligation Requirements (for example Parenting Payment recipients with a youngest child aged under six, Carer Payment recipients, Age Pensioners or Disability Support Pension recipients without participation requirements)
- not on any type of Income Support and who are not
  - full-time students
  - working in paid employment for 15 hours or more per week
  - overseas visitors on working holiday visas or overseas students studying in Australia
  - prohibited by law from working in Australia
- full-time students seeking an Apprenticeship or Traineeship.

Volunteers will receive time limited Services of up to six months to help them understand the skills and attributes local Employers need, build their résumé, look for jobs and show them how to access self-help facilities. Volunteers will have access to these Services once only. Employment Providers will assist Volunteer Job Seekers by improving their employability skills, offering advice on how to navigate the labour market and referring them to jobs.

Volunteer Job Seekers will attract the Employment Provider funding (including Outcome Payments after three months) and Employment Fund credits in respect of job ready (i.e. Stream A) Job Seekers after three months of service.

Employment Providers are required to assist all eligible Job Seekers who volunteer for Employment Services and can register them without the need for a referral from the Department of Human Services. Volunteer Job Seekers who register directly with Employment Providers will not be taken into account in managing contracted Business Shares, but will be included in the assessment of Employment Providers’ performance.

2.6.2. When is a Job Seeker in service?

A Job Seeker is considered to be receiving Services from the time they commence in a Stream until they Exit. However, during a Job Seeker’s service period, there may be times when service is Suspended due to the Job Seeker’s individual circumstances.

For example, service may be Suspended when:

- the Department of Human Services notifies the Employment Provider of a Job Seeker’s Exemption from their Mutual Obligation Requirements
- the Department of Human Services notifies the Employment Provider that a Principal Carer Parent or a Job Seeker with a Partial Capacity to Work is participating in activities that fully meet their part time Mutual Obligation Requirements
• a Job Seeker is participating in the Green Army Programme
• a Job Seeker has a temporary reduced work capacity of less than 15 hours per week
• a Volunteer Job Seeker faces a situation that impacts on their ability to participate for a period of
time – this Suspension period must be recorded by the Employment Provider in the Department’s IT
Systems.

Periods of Suspension will not attract Administration Fees.

The Department of Human Services will also notify the Employment Provider, via the Department’s IT
systems, when an Exemption is lifted or a Job Seeker is no longer fully meeting their part time Mutual
Obligation Requirements.

Job Seekers may Exit service for a number of reasons, including, but not limited to, when they:
• stop claiming Income Support
• are participating in activities that fully meet their part time Mutual Obligation Requirements and no
longer need to remain connected to the Provider
• commence education or training which results in the Job Seeker moving onto a student Income
Support Payment
• commence in Disability Employment Services or the Remote Communities and Jobs Programme
• are approved for NEIS Assistance and commence their NEIS Business
• are Volunteer Job Seekers who either reach their maximum of six months in Stream A or choose to
withdraw from Services.

No pro-rata recovery of Administration Fees will be undertaken when a Job Seeker Exits service.

2.7. HOW DO JOB SEEKERS CONNECT TO SERVICES?

Employment Providers will be contracted to help a proportion of Job Seekers in an Employment Region.
This is called a ‘Business Share’.

In most cases, Job Seekers will connect with Employment Providers following a referral by the
Department of Human Services to a particular Stream. Employment Providers must accept and service
all eligible Job Seekers referred to them. Where possible, the referral process will manage the allocation
of Job Seekers to within a 30 per cent ‘tolerance’ of an Employment Provider’s contracted Business
Share. Job Seekers can also approach Employment Providers directly to volunteer for Services.

Most Job Seekers will be connected using the Rapid Connect process, which seeks to have Job Seekers
commenced with Employment Providers as quickly as possible (usually within two working days, up to a
maximum of 14 calendar days) after their initial contact with the Department of Human Services.
Employment Providers must ensure that at all times they have initial sessions available in the online
diary in the Department’s IT systems so the Department of Human Services can book Appointments
within two business days.
2.7.1. **Job Seeker choice**

All Job Seekers will be able to choose their Employment Provider when they first register. To inform this choice, Job Seekers will have access to information provided by the Department and the Department of Human Services on the services available in their area. Job Seekers will also have access to Connections for Quality on the [Australian JobSearch website](https://www.jobsearch.gov.au).

Connections for Quality is a facility on JobSearch which allows Employment Providers to showcase their organisation and any specialty services, relationships or achievements that set them apart, particularly at a local level. Employment Providers are required to publish claims against five service quality indicators on their Site details page on JobSearch using the Department’s IT system. Job Seekers and Employers can also submit feedback, comments and recommendations about their experience with Employment Providers.

A Job Seeker who nominates a preferred Employment Provider will be referred to that Employment Provider as long as the Employment Provider has not already achieved its upper tolerance of Business Share. If the preferred Employment Provider has achieved its upper tolerance of Business Share, the Job Seeker will be requested to nominate another Employment Provider.

2.7.2. **Allocation if no choice made**

For Job Seekers who do not nominate an Employment Provider, the Department’s IT system will refer them to an appropriate Employment Provider with available Appointments and not above its maximum tolerance of Business Share.

2.7.3. **Changing Sites with the same Employment Provider**

If a Job Seeker changes address, and their Employment Provider has a Site in the new location that can be accessed by the Job Seeker, the Employment Provider must accept that Job Seeker at the new Site. This is regardless of limits on Business Share. The new Site will be responsible for providing ongoing Services to the Job Seeker.

Any transfer of Administration Fees, Employment Fund credits or Work for the Dole Fees between its Sites is an internal matter for the Employment Provider. However, if the Job Seeker’s change of address results in them transferring between Sites in different Employment Regions, and only one of those Employment Regions attracts the regional loading, a pro-rata adjustment payment in relation to Administration Fees will be made.

2.7.4. **Changing Employment Providers**

A Job Seeker may change Employment Provider if the Job Seeker:

- changes residential address and can no longer reasonably access a Site belonging to their original Employment Provider
requests the Department to change Employment Providers if, at any time, the Job Seeker and Employment Provider are unable to maintain a reasonable and constructive servicing relationship.

requests the Department to change Employment Providers where they can demonstrate that they would receive better Services from another Employment Provider to enhance their employment prospects and the Department agrees (except where a Job Seeker has been transferred as a result of maximum time with the Employment Provider. See Section 2.7.6).

requests to change Employment Provider and both Employment Providers agree to the change.

has reached their maximum time with the Employment Provider (see Section 2.7.6).

In these circumstances, the Job Seeker will be removed from their original Employment Provider’s caseload and referred to a new Employment Provider that will accept a Job Seeker and provide ongoing Services.

2.7.5. What happens to Payments when Job Seekers transfer between Employment Providers?

For all transfers between Employment Providers, Providers will receive a pro-rata Administration Fee when the Job Seeker commences with them.

Relinquishing Employment Providers will have the remaining proportion of their Administration Fees recovered. This recovery will be for the balance of the Administration Fee period after the Job Seeker transfers. These pro-rata arrangements will also take into account transfers between different Employment Regions where only one of those Employment Regions attracts the regional loading.

When a Job Seeker is transferred to a different Employment Provider during an Outcome Period, the Employment Provider with which the Job Seeker was registered when the Job Seeker began the placement will be eligible to claim an Outcome if all requirements are met. This applies to four, 12 and 26 Week Period Outcome claims (see Section 2.15).

When a Job Seeker is transferred to a different Employment Provider (with the exception of where the transfer relates to maximum time with an Employment Provider (see Section 2.7.6) or Business Reallocation (see Section 2.18.8) the Employment Fund credits to be transferred with the Job Seeker will be a matter for the relinquishing and receiving Employment Providers to negotiate.

Where a Job Seeker is transferred to another Employment Provider because they have reached their maximum time with their Employment Provider, 50 per cent of the Employment Fund credit for the Job Seeker’s current Stream will be transferred to the new Employment Provider. If the Job Seeker has attracted an Employment Fund Long Term Unemployed Wage Subsidy credit, 50 per cent of this credit will also be transferred.

2.7.6. Maximum time with Employment Provider

Job Seekers who remain unemployed after two years for Stream A, or three years for Streams B and C, with the one Employment Provider, will usually be transferred, along with their Business Share, to another Employment Provider in the same Employment Region. This transfer will be automatic. Their
new Employment Provider will be expected to undertake a further interview and, in consultation with the Job Seeker, develop a new Job Plan.

To ensure that Employment Providers do not use this as a mechanism to move their least job ready Job Seekers to another Employment Provider without penalty, Employment Providers’ market shares will be impacted and adjusted at quarterly intervals.

2.8. HOW IS THE SERVICE STREAM DETERMINED?

The Job Seeker’s Service Stream will be determined by using the Job Seeker Classification Instrument and, where needed, an Employment Services Assessment. The Job Seeker Classification Instrument is based on a statistical model that assesses a Job Seeker’s relative level of difficulty in getting a job in the relevant labour market and likelihood of becoming or remaining long-term unemployed.

The Job Seeker Classification Instrument largely uses information disclosed by the Job Seeker along with the information gathered by the Department of Human Services.

The Job Seeker’s responses are used to calculate the Job Seeker Classification Instrument score as an expression of that Job Seeker’s likelihood of remaining unemployed for at least another year, and to determine the Job Seeker’s eligibility for Stream A or Stream B. The Job Seeker Classification Instrument also indicates whether a Job Seeker has multiple and complex issues for employment that may require further assessment. Job Seekers who require further assessment are referred for an Employment Services Assessment. Further information on the Job Seeker Classification Instrument is on the Department’s Job Seeker Classification Instrument website (www.employment.gov.au/job-seeker-classification-instrument).

An Employment Services Assessment provides a comprehensive work capacity assessment for people with disability and/or other complex or multiple issues affecting their capacity to work. An Employment Services Assessment recommends the most appropriate employment service and support interventions for the particular Job Seeker.

Employment Services Assessment are completed through face-to-face, video or phone interviews by qualified health and allied health professionals. The Employment Services Assessment will determine if the Job Seeker requires Stream C Services or referral to other services such as Disability Employment Services.


2.9. EMPLOYMENT PROVIDER SERVICES

Table 2.1 outlines the Services Employment Providers are required to deliver to Job Seekers while they are unemployed.
### Table 2.1: Servicing requirements

<table>
<thead>
<tr>
<th>STREAM A</th>
<th>STREAM B</th>
<th>STREAM C</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>JOB COMPETITIVE</strong> – Job Seeker Classification Instrument in a specified range</td>
<td><strong>VOCATIONAL ISSUES</strong></td>
<td><strong>SERIOUS NON-VOCATIONAL ISSUES</strong> via ESAT referral</td>
</tr>
<tr>
<td><strong>Job Seekers under 30 subject to Stronger Participation measure</strong></td>
<td><strong>All other Job Seekers</strong></td>
<td><strong>All other Job Seekers Full work capacity</strong></td>
</tr>
<tr>
<td>Full work capacity*</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Initial Contact</strong></td>
<td><strong>Comprehensive Interview</strong></td>
<td><strong>Comprehensive Interview</strong></td>
</tr>
<tr>
<td></td>
<td>• Referrals to jobs</td>
<td>• Identify strengths and issues</td>
</tr>
<tr>
<td></td>
<td>• Identify strengths and issues</td>
<td>• Job Plan</td>
</tr>
<tr>
<td></td>
<td>• Job Plan</td>
<td></td>
</tr>
<tr>
<td><strong>0-6 months</strong></td>
<td><strong>Self Service and Job Activity</strong></td>
<td><strong>Case Management</strong></td>
</tr>
<tr>
<td></td>
<td>• Referrals to jobs</td>
<td>• Referrals to jobs</td>
</tr>
<tr>
<td></td>
<td>• Monthly contacts</td>
<td>• Monthly contacts</td>
</tr>
<tr>
<td></td>
<td>• Self help</td>
<td>• Self help</td>
</tr>
<tr>
<td></td>
<td>• Monitor Job Search activities</td>
<td>• Monitor Job Search activities</td>
</tr>
<tr>
<td></td>
<td>• Report non compliance</td>
<td>• Report non compliance</td>
</tr>
<tr>
<td><strong>Work for the Dole Phase</strong></td>
<td><strong>Work for the Dole Phase</strong></td>
<td><strong>Work for the Dole Phase</strong></td>
</tr>
<tr>
<td></td>
<td>• Referrals to jobs</td>
<td>• Referrals to jobs</td>
</tr>
<tr>
<td></td>
<td>• WFD 25hrs a week</td>
<td>• WFD 25hrs a week</td>
</tr>
<tr>
<td></td>
<td>• Monitor Job Search activities</td>
<td>• Monitor Job Search activities</td>
</tr>
<tr>
<td></td>
<td>• Report non compliance</td>
<td>• Report non compliance</td>
</tr>
<tr>
<td></td>
<td>• Other support as per plan</td>
<td>• Monthly contacts</td>
</tr>
<tr>
<td><strong>12-18 months</strong></td>
<td><strong>Case Management</strong></td>
<td><strong>Case Management</strong></td>
</tr>
<tr>
<td></td>
<td>• As per 0-6 months</td>
<td>• Referrals to jobs</td>
</tr>
<tr>
<td></td>
<td>• Eligible for Wage Subsidy and relocation assistance</td>
<td>• WFD 15hrs a week</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Monitor Job Search activities</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Report non compliance</td>
</tr>
<tr>
<td><strong>Work for the Dole Phase</strong></td>
<td><strong>Work for the Dole Phase</strong></td>
<td><strong>Work for the Dole Phase</strong></td>
</tr>
<tr>
<td></td>
<td>• As per 6-12 months</td>
<td>• Referrals to jobs</td>
</tr>
<tr>
<td></td>
<td>• Eligible for Youth Wage Subsidy and relocation assistance</td>
<td>• WFD 15hrs a week</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Monitor Job Search activities</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Report non compliance</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>18-24 months</strong></td>
<td></td>
<td><strong>Case Management</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• As per 0-12 months</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Eligible for Wage Subsidy and relocation assistance</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>24 month Transfer to New Employment Provider where new Job Plan completed and servicing outlined in 12-24 months applies</strong></td>
<td></td>
<td><strong>Case Management</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• As per 12-18 months</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Eligible for Wage Subsidy and relocation assistance</td>
</tr>
<tr>
<td><strong>24-30 months</strong></td>
<td><strong>Case Management</strong></td>
<td><strong>Case Management</strong></td>
</tr>
<tr>
<td></td>
<td>• as for 12-18 months</td>
<td>• as for 12-18 months</td>
</tr>
<tr>
<td><strong>30-36 months</strong></td>
<td><strong>Work for the Dole Phase</strong></td>
<td><strong>Work for the Dole Phase</strong></td>
</tr>
<tr>
<td></td>
<td>• as for 18-24 months</td>
<td>• as for 18-24 months</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>36 month Transfer to new Employment Provider where new Job Plan completed and servicing outlined in 18-24 months applies</strong></td>
<td></td>
<td><strong>Case Management</strong></td>
</tr>
</tbody>
</table>

*Job Seekers subject to the Stronger Participation Incentives for Job Seekers under 30, subject to the passage of legislation. Any changes to the above will be made via an Addendum issued by the Department through AusTender.*
2.9.1. Flexible servicing arrangements

An essential component of the Employment Services 2015 model is that Employment Providers focus on getting Job Seekers into a job as quickly as possible. Employment Providers will be required to ensure Job Seekers take any available job that they are capable of doing, including seasonal work, which is suitable under Social Security Law. Employment Providers will describe how they will achieve this goal for different groups of Job Seekers in their tender response and in their Service Delivery Plan (see Section 2.18.6). Importantly, they will be held accountable for what they agree to deliver, with sanctions applying for Employment Providers who do not deliver the Services outlined in their tender response to Job Seekers and/or Employers.

Employment Providers will have flexibility to deliver Services based on what each individual Job Seeker needs to help them become work ready. Other than the common elements listed below, Employment Providers will not be bound by a list of prescribed meetings or activities. Instead they are expected to use a wide range of new approaches to meet the needs of Employers and Job Seekers, including using Internet and mobile technologies to deliver Services.

2.9.2. Common elements across Streams

Services within each Stream will be tailored to the individual needs and circumstances of each Job Seeker, while ensuring that Job Seekers are best placed to fill available jobs and meet their Mutual Obligation Requirements under Social Security Law.

All Services for Job Seekers should be delivered within a framework that recognises other factors relevant to the individual, for example, caring responsibilities, disability, age, and cultural and linguistic diversity. Irrespective of the Stream, the Employment Provider will:

- conduct a comprehensive Initial Interview
- work with the Job Seeker to develop a Job Plan which contains items that enable Job Seekers to find work and meet their Mutual Obligation Requirements under Social Security Law (where relevant)
- use available funding from the Employment Fund, Administration Fees and Outcome Payments to support the Job Seeker’s agreed Job Plan
- monitor and ensure appropriate Job Search is undertaken by Job Seekers
- arrange, monitor and manage the Job Seeker’s Annual Activity Requirement, as well as any other activities (e.g. attending Appointments) as set out in a Job Seeker’s Job Plan
- use additional tools such as wage subsidies, relocation assistance and self-help facilities where relevant
- refer Job Seekers to available job opportunities
- encourage Job Seekers to consider job opportunities outside their local area
- maintain contact with Job Seekers and their Employers during any wage subsidy period to provide relevant support where needed and ensure payments can be made where requirements are met.

Providers are obliged to accept all new registrations and transferring Job Seekers, provided there is sufficient available capacity within their allocated Business Share. Flexible service delivery provisions
allow Providers to tailor their engagement model with particular Job Seekers to best suit individual circumstances.

The work that Employment Providers do with Job Seekers in each Stream will vary. However, the common objective for all Streams is to ensure continuous Job Seeker activation by removing the option of passive welfare, increasing job outcomes and introducing stronger Mutual Obligation Requirements in return for taxpayer funded Income Support.

Services will be provided in three Streams.

**Stream A** Job Seekers will be the most job competitive. Typically they will:

- have a low to moderate Job Seeker Classification Instrument score
- be required to find work by themselves with only limited support from Employment Providers in the first six months
  - an example is a Job Seeker who resides in a labour market region with good employment opportunities, has reasonable language, literacy and numeracy skills, and recent work experience. Many of these Job Seekers will have one or two risk factors such as being a young person, mature age, or single parent. However, they will not have multiple significant issues.

It is anticipated that Stream A Job Seekers, will:

- be referred to available vacancies by Employment Providers
- use the Australian JobSearch website and mobile facilities to undertake active and ongoing Job Search and participate in any other activities identified by Employment Providers
- commence in Work for the Dole or another approved activity after six months
- be case managed and provided with Services specific to getting them into a job if they are still unemployed after 12 months
- have a six month Annual Activity Requirement while they remain unemployed.

**Stream B** Job Seekers will need their Employment Provider to play a greater role in making them job ready. They will have:

- a Job Seeker Classification Instrument score indicating a moderate to high risk of long-term Unemployment i.e. being unemployed for 12 months or more
- characteristics, such as where they live or poor language, literacy and numeracy skills, which will make them less competitive in the job market.

Stream B Job Seekers will be referred to available vacancies by Employment Providers and be case managed from when they register with the Employment Provider so the issues that are preventing them from getting a job can be proactively addressed. Employment Providers will be able to develop and deliver Services that are specific to the Job Seeker. They will generally commence Work for the Dole or another approved activity at 12 months. They will have an Annual Activity Requirement from then on. Their Mutual Obligation Requirements will mean they will receive Services aimed at getting them into a sustainable job while ensuring they do all they can to move off Income Support as quickly as possible.

**Stream C** Job Seekers will have a combination of vocational and non-vocational issues that need to be addressed so that they can take up and retain a job. Typically they will have a combination of serious
personal issues, such as physical and/or mental health issues, low work capacity or substance abuse which have to be addressed to make them job ready for Employers.

Stream C Job Seekers will be case managed to build work capacity and address personal issues (for example, those with a drug or alcohol addiction). Employment Providers will be able to develop and deliver Services that are specific to the Job Seeker. They will also generally commence Work for the Dole or other approved activities at 12 months, depending on their issues. They will have an Annual Activity Requirement from then on. Their Mutual Obligation Requirements will mean they will receive Services aimed at getting them into a sustainable job while ensuring they do all they can to move off Income Support as quickly as possible.

Job Seekers in Streams B and C will be required to fully and conscientiously participate in the vocational or non-vocational interventions that Employment Providers deem necessary to make them job ready during their first year of unemployment. If Employment Providers consider that a Job Seeker is not benefiting from or actively participating in the intervention, the Employment Provider will refer the Job Seeker to Work for the Dole at any time after six months. It will not be necessary to wait for the full 12 months before the Job Seeker commences in Work for the Dole.

Under 30 year olds

The exception to the servicing outlined above is the work Employment Providers will undertake with those Job Seekers aged under 30 years who are subject to the Stronger Participation Incentives for Job Seekers under 30 measure (subject to legislation).

Note: Stream A and some Stream B Job Seekers, who will be identified to Employment Providers by the Department of Human Services when they commence, will be subject to this measure. It does not apply to Stream C Job Seekers.

Regardless of whether they are placed in Stream A or B, these Job Seekers will participate in monthly interviews with their Employment Provider from when they register. These interviews will focus on the Job Seeker’s Job Search activity in the previous month and any potential job vacancies the Employment Provider has identified to which they can refer the Job Seeker.

These Appointments will also allow the early identification of any failures by Job Seekers to meet their Mutual Obligation Requirements so that the Employment Provider can determine if they have to report non-compliance to the Department of Human Services.

Those who begin receiving Income Support after 1 July 2015 will commence in Work for the Dole or another approved activity at the six month point. They will then have a six month Annual Activity Requirement each year that they remain unemployed. They will become eligible for the Youth Wage Subsidy (see Table 2.3) as well as assistance to relocate to take up a job after completion of their first period of Work for the Dole.

Early School Leavers

Early School Leavers are young people aged under 22 who have not completed Year 12 (or equivalent), are not undertaking Full-Time Study and who claim Youth Allowance (other).

Early School Leavers receive immediate access to Stream B unless assessed as eligible for Stream C. Under the Employment Services 2015 model, Early School Leavers generally need to participate in
study, training or other approved activities for at least 25 hours per week. Those in Stream C fully satisfy their requirements by participating in Stream C activities.

2.9.3. **Moving across Streams**

A Job Seeker’s issues that impact on their capacity to gain a job may change over time. Where the Employment Provider has clear evidence that this has occurred, a Change of Circumstances Reassessment Job Seeker Classification Instrument must be conducted to determine if the Job Seeker should be moved from Stream A up to Stream B.

Sanctions may apply in cases where the Employment Provider does not have clear evidence to substantiate the change of circumstances reassessment.

For the following Job Seekers, only the Department of Human Services can conduct a Job Seeker Classification Instrument Change of Circumstances Reassessment:

- all Job Seekers in Stream A or Stream B in the first six months after commencement, and
- all Job Seekers subject to the Stronger Participation Incentive measure for the period prior to when the Job Seeker commences in their first Work for the Dole Phase.

If an Employment Provider identifies a Job Seeker’s circumstances have changed, they must refer the Job Seeker to the Department of Human Services who will conduct a Job Seeker Classification Instrument Change of Circumstances Reassessment.

An Employment Services Assessment is required for referral to Stream C services and is conducted by the Department of Human Services only. If the Employment Provider identifies significant personal issues that emerge as they work with the Job Seeker that may require further assessment, the Employment Provider will be able to refer the Job Seeker back to the Department of Human Services for an Employment Services Assessment.

Administration Fees are paid on a six month period of service basis regardless of whether the Job Seeker moves across Streams.

2.9.4. **Initial contact**

Employment Providers will be required to undertake a comprehensive face to face interview and agree a Job Plan with each Job Seeker when they first register with the Employment Provider.

For Job Seekers who are more job competitive (Stream A), the Initial Interview will focus on jobs available in the local labour market, referrals to jobs and how Job Seekers can also help themselves to find a job. For those needing greater interventions from Employment Providers (Stream B and C) the interview will centre on how Job Seekers can build on their strengths and overcome issues holding them back from employment. It will also identify how Employment Providers will work with Job Seekers to improve their employability so they can find a job.
At the end of the interview with the Employment Provider, each Job Seeker will have a clear understanding about how the Employment Provider will work with them to get them into a job as quickly as possible.

### 2.9.5. Job Plan

All Job Seekers will have a Job Plan which records their Mutual Obligation responsibilities, including their responsibility to actively look for work at all times while they are on activity tested Income Support.

The Job Plan underpins the provision of Services to a Job Seeker. The Job Plan must be recorded on the Department’s IT systems and is the key document that will set out an individualised employment oriented action plan for each Job Seeker.

Employment Providers must ensure that all Job Seekers have a current Job Plan. The Job Plan will be tailored to the needs of each Job Seeker. It will outline agreed activities that will satisfy the Job Seeker’s Mutual Obligation Requirements (where relevant) and which will assist the Job Seeker to become work ready and gain sustainable employment, taking into account knowledge of the local labour market and Employers’ needs.

A Job Plan is a ‘living document’ that is updated as the Job Seeker progresses towards employment and to reflect changes in their circumstances. The Job Plan must contain the number of Job Searches a Job Seeker will undertake, as well as other activities that will enable the Job Seeker to meet their Mutual Obligation Requirements under Social Security Law. Information on the Mutual Obligation Requirements can be found in the [Guide to Social Security Law](https://guides.dss.gov.au/guide-social-security-law).

Job Seekers who need to meet Mutual Obligation Requirements in return for Income Support need a Job Plan outlining the agreed compulsory activities to be undertaken. Job Seekers undertaking activities or participating in Services voluntarily should also have their activities outlined in a Job Plan.

Elements that must be included in each Job Plan include:

- the number of Job Searches that must be undertaken by the Job Seeker each month
- contact between the Employment Provider and Job Seeker
- basic details of mandatory vocational and non-vocational interventions, such as the Annual Activity Requirement, vocational training, and any other work experience that Job Seekers will undertake with the objective of gaining employment.

In addition to the above requirements, the Job Plan for a Job Seeker with Mutual Obligation Requirements can also include voluntary activities (for example, ongoing psychological counselling or drug and alcohol treatment).

Employment Providers must update the Job Plan regularly throughout the Period of Service, taking account of changes to the Job Seeker’s needs. Employment Providers must also update the Job Plan to reflect any referrals to NEIS, as well as any subsequent NEIS Training and/or commencement into NEIS Assistance as advised by the Job Seeker or NEIS Provider.
Employment Providers will also need to supply either an electronic or a hard copy to the Job Seeker depending on the Job Seeker’s preference.

2.9.6. Job Search Requirements

Active Job Search is central to the Employment Services 2015 model’s objective of removing passive welfare receipt and ensuring increased job outcomes for unemployed Australians. Most Job Seekers will be required to do 20 Job Searches per month with flexibility depending on individual circumstances or labour market conditions (to be specified in guidelines).

Where Job Seekers elect to do their Job Search electronically, the Department’s IT systems will provide information on the Job Seeker’s Job Search activity to Employment Providers, so that the quantum and quality of Job Search can be easily and actively monitored by Employment Providers in relation to individual Job Seekers.

2.9.7. Employment Fund

The Employment Fund is a pool of funds that can be accessed by Employment Providers to ensure Job Seekers build experience and skills to meet Employers’ needs and get a job.

The Employment Fund is comprised of:

- a General Account
- a Wage Subsidy Account.

Employment Fund purchases must:

- be in accordance with the Employment Fund guidelines
- correspond with the Job Seeker’s difficulties in finding a job in the labour market
- provide value for money
- comply with any work health and safety laws that may apply
- withstand public scrutiny
- not bring Employment Services or the Government into disrepute.

Evidentiary requirements for purchases under $300 will be minimised, with most items requiring only a tax invoice or receipt.

Unused Employment Fund credits cannot be retained by the Employment Provider.

General Account

Employment Providers may seek reimbursement through the Employment Fund General Account for work related items, professional services, Post Placement Support and specific, targeted training that will assist the Job Seeker in obtaining employment.

A one off credit will be made to the General Account upon the Job Seeker’s initial Commencement in Stream B and C, or three months after Commencement in Stream A, and again on Commencement in any higher Stream during the period of unemployment.
The credits in the General Account are not limited to any one Job Seeker in a particular Stream and can be used flexibly to provide Services to any Job Seeker or group of Job Seekers. These credits do not apply to the transition of Job Seekers to the Employment Services 2015 model; credits relating to transition are dealt with under 2.19.4.

Table 2.2: Employment Fund General Account credits

<table>
<thead>
<tr>
<th>Stream</th>
<th>Employment Fund General Account Credit* (paid once only)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stream A</td>
<td>$300</td>
</tr>
<tr>
<td>Stream B</td>
<td>$850</td>
</tr>
<tr>
<td>Stream C</td>
<td>$1200</td>
</tr>
</tbody>
</table>

*GST only applies to Employment Fund reimbursements

The following items cannot be funded through the Employment Fund General Account:

- non-accredited training, except where the training is a requirement of the Employer to prepare the Job Seeker for a specific job
- any Contacts with Job Seekers including those specified in the Employment Provider’s Service Delivery Plan
- mentoring (including NEIS Participants)
- outreach servicing
- Employment Provider transport costs
- assessment tool costs, including the cost of accessing or using any skills, vocational or non-vocational assessment tools
- reverse marketing
- medical, dental and optical support for Stream A and B participants
- costs associated with Work for the Dole.

**Professional services and Post Placement Support**

In accordance with the Guidelines, the General Account may be used to fund professional services including mental health support services or counselling if this will assist a Job Seeker get a job. This includes medical, dental and optical costs for Stream C Job Seekers where the Employment Provider wishes to offer this support. The General Account may also be used to fund Post Placement Support (provided after a Job Seeker is placed in a job).

Professional Services may only be funded if they are provided by a qualified professional including where the professional is employed by the Employment Provider. Where the professional is employed by the Employment Provider, the hourly rates that can be claimed through the General Account are up to $150 per hour for a qualified psychologist and up to $125.40 per hour for a qualified allied health professional. Professional Services arrangements cannot be used to deliver additional Contacts.

Post Placement Support may only be claimed to a maximum of $60 per hour.
**Employment Fund Relocation Assistance and Rent and Crisis Accommodation**

In accordance with the Guidelines, Relocation assistance may be reimbursed from the Employment Fund where the Job Seeker is not otherwise eligible for Relocation Assistance to Take Up a Job.

Rent and crisis accommodation can be reimbursed from the Employment Fund for those Job Seekers who genuinely require this assistance, regardless of Stream, but only where other avenues for such assistance have been exhausted and no more than once during any period of unemployment.

**Wage Subsidy Account**

Employment Providers will have access to a national pool (funding will not be credited to individual Employment Providers) for the Youth and Restart Wage Subsidies, as well as the Tasmanian Jobs Programme Incentive Payment. Both the Youth and Restart Wage Subsidies are demand driven, while Tasmanian Jobs Programme Incentive Payment is capped at 2000 places.

Job Seekers who have been unemployed and with an Employment Provider (including a Job Services Australia provider) for 12 months or six months for Indigenous Job Seekers, will attract an Employment Fund credit which can only be used for Long Term Unemployed Wage Subsidies. An Employment Provider may draw on their General Account to supplement Long Term Unemployed Wage Subsidies.

### 2.9.8. Servicing through improved IT

The Employment Services System is the main system supporting Employment Providers and manages the access to Job Seeker information and the recording of Employment Provider actions. The Department also manages Australian JobSearch, an online job board which advertises Employment Provider and Employer vacancies. Enhanced functionality is planned for both software packages that will reduce administrative burden on Employment Providers, Job Seekers and Employers as outlined below.

The IT infrastructure will support the key elements of the Employment Services 2015 model. In particular, it will provide a framework that allows Job Seekers to take responsibility for their own employment situation and empower them to engage with Employment Providers. This will also allow Employment Providers to take more timely action should Job Seekers not be committed to looking for work. The core functions that will allow this servicing include:

- the introduction of mobile smartphone and tablet applications
- enhancements to Job Seeker home pages
- improved résumé functionality
- better Job Search functions and the recording of Job Search efforts to assist Employment Providers monitor activity
- a new Job Seeker performance diary to record actions relevant to the Job Plan.

Employment Providers will support Job Seekers’ self service activities through the provision of Wi-Fi in the Employment Providers’ offices that is free to Job Seekers.

Employment Provider IT functionality will also support the new Employment Services 2015 model, including a focus on access to Job Seeker performance information and measures to make
administrative requirements simple and straightforward, including auto-populating data fields where possible and the ability to share vacancies.

Servicing of Employers will also be supported by the IT infrastructure for the Employment Services 2015 model. It will be straightforward for Employers to lodge vacancies and check how many times their vacancy has been viewed, contact an Employment Provider and develop their own Employer record based on their Australian Business Number (ABN).

The Department will specify minimum mandatory data entry requirements in the Department’s IT System for Programme Assurance and compliance purposes.

If an Employment Provider uses a third party IT system (see Chapter 8):

- documentation held in that system relating to services supplied to Job Seekers and Employers must be supplied on request to the Department
- the Employment Provider is responsible for ensuring that the third party IT system they use meets the minimum requirements of the Department for privacy, record keeping and Programme Assurance purposes and any relevant Commonwealth Government requirements as they apply.

2.9.9. Additional tools

Wage Subsidies
Wage subsidies which support the Government’s broader objectives of increasing participation for all Australians will be a key element of the Employment Services 2015 model. They will not only encourage Employers to take on less job ready Job Seekers but also assist them to fund job specific training that will allow Job Seekers to increase their skills and become fully productive employees.

Employment Providers will be expected to build strong relationships with Employers and use wage subsidies to broker employment opportunities for eligible Job Seekers where possible. To allow greater flexibility for Providers and more employment opportunities for Job Seekers, Providers will be able to use wage subsidies with their Related Entities under the new model (this will not include a Providers’ Own Organisation).

Wage subsidies will be made available to Employment Providers through the Employment Fund Wage Subsidy Account.

Table 2.3 – Table of Wage Subsidies

<table>
<thead>
<tr>
<th>Restart (mature age 50 years plus)</th>
<th>Youth</th>
<th>Long Term Unemployed</th>
<th>Tasmanian Jobs Programme</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to $10,000 may be paid to eligible Employers who hire a mature age Job Seeker aged 50 years or older who is unemployed and</td>
<td>Up to $6500 may be paid to eligible Employers who hire and retain a Job Seeker under 30 years old who is subject to the</td>
<td>Up to $6500 may be paid to eligible Employers to hire and retain a long-term unemployed Job Seeker. The Job Seeker must</td>
<td>The Tasmanian Jobs Programme is a two year trial Programme which commenced on 1 January 2014 and closes to new</td>
</tr>
</tbody>
</table>
Restart (mature age 50 years plus)
on Income Support for a minimum of six months.
The first wage subsidy payment of up to $3000 is payable after the Job Seeker is employed for six months.
Further payments of up to $3000 at 12 months, $2000 at 18 months and $2000 at 24 months subject to the Job Seeker’s continuing employment.
Payments will be pro-rated for part time employment based on the actual hours worked where part time employment is a minimum of 15 hours per week.
Restart is a demand driven national subsidy (there is no cap on the number of placements) and will remain separately identified and managed.
Restart may not be used in conjunction with other wage subsidies, except the Tasmanian Jobs Programme.
For further information

<table>
<thead>
<tr>
<th>Youth</th>
<th>Long Term Unemployed</th>
<th>Tasmanian Jobs Programme</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stronger Participation Incentives for Job Seekers under 30 measure. Job Seekers will become eligible after completion of their first period of Work for the Dole. The Youth Wage Subsidy is a demand driven national subsidy (there is no cap on the number of placements) and will remain separately identified and managed. The Youth Wage Subsidy may not be used in conjunction with other wage subsidies, except the Tasmanian Jobs Programme. Further information to be provided closer to the commencement date.</td>
<td>have been unemployed and with an Employment Provider (including a Job Services Australia provider) for 12 months, or six months for Indigenous Job Seekers, to attract the Long Term Unemployed Wage Subsidy. Employers will be eligible for the first wage subsidy payment of up to $3250 after the Job Seeker is employed for six months with a second payment of up to $3250 after 12 months. Funding for the Long Term Unemployed Wage Subsidy will be allocated to Employment Providers as part of their Employment Fund. Job Seekers who have been unemployed and with an Employment Provider (including Job Services Australia providers) for 12 months, or six months for Indigenous Job Seekers, will attract a credit of $990 into the Employment Fund. These credits may only be used for the purpose applicants on 31 December 2015. It provides eligible Tasmanian Employers with a one-off payment of $3250. Job Seekers must have been a resident in Tasmania for the preceding six months, receiving Newstart Allowance, Youth Allowance (Other) or Parenting Payment. Parenting Payment recipients must have Mutual Obligation Requirements at the time they commence in a placement. Employers will be eligible for the Tasmanian Jobs Programme Incentive payment after the Job Seeker is employed full-time for six months. The Tasmanian Jobs Programme may be used to supplement other wage subsidies but must not exceed 100 per cent of the subsidised wage. For further information refer to Tasmanian Jobs Programme</td>
<td></td>
</tr>
</tbody>
</table>
2.9.10. Relocation Assistance to Take Up a Job

As outlined in Section 2.5.3, Relocation Assistance will be available to provide financial assistance of up to $6000 to long-term unemployed Job Seekers if they move to a regional area to take up a job or up to $3000 if they move to a capital city to take up a job. Job Seekers with dependent children may also be provided with up to an extra $3000 to help cover additional relocation costs. The programme is available to long-term unemployed Job Seekers who have been receiving Newstart Allowance, Youth Allowance or Parenting Payment for at least 12 months.

Collaboration between the Employment Providers in both the location the Job Seeker is moving from and to will be important to ensure that the relocation is successful.

2.9.11. Job Commitment Bonus

Young Australians aged 18 to 30 who were on Newstart Allowance or Youth Allowance (other) for 12 months or more, will receive a $2500 Job Commitment Bonus if they find and keep a job and remain completely off welfare for a continuous period of 12 months. They will receive a further Bonus of

<table>
<thead>
<tr>
<th>Restart (mature age 50 years plus)</th>
<th>Youth</th>
<th>Long Term Unemployed</th>
<th>Tasmanian Jobs Programme</th>
</tr>
</thead>
<tbody>
<tr>
<td>refer to the Restart website (<a href="http://www.employment.gov.au/restart-wage-subsidy">www.employment.gov.au/restart-wage-subsidy</a>).</td>
<td></td>
<td>of providing Long Term Unemployed Wage Subsidies. Employment Providers will prioritise which Job Seekers require additional assistance to secure a job. The Long Term Unemployed Wage Subsidy may not be used in conjunction with other wage subsidies, except the Tasmanian Jobs Programme. Further information to be provided closer to the commencement date.</td>
<td>website (<a href="http://www.employment.gov.au/tassiejobs">www.employment.gov.au/tassiejobs</a>).</td>
</tr>
</tbody>
</table>
$4000 if they remain in a job and off welfare for a continuous 24 month period (which means a potential bonus of up to $6500 for eligible recipients).

The Department of Human Services will pay the Job Commitment Bonus directly to the Job Seeker at the end of the 12 and 24 month qualifying periods upon confirmation that the Job Seeker’s work has been ongoing and the claimant has not returned to Income Support.

Employment Providers can use the Job Commitment Bonus to encourage young Job Seekers to get and keep a job, improving employment outcomes for their Job Seekers.

2.10. MUTUAL OBLIGATION REQUIREMENTS

The Employment Services 2015 model has a focus on moving Job Seekers off Income Support and into work while also ensuring Job Seekers are giving back to the community that is supporting them. The Employment Services 2015 model delivers on both these aims by establishing an Annual Activity Requirement that will see Job Seekers gaining real work skills by placing them in work-like settings. Job Seekers will also be required to continue to meet their other Mutual Obligation Requirements, including actively looking for work and attending Appointments with Employment Providers while participating in activities.

2.10.1. Job Seeker requirements

The primary responsibility of all Job Seekers in receipt of Income Support is to move into work and become self-supporting as quickly as possible. To this end, Job Search is a fundamental component of their Mutual Obligation Requirements under Social Security Law and Job Seekers will be required to complete the number of Job Searches specified in their Job Plan.

Job Seekers will also be required to undertake a Work for the Dole or other approved activity for six months each year while they remain unemployed. In most instances Work for the Dole will be the principal activity. The number of hours each fortnight that Job Seekers participate in Work for the Dole or other approved activity will vary according to their age and work capacity (see Table 2.4).

2.10.2. Participation

Stream A Job Seekers will be the most job ready and, as such, will commence Work for the Dole Activities after six months of Employment Provider assistance.

Stream B Job Seekers will be case managed from when they register with the Employment Provider so the issues that are preventing them from getting a job can be proactively addressed. They will generally commence Work for the Dole Activities after 12 months in Employment Provider Services.

Stream C Job Seekers will be case managed to build work capacity and address personal issues (for example those with a drug or alcohol addiction). They will generally commence Work for the Dole after 12 months in Employment Provider Services.
Job Seekers in Streams B and C will be required to fully and actively participate in the vocational or non-vocational interventions that Employment Providers deem necessary to make them job ready during their first year of unemployment.

Job Seekers who are subject to the Stronger Participation Incentives for Job Seekers under 30 measure will, regardless of whether they are placed in Stream A or B, participate in Work for the Dole at the six month point.

Job Seekers aged 50-59 years can choose which approved activity they will undertake in order to satisfy their Annual Activity Requirement.

Job Seekers aged 60 years or over will have Job Search Requirements that will be tailored to their individual circumstances and will be able to volunteer for Work for the Dole or other approved activities if they choose.

2.10.3. The Annual Activity Requirement

The requirements for Employment Services 2015-2020 are set out in Table 2.4 and are summarised below.

- All Job Seekers with an Annual Activity Requirement will undertake an approved activity for six months each year while they remain unemployed.
- Job Seekers aged under 30 years will have an annual requirement to participate for 25 hours per week over six months in Work for the Dole. Work for the Dole will be the principal activity for this age group. However, they will also be able to meet their Annual Activity Requirement if they have already commenced in other approved activities such as part time work. Their participation will amount to 650 hours over six months. The Employment Provider is responsible for identifying what training relates to skills in demand in each particular Employment Region.
- Job Seekers aged 30 and up to 49 years will participate for 15 hours per week, over six months, in Work for the Dole, unless they have already commenced participation in another approved activity such as part time work. Work for the Dole will be the principal activity for this age group. Their participation will amount to 390 hours over six months.
- Job Seekers with a Partial Capacity to Work or who are Principal Carer Parents will be required to participate for about half the number of hours required for full capacity Job Seekers. Work for the Dole will also be the principal activity for Principal Carer Parents and Job Seekers with a Partial Capacity to Work aged under 30 years.
- Job Seekers aged 50 and up to 59 years will participate 15 hours per week (390 hours over six months). Work for the Dole, however, will not be mandatory.
- Job Seekers aged 60 years or over will not have an Annual Activity Requirement.
Table 2.4: Mutual Obligation Requirements for Job Seekers by age group

<table>
<thead>
<tr>
<th>Age of Job Seeker</th>
<th>Up to 30 years</th>
<th>30 and up to 49 years</th>
<th>50 and up to 60 years</th>
<th>Principal Carer Parents with part time requirements (1) and Partial Capacity to Work Job Seekers with work capacity of 15 hours or more per week (2)</th>
<th>60 years and over</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Job Search</strong></td>
<td>Streams A &amp; B: 20 Job Searches per month (with flexibility depending on individual circumstances). Stream C: Job search dependent on capacity.</td>
<td>Streams A &amp; B: 20 Job Searches per month (with flexibility depending on individual circumstances). Stream C: Job search dependent on capacity.</td>
<td>Streams A &amp; B: 20 Job Searches per month (with flexibility depending on individual circumstances). Stream C: Job search dependent on capacity.</td>
<td>Streams A &amp; B: 20 Job Searches per month (with flexibility depending on individual circumstances). Stream C: Job search dependent on capacity.</td>
<td>Job search dependent on capacity.</td>
</tr>
<tr>
<td><strong>Part time Work to meet the Annual Activity Requirement</strong></td>
<td>Paid work of 650 hours over 26 weeks (25 hours per week).</td>
<td>Paid work of 390 hours over 26 weeks (15 hours per week).</td>
<td>Need to choose which activity they will participate in to satisfy their Annual Activity Requirement. If the Job Seeker chooses paid work then 390 hours over 26 weeks (15 hours per week).</td>
<td>Paid work • 18-30 year olds – 390 hours over 26 weeks (15 hours per week). • Other age groups - 200 hours over 26 weeks (7-8 hours per week).</td>
<td>Job Seekers aged over 60 years do not have an Annual Activity Requirement, but may choose to volunteer.</td>
</tr>
<tr>
<td><strong>Work for the Dole activities to meet the Annual Activity Requirement</strong></td>
<td>Work for the Dole of 650 hours over 26 weeks (25 hours per week). Job Seekers in this age group will need to undertake Work for the Dole as the default</td>
<td>Work for the Dole of 390 hours over 26 weeks (15 hours per week). Job Seekers in this age group will need to undertake Work for the Dole as the default</td>
<td>Need to choose which activity they will participate in to satisfy their Annual Activity Requirement. If the Job Seeker chooses Work for the Dole then 390 hours over 26 weeks (15 hours per week).</td>
<td>Cannot be required to do Work for the Dole. If they volunteer: • 18-30 year olds – 390 hours over 26 weeks (15 hours per week). • Other age groups – 200 hours over 26 weeks (7-8 hours per week).</td>
<td></td>
</tr>
</tbody>
</table>

1 Job search can be less than 20 per month, subject to guidelines, to be monitored by the Department.
<table>
<thead>
<tr>
<th>Age of Job Seeker</th>
<th>Up to 30 years</th>
<th>30 and up to 49 years</th>
<th>50 and up to 60 years</th>
<th>Principal Carer Parents with part time requirements (1) and Partial Capacity to Work Job Seekers with work capacity of 15 hours or more per week (2)</th>
<th>60 years and over</th>
</tr>
</thead>
</table>
|                    | activity unless the Job Seeker has already commenced participation in another approved activity at the time they become subject to the Annual Activity Requirement. | activity unless the Job Seeker has already commenced participation in another approved activity at the time they become subject to the Annual Activity Requirement. | Need to choose which activity they will participate in to satisfy their Annual Activity Requirement. If the Job Seeker chooses Voluntary Work then 390 hours over 26 weeks (15 hours per week). | Voluntary Work  
- 18-30 year olds – 390 hours (15 hours per week).  
- Other age groups – 200 hours (7-8 hours per week). | |
| **Voluntary Work to meet the Annual Activity Requirement** | Voluntary Work of 650 hours over 26 weeks (25 hours per week). | Voluntary Work of 390 hours over 26 weeks (15 hours per week). | | | |
| **Skills for Education and Employment (SEE) Programme training or other accredited language, literacy and numeracy training to meet the Annual Activity Requirement.** | Participation of at least 650 hours over 26 weeks (25 hours per week). | Participation of at least 390 hours over 26 weeks (15 hours per week). | Need to choose which activity they will participate in to satisfy their Annual Activity Requirement. Participation of at least 390 hours over 26 weeks (15 hours per week) | Participation:  
- 18-30 year olds – 390 hours over 26 weeks (15 hours per week).  
- Other age groups – 200 hours over 26 weeks (7-8 hours per week). | |
| **Part time Study in a Certificate III in a skills** | Part time study of 650 hours over 26 weeks | Part time study of 390 hours over 26 weeks | Need to choose which activity they will participate in to satisfy | Part time study:  
- 18-30 year olds – 390 hours over | |
<table>
<thead>
<tr>
<th>Age of Job Seeker</th>
<th>Up to 30 years</th>
<th>30 and up to 49 years</th>
<th>50 and up to 60 years</th>
<th>Principal Carer Parents with part time requirements and Partial Capacity to Work Job Seekers with work capacity of 15 hours or more per week</th>
<th>60 years and over</th>
</tr>
</thead>
<tbody>
<tr>
<td>in demand area to meet the Annual Activity Requirement</td>
<td>(25 hours per week).</td>
<td>(15 hours per week).</td>
<td>their Annual Activity Requirement. Part time study of 390 hours over 26 weeks (15 hours per week).</td>
<td>26 weeks (15 hours per week). Other age groups – 200 hours over 26 weeks (7-8 hours per week).</td>
<td></td>
</tr>
<tr>
<td>Defence Force Reserves to meet the Annual Activity Requirement</td>
<td>Full participation in Defence Force Reserves of 240 hours over 26 weeks (9-10 hours per week).</td>
<td>Full participation in Defence Force Reserves of 240 hours over 26 weeks (9-10 hours per week).</td>
<td>Need to choose which activity they will participate in to satisfy their Annual Activity Requirement. Full participation in Defence Force Reserves of 240 hours over 26 weeks (9-10 hours per week).</td>
<td>Full participation in Defence Force Reserves of 240 hours over 26 weeks (9-10 hours per week).</td>
<td></td>
</tr>
<tr>
<td>Combination of activities to meet the Annual Activity Requirement</td>
<td>One or a combination of activities which equate to 650 hours over 26 weeks (25 hours per week) including: Part time Work. Work for the Dole. Voluntary Work. Unpaid work</td>
<td>A combination of activities which equate to 390 hours over 26 weeks (15 hours per week) including: Part time Work. Work for the Dole. Voluntary Work.</td>
<td>Need to choose which activity they will participate in to satisfy their Annual Activity Requirement. A combination of activities which equate to 390 hours over 26 weeks (15 hours per week) including:</td>
<td>A combination of activities which equate to the required hours: 18-30 year olds – 390 hours over 26 weeks (15 hours per week). Other age groups – 200 hours over 26 weeks (7-8 hours per week) including Part time Work. Work for the Dole.</td>
<td>Job Seekers aged over 60 years do not have an Annual Activity Requirement, but may choose to volunteer.</td>
</tr>
</tbody>
</table>

2 Assessment of ‘skills in demand’ will be at the discretion of Employment Providers in accordance with Guidelines.
<table>
<thead>
<tr>
<th>Age of Job Seeker</th>
<th>Up to 30 years</th>
<th>30 and up to 49 years</th>
<th>50 and up to 60 years</th>
<th>Principal Carer Parents with part time requirements (1) and Partial Capacity to Work Job Seekers with work capacity of 15 hours or more per week (2)</th>
<th>60 years and over</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>experience.</td>
<td>• Unpaid work</td>
<td>• Part time Work.</td>
<td>• Voluntary Work.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>experience.</td>
<td>• Work for the Dole.</td>
<td>• Unpaid work experience</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Skills for Education and Employment Programme or other accredited language, literacy and numeracy training course.</td>
<td>• Unpaid work experience.</td>
<td>• Skills for Education and Employment Programme or other accredited language, literacy and numeracy training course.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Part time Study.</td>
<td>• Part time Study.</td>
<td>• Part time Study.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• State Government programmes.</td>
<td>• State Government programmes.</td>
<td>• State Government programmes.</td>
<td></td>
</tr>
</tbody>
</table>

Interventions

Interventions that address their non-vocational issues can be used by Job Seekers in Stream C to contribute to their total hours but must undertake the Annual Activity hours required for their age / Principal Carer Parent / Partial Capacity to Work status.

1. Principal Carer Parents with a youngest child aged six years or over have to meet part time Mutual Obligation Requirements. They must be actively looking for suitable part time work of at least 15 hours per week, or undertaking other approved activities as agreed with their employment provider. A Principal Carer Parent can choose to fully meet their Mutual Obligation Requirements by undertaking 30 hours per fortnight of (or any combination of) suitable paid work, approved study (where the total number of hours includes contact and non-contact hours), or voluntary work (in certain circumstances).

2. Job seekers with Partial Capacity to Work of 15-29 hours per week can fully meet their Mutual Obligation Requirements by undertaking 30 hours per fortnight of (or any combination of) suitable paid work or approved study.

3. Subject to the passage of legislation, Job Seekers aged 55-59 years will no longer be able to fully meet their requirements by undertaking 15 hours per week of Voluntary and/or paid work.

Notes:

- Job Seekers who participate in Green Army (aged 18-24 years) will generally leave Income Support and will then not have an Annual Activity Requirement for the period they are in Green Army.
- NEIS participants will not have an Annual Activity Requirement for the period they are participating in NEIS.
- Mutual Obligation Requirements include Provider Appointments (frequency as per specifics of the service offer in their tender response) in addition to the requirements outlined above.
- Volunteer Job Seekers do not have a mandatory number of Job Searches.
- Outside the Annual Activity Requirement Providers can require Job Seekers to participate in other activities included in their Job Plan (in addition to Job Search and Provider Appointments) which are designed to help the Job Seeker improve their employment prospects.
2.10.4. Transition

Eligible Job Seekers who are aged under 30 years, and who commenced with an Employment Provider before 1 January 2015, will be moved progressively to the Stronger Participation Incentives for Job Seekers under 30 measure arrangements after they have completed their first period of Work for the Dole within the Employment Services 2015 model (subject to passage of legislation). Any changes to this section will be notified by the Department in an Addendum issued through AusTender.

If Job Seekers are undertaking an Annual Activity Requirement which results in them undertaking fewer hours than necessary, they will be required to make up the hours in another activity.

2.11. WORK FOR THE DOLE

2.11.1. Introduction

One of the ways in which a Job Seeker can meet their Annual Activity Requirement is by participating in activities in a Work for the Dole Place. By participating in a Work for the Dole Activity, Job Seekers will be given the opportunity to develop and enhance their ability to work independently, be guided by a supervisor, improve or enhance their communication skills, motivation and dependability and, where relevant, work as part of a team. Eligible Job Seekers will receive a supplement of $20.80 per fortnight to offset any expenses incurred in participating in their Work for the Dole activity.

Work for the Dole Activities must focus on:

- providing Job Seekers with work-like experiences
- providing Job Seekers with skills that are in demand within the local labour market
- training relevant to the specific activity.

Work-like experiences involve Job Seekers in activities that provide them with experience similar to others in a workplace. This type of placement should assist in preparing Job Seekers to take up employment.

2.11.2. Training and Work for the Dole

Training within a Work for the Dole Activity can be offered to Job Seekers if it forms part of, or is required by, the Work for the Dole Activity. Training cannot be the primary element of a Work for the Dole Activity. Under no circumstances can training represent the majority of the activity, and there should be minimal classroom type training. Examples of acceptable training include:

- work health and safety training
- ‘on the job’ training related to the placement
- use of tools and equipment to be used in the placement.

Job Seekers participating in Skills for Education and Employment Programme training or another accredited language, literacy and numeracy training course, or other training relevant to building their work capacity when they reach their Work for the Dole phase, will be able to continue to undertake that training to its
conclusion. However, they will need to make up the balance of hours that they are required to undertake to meet their Annual Activity Requirement by participating in Work for the Dole (or another approved Activity).

2.11.3. Work for the Dole Coordinators

Work for the Dole Coordinators will be contracted (one per Employment Region) to source Work for the Dole Places. They will identify potential Host Organisations, secure Work for the Dole Places, including organising individual and group activities and connect Host Organisations with Employment Providers. Work for the Dole Places will be advertised to all Employment Providers and managed on a ‘first come first served’ basis. Distribution across each Employment Region will be monitored to ensure it is fair. As part of sourcing Work for the Dole Place(s), the Work for the Dole Coordinator will identify with the Host Organisation the requirements of each place(s), including the cost, duration and location of place(s).

Work for the Dole Coordinators will undertake a risk assessment to ensure that each potential Work for the Dole Place(s) is safe for participation. This does not mitigate any liabilities that the Host Organisation may have to ensure they provide a safe workplace for Job Seekers undertaking a Work for the Dole Place.

As part of conducting the risk assessment, the Work for the Dole Coordinator will also be required to exercise due diligence to ensure that, in accordance with Guidelines, Work for the Dole Places do not displace paid workers.

Further information on Work for the Dole Coordinators responsibilities and the tender requirements are at Chapter 3.

2.11.4. Role of Employment Providers

The Employment Providers’ responsibilities will include:

- working collaboratively with the Work for the Dole Coordinator
- planning so that a suitable Work for the Dole Place is available before each Job Seeker’s Work for the Dole requirements are due
- assessing the suitability of a Work for the Dole Place for the Job Seeker, including a risk assessment, before commencing them in the place, taking account of the risk assessment undertaken by the Work for the Dole Coordinator and dealing with any changes since that assessment
- placing Job Seekers in Work for the Dole Places and finalising Host Organisation Agreements where necessary
- ensuring that the Job Seeker has satisfactorily completed relevant checks (e.g. Criminal Records and Working with Vulnerable People checks) where required
- monitoring Job Seekers and actively monitoring attendance of the Job Seeker in their Work for the Dole Place
- where required, taking timely action, including under the Job Seeker compliance framework, if a Job Seeker is not reliably attending their Work for the Dole Place
- providing Employment Services to the Job Seeker while they are in the placement, and helping them to transition into employment
• working proactively with Host Organisations, Work for the Dole Coordinators and other Providers to ensure successful delivery of the programme
• meeting monitoring and administrative requirements.

Where the Employment Provider intends to place a Job Seeker into a Work for the Dole activity that was gathered by a Work for the Dole Coordinator, the Employment Provider will be responsible for confirming with the Host Organisation that there have been no changes to the Work for the Dole Place(s) including any work health and safety concerns since the risk assessment was conducted by the Work for the Dole Coordinator. The Employment Provider must review and revise the relevant risk assessment if there have been changes, and take appropriate action to address the changes.

The Employment Provider must have or engage a Competent Person to undertake the risk assessment.

The Employment Provider also must ensure that:
• the Work for the Dole Place is appropriate for the Job Seekers being referred (that is, take in to consideration the circumstances of the Job Seeker, e.g. medical advice and work restrictions)
• the level of supervision and work health and safety training provided is appropriate and adequate for the Job Seekers and will remain valid for the course of the Work for the Dole Place
• any additional insurance is purchased for the Work for the Dole Place using the Work for the Dole fees, if required
• the required checks (e.g. Criminal Records and Working with Vulnerable People checks) for the Job Seekers have been undertaken prior to commencement
• the Job Seekers know who they should contact if they have any work health and safety concerns about the Work for the Dole Place
• the Job Seekers are equipped with all the necessary materials, equipment (including safety equipment), special clothing, on-site services, and any required training prior to commencing.

Unless otherwise agreed with the Host Organisation, the Employment Provider cannot renegotiate the cost of each Work for the Dole Place.

Employment Providers may also directly secure their own hosted or group Work for the Dole Places. In doing so, they may use those places to refer Job Seekers from their own caseload. In addition, Employment Providers which source their own Work for the Dole Places will have the same responsibilities as Work for the Dole Coordinators in sourcing and securing those Places (see Chapter 3). In particular, this applies to conducting a risk assessment to ensure that each potential Work for the Dole Place(s) is safe for participation and exercising due diligence to ensure that Work for the Dole Place(s) and Activities do not displace paid workers, in accordance with Guidelines.

While Job Seekers are undertaking their Work for the Dole Place, Employment Providers will be required to maintain contact with them to ensure that they continue to focus on looking for work as well as participating in Work for the Dole. Employment Providers will be expected to continue to identify jobs for which Job Seekers can apply, referring them to those jobs, and reporting them to the Department of Human Services if they do not follow up the referral or attend a job interview that is offered by a prospective Employer.
2.11.5. Work for the Dole Activities

Work for the Dole Places will offer opportunities for Job Seekers to increase their work-readiness and which will also be of local benefit. Work for the Dole Places can be hosted by not-for-profit organisations/charities, or local, state, territory or Commonwealth Government organisations or agencies.

The Employment Provider must not host, broker or purchase a Work for the Dole Place if the place fulfils a function which would normally be undertaken by the Employment Provider under an Employment Services Deed or any other contract or arrangement between the Employment Provider and the Department.

It is intended that Work for the Dole Coordinators will be the first point of contact for potential Host Organisations wishing to offer Work for the Dole Places. However, places can be identified by the Work for the Dole Coordinator or the Employment Provider. Job Seekers will be placed in either Individual Hosted Activities or Group Based Activities.

Work for the Dole Places will be funded on the basis that they are of six months duration. There will be some flexibility for shorter or longer places in circumstances where a six month place is not suited to the project or the Host Organisation. Where this is the case, pro-rata payments will be made accordingly.

- **Individual Hosted Activities** will be undertaken by an individual Job Seeker with a Host Organisation and should involve placing them into a work-like situation. A sequence of Job Seekers may undertake the Individual Hosted Activity should the original Job Seeker leave the Work for the Dole Place. A Host Organisation may offer multiple similar individual places for a number of individual Job Seekers. A Work for the Dole Coordinator (or Employment Provider where they have secured a place) agrees with the Host Organisation that the Host Organisation will provide a supervised place for a Job Seeker (noting that the Employment Provider will handle the execution of the agreement with the Host Organisation) that will provide opportunities to gain personal and workplace skills to improve their employment prospects.

- **Group Based Activities** are projects that require Job Seekers to carry out tasks as part of a specific group project to meet their six month requirement. These are generally one-off projects but may last longer than six months. A Group Based Activity will always involve more than one person and Job Seekers can be referred from multiple Employment Providers. Group Based Activities must always have a dedicated supervisor working closely with the Work for the Dole Job Seekers.

Among other things, Work for the Dole Places, both Individually Hosted Activities and Group Based Activities, will need to:

- incorporate adequate and appropriate supervision of Job Seekers at all times
- be conducted in an environment where Job Seekers are safe and are not at risk of physical or other injury
- provide work-like experience that will develop or enhance a Job Seeker’s ability to take directions from a supervisor, work independently, communicate effectively, improve Job Seeker motivation and dependability and, where relevant, work as part of a team.

**Displacement**

Work for the Dole Coordinators and Employment Providers will be required to exercise due diligence to ensure that Work for the Dole Places do not displace paid workers, in accordance with Guidelines.
2.11.6. **Types of Places/Activities**

The types of tasks and associated skills and experience that Job Seekers will undertake and obtain during their Work for the Dole Place can be varied and diverse. Some examples of Work for the Dole Places that have been developed in the past, that may be useful to inform consideration of future places, include:

- retail work in not-for-profit stores
- administrative support in not-for-profit organisations
- rehabilitation works of public parks and roadways
- environmental projects
- beautifying or restoring community facilities
- testing, stripping, refurbishing and distributing unwanted computers for not-for-profit organisations
- producing a publication that builds Job Seekers’ skills in desktop publishing and graphic arts
- growing fresh produce at community market gardens, during which Job Seekers learn practical skills and undertake training in horticulture, irrigation techniques and operation of machinery
- gardening or maintenance activities.

Note: caring, teaching or direct supervision roles for children, the elderly or other classes of vulnerable people will be excluded as Work for the Dole Places, as will all activities in child care.

**Supervision**

Employment Providers must ensure that all Work for the Dole Places, Voluntary Work and Unpaid Work Experience activities are adequately and appropriately supervised at all times. Where activities involve close proximity with children, the elderly or other classes of vulnerable people, Employment Providers must ensure that relevant checks (e.g. criminal record and working with children checks) are conducted on participants and all relevant personnel and supervisors, in accordance with the Employment Services Deed.

2.11.7. **Payments for Work for the Dole**

**Individual Hosted Activities**

In addition to other payments to which an Employment Provider may be entitled, a Work for the Dole Fee of $1000 per six month Individual Hosted Activity will be paid to the Employment Provider.

The fee will be paid on commencement of the first Job Seeker in a Work for the Dole Place. The Employment Provider is required to pass some or all of those funds to the Host Organisation to cover the cost of the Place as has been negotiated.

The Work for the Dole Fee can only be used to offset costs of the Host Organisation or to cover the costs of Job Seekers undertaking Work for the Dole Activities (e.g. specific work health and safety training, working with vulnerable persons checks, a contribution to the cost of Host Organisation supervision etc.), or as otherwise specified by the Department.

If any amount of the fee has not been expended after the preceding costs have been met, the Employment Provider may use the balance for services undertaken by the Employment Provider that are related to referral of Job Seekers to Work for the Dole activities.
If any amount of the fee has not been expended after the preceding costs have been met, the Employment Provider must use the balance solely for services undertaken by the Employment Provider that are directly related to that Individual Hosted Activity.

Where the Employment Provider sources a Work for the Dole Place, they will be required to keep a record of the amount of funding that was paid to the Host Organisation from the Work for the Dole Fee in the Department’s IT system. Where Work for the Dole Coordinators source Work for the Dole Places, they will identify the amount of the Work for the Dole Fee that will be paid to the Host Organisation and record this amount in the Department’s IT system.

**Group Based Activities**

A Work for the Dole Fee of up to $3500 will be available for each six month Work for the Dole Place in a Group Based Activity. This is for the cost of items such as supervision and Group Based Activity overhead costs such as equipment. This Fee can either be claimed in advance or through reimbursement in accordance with any Guidelines. The Employment Provider must complete and submit their acquittal Report within 40 business days of the completion or cessation of the relevant Group Based Activity. Host Organisations and the community may support Group Based Activities. This includes in-kind and financial contributions.

An Employment Provider may not use the Employment Fund for expenses related to Work for the Dole.

Information on payments to Employment Providers is at Section 2.15.

**2.12. ACTIVITIES**

Employment Providers can source and provide a range of approved activities which can be used to satisfy the Annual Activity Requirement for Job Seekers. When developing these activities Employment Providers will also be required to:

- undertake a risk assessment prior to the commencement of the activity
- ensure appropriate supervision of the activity.

**2.12.1. Unpaid Work Experience**

Job Seekers will be able to participate in up to four weeks of an Unpaid Work Experience at any point while they are unemployed. This participation will count towards the Job Seeker meeting their required hours of the Annual Activity Requirement although Job Seekers will not receive the $20.80 Work for the Dole (Approved Programme of Work) Supplement. Unpaid work experience will be allowable in:

- social enterprises and other not-for-profit entities
- public sector agencies, including local councils
- the private sector.

Unpaid work experience placements have been limited to a maximum of four weeks duration to ensure that there is no displacement of existing or potential paid employees.
2.12.2. **Voluntary Work**

Voluntary Work is an Activity undertaken in a not-for-profit community organisation. A Voluntary Work placement should only be created where a Provider believes the skills the Job Seeker can gain in a Voluntary Work placement will directly improve the Job Seeker’s employment prospects.

Providers or Job Seekers can approach any community not-for-profit organisation with a view to identifying potential Voluntary Work placements.

2.13. **JOB SEEKERS WHO MEET EMPLOYER NEEDS**

Employers are the generators of jobs and the new Employment Services 2015 model is focused on Job Seekers meeting Employer needs. Outcome payments will form a significant portion of Employment Provider income which will mean that Employment Providers have to find jobs, place Job Seekers in them and ensure that both Employers and the Job Seekers are supported to achieve sustainable outcomes (see Section 2.15).

Employers can expect more Job Seekers to have the skills and attributes they need to be recruited and stay in a job. Job Seekers will take part in work-like activities like Work for the Dole, and any training they do will be relevant to Employers’ needs and real job opportunities.

Employment Providers will be able to develop their own methods of assisting Employers to employ Job Seekers but will have a range of tools available to assist them including wage subsidies (see Section 2.9.9) and a focused Employment Fund (see Section 2.9.7).

Employment Providers will be expected to work with industry and local Employers to understand their needs and identify employment opportunities for Job Seekers. Employment Providers will be required to develop skills and training activities for Job Seekers, to identify and match Job Seekers to the employment opportunities and then refer them to local Employers. Once Job Seekers are placed, Employment Providers may provide Post Placement Support to ensure that Job Seekers remain in jobs.

Employment Providers will be required to work cooperatively with each other and with the Department on projects to assist medium to large Employers to:

- recruit Job Seekers to expand their workforce as a result of large scale projects or developments
- target particular cohorts as part of their recruitment policies
- implement strategies to respond to large scale redundancies which will have a major impact on a local economy.

2.14. **WORKING WITH OTHER STAKEHOLDERS**

The Employment Services 2015 model will require Employment Providers to identify, as part of their tender, how they intend to work and collaborate with other Employment Providers and stakeholders, such as the Australian Apprenticeships Support Network, vocational training providers, social services providers and other organisations that play a role in moving Job Seekers into work. Successful Tenderers will then be held accountable for complying with their nominated approach.

Nominated approaches should include strategies to cover the need to deliver job ready Job Seekers to Employers, particularly those recruiting large numbers of staff and who would benefit from being able to
choose from the total pool of Job Seekers in the area. The outlined approach should also describe how Job Seekers will have access to those activities that optimise their employability, where those activities are provided by an organisation other than an Employment Provider.

2.15. **OVERVIEW OF THE JOB SEEKER COMPLIANCE FRAMEWORK**

As the Employment Services 2015 model is driven by a strong emphasis on Mutual Obligation Requirements that encourage a work-like culture among Job Seekers, it needs to be supported by a streamlined and responsive Job Seeker compliance system to ensure that Job Seekers can be held to account if they fail to meet their requirements.

Providers will need to monitor all Job Seekers requirements set and outlined in their Job Plan. This includes reporting non-compliance where appropriate to the Department of Human Services for investigation and decision. If the Department of Human Services determines the Job Seeker did not have a reasonable excuse, a participation failure will be applied. The penalty associated with the participation failure is dependent on the nature of the non-compliance.

Key elements of the compliance framework are:

- a ‘no show, no pay’ approach under which Job Seekers can lose a day’s payment for each day they fail to participate in an activity or attend a job interview
- immediate suspension of Income Support payment, for non-attendance at Appointments with Employment Providers where payment is typically restored (subject to legislation) on attendance at a rescheduled Appointment
  - with full back payment on re-engagement where the Department of Human Services determine that the Job Seeker had a Reasonable Excuse
  - otherwise, subject to legislation, with no back payment on re-engagement
- eight-week non-payment penalties for serious failures, such as refusal of a job offer and persistent non-compliance, and for Job Seekers who are voluntarily unemployed or who have been dismissed due to misconduct.

Employment Providers will have the discretion not to take action under the compliance framework or not to report non-compliance to the Department of Human Services if they believe such action is counterproductive and not the best means of securing re-engagement at that particular juncture.

2.15.1. **Failure to attend an Appointment with an Employment Provider**

If a Job Seeker fails to attend an Appointment with their Employment Provider and the Employment Provider chooses to submit a non-attendance report, the Department of Human Services’ IT system will automatically suspend the Job Seeker’s Income Support payment to prompt the Job Seeker to make contact. Regardless of when contact occurs, Employment Providers will be responsible for booking a reconnection Appointment for the Job Seeker and the Job Seeker’s payment may (subject to legislation) remain suspended until they attend.

A reconnection Appointment needs to be scheduled to take place within two business days, following contact
being made with the Job Seeker, as the Job Seeker may be losing money (subject to legislation) pending their attendance.

Subject to legislation, if the Employment Provider reports the non-attendance and the Department of Human Services finds that the Job Seeker did not have a Reasonable Excuse the Job Seeker will not be back paid for the period from and including the day of the initial missed Appointment until the day before they attend a reconnection Appointment. Job Seekers will generally lose one tenth of their fortnightly payment for each business day during this period.

2.15.2. Failure to participate in an activity or attend a job interview

A key element of the framework is a ‘no show, no pay’ penalty. Where a Job Seeker fails to attend an activity (such as Work for the Dole) or a job interview without giving prior notice of a valid reason, they may lose one tenth of their fortnightly Income Support payment for each day they miss. The same penalty will apply for misconduct (disruptive or uncooperative behaviour) while in an activity. The Employment Provider (in consultation with the activity provider) will decide whether or not a Job Seeker’s behaviour has reached a point where a report to the Department of Human Services is warranted. The Department of Human Services will be responsible for deciding under Social Security Law whether to apply a penalty.

2.15.3. Job search failures

Job Seekers will report their regular Job Search to Employment Providers. Employment Providers are expected to ensure that Job Search efforts are sufficient and can report poor Job Search to the Department of Human Services. Poor Job Search can result in more onerous reporting requirements on Job Seekers.

2.15.4. Failure to enter a Job Plan

If the Job Seeker refuses to enter into a Job Plan without good reason, the Employment Provider should report this to the Department of Human Services. The Job Seeker will be required to attend an Appointment to enter into a Job Plan. If the Job Seeker then fails to attend or attends but fails to enter into the Job Plan without good reason their payment may be cancelled until they do enter into a Job Plan.

2.15.5. Comprehensive Compliance Assessment

If a Job Seeker incurs a specified number of failures within a six month period, the Department of Human Services will conduct a Comprehensive Compliance Assessment to identify any possible issues to employment and possible alternative service options. This could result in the Job Seeker being assessed for a different service Stream.

Once a Job Seeker has undergone a Comprehensive Compliance Assessment, regardless of the outcome, the count of failures required to trigger another assessment will start again.
2.15.6. **Eight week non-payment penalties for persistent and wilful non-compliance or employment-related failures**

Eight week non-payment penalties are applied to Job Seekers who:

- following a Comprehensive Compliance Assessment, are found to have no issues to participation and to have been persistently and wilfully non-compliant
- refuse a job offer, or
- fail to commence suitable work.

In addition to this, Job Seekers who are voluntarily unemployed or who have been dismissed due to misconduct are subject to an eight week unemployment non-payment period from the date of unemployment, even where this occurred prior to claiming payment.

In some circumstances, a Job Seeker subject to an eight week non-payment penalty for persistent non-compliance, or for failing to accept or commence in suitable work, can have their penalty waived and their payment reinstated immediately if they agree to undertake an intensive level of activity (generally Work for the Dole) or are unable to do so but are in severe financial hardship. Providers are responsible for promptly arranging Work for the Dole or an alternative suitable Compliance Activity for the job seeker to participate in for the required hours per week, if they choose to waive the penalty.

2.16. **PAYMENTS TO PROVIDERS**

The Employment Services 2015 model will focus on real employment outcomes. Employment Providers’ fee structures mean they are rewarded when Job Seekers stay in ongoing, sustainable jobs. Funding to deliver Services will be made available to Employment Providers through both Administration Fees and Outcome Payments. Administration Fees and Outcome Payments are fixed and not subject to price competition.

The size of Administration Fees relative to Outcome Payments is designed to promote performance as well as to encourage Employment Providers to use funds from Outcome Payments to provide Services and purchase additional assistance to generate employment outcomes for Job Seekers. The Administration Fee on its own is not designed to cover the cost of operating an Employment Services business. Employment Providers will have to invest a portion of their Outcome Payments in order to get Job Seekers into a job.

2.16.1. **Regional Loading**

In recognition of the additional costs associated with delivering Services in regional locations, a loading of 25 per cent will be applied to the Administration Fees and Outcome Payments for Employment Providers in the Employment Regions (in part or all) identified by the Department as Regional.

A pro-rata adjustment will be made in respect to Administration Fees where a Job Seeker transfers between Employment Regions where only one of those regions attract a regional loading.
2.16.2. Fees

Administration Fees

The Employment Services 2015 model includes a simple and flat Administration Fee structure that will be supported by automated claiming through the Department’s IT system.

Administration Fees will be paid on a job seeker basis in advance at six monthly intervals regardless of Stream or movement between Streams. A higher fee will be paid for Job Seekers subject to the Stronger Participation Incentives for Job Seekers under 30 measure in recognition of the mandatory monthly Contacts that Employment Providers are required to conduct. Volunteer Job Seekers in Stream A will attract an Administration Fee for the six months they are in service.

A pro-rata adjustment of Administration Fees (including a pro-rata payment or recovery as applicable) will occur in the following circumstances:

- all Job Seeker transfers between Employment Providers
- all Job Seeker transfers between Employment Regions where only one region attracts the regional loading
- where a Job Seeker is no longer subject to the Stronger Participation Incentives for Job Seekers under 30 measure.

A pro-rata recovery of Administration Fees will not occur when a Job Seeker Exits service.

Table 2.5: Fees

<table>
<thead>
<tr>
<th>Administration Fee (paid six monthly)</th>
<th>Fee</th>
<th>Fee with regional loading</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Seekers subject to the Stronger Participation Incentives for Job Seekers aged under 30 measure - Streams A and B</td>
<td>$350</td>
<td>$438</td>
</tr>
<tr>
<td>All other Job Seekers – Streams A, B and C</td>
<td>$250</td>
<td>$313</td>
</tr>
</tbody>
</table>

Note: The change in the Administration Fee between the Exposure Draft for Employment Services 2015-2020 Purchasing Arrangements and this Request for Tender reflects that Employment Providers will not be required to be the decision maker under Social Security law if a job seeker fails to attend an appointment.

Work for the Dole Fees

As detailed at Section 2.11.7, additional Fees will be paid for managing and supporting Work for the Dole Places. $1000 will be available to support places in Work for the Dole Individual Hosted Activities and $3500 to support places in Work for the Dole Group Based Activities.

Payment of Stream based Administration Fees will continue while a Job Seeker is in the Work for the Dole Phase to recognise the requirement for Employment Providers to continue to identify job opportunities and ensure Job Seekers are continuing to look for work while participating in Work for the Dole.
Table 2.6: Work for the Dole Fees (no Regional Loading or mid-term adjustment applies)

<table>
<thead>
<tr>
<th>Hosted Place</th>
<th>$1000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place in Group Activity</td>
<td>Up to $3500</td>
</tr>
</tbody>
</table>

2.16.3. Outcome Payments

Outcome Payments are structured to reflect a Job Seeker’s Stream and length of unemployment. This recognises that preparing Job Seekers to meet the needs of Employers and moving them into work and supporting them in the early days of their employment is likely to require greater investment in Services for Stream B and C Job Seekers and those who have been unemployed for longer.

Full Outcome Payments will be paid at four, 12 and 26 weeks from the Outcome Start Date. The Outcome Start Date will align with the Job Seeker’s Department of Human Services’ payment period. This will result in the Outcome period automatically commencing at the next full Department of Human Services’ fortnight following commencement in employment. The Outcome Start Date can be moved forward automatically by up to two Department of Human Services’ payment periods where Job Seeker earnings are below the level required for an Outcome Payment at the start of their employment placement. For Participants not in receipt of Income Support Payments, the Outcome Start Date will be the date the Job Seeker commences in employment.

Full Outcomes will be paid when a Job Seeker gets a job and moves fully off Income Support for the duration of the Outcome period. Partial outcomes will be paid where a Job Seeker has a job which reduces their Income Support on average by 60 per cent and may be paid at four and 12 weeks only. A Full Outcome Conversion will be available to Employment Providers in the 26 weeks where the Partial Outcome rate applies and the Job Seeker moves completely off Income Support.

Where an Employment Provider claims a 12 Week Partial Outcome for a Job Seeker and before the end of the relevant 26 week Outcome period, if the Job Seeker remains off Income Support for the 26 week Outcome period, the Outcome period will be extended to maximise the opportunity for Employment Providers to claim a Full Outcome.

Access to a four week Outcome Payment recognises that short-term jobs of four weeks or more duration equip Job Seekers with work experience and work habits which they can subsequently use for placement into longer-term jobs. The four week Outcome Payment is also designed to encourage Employment Providers to refer Job Seekers to seasonal work, such as fruit picking. Four week Outcome Payments will be capped at four per 12 month period per Job Seeker. If a Job Seeker finds their own employment an Employment Provider will still be eligible to claim an Outcome Payment for that Job Seeker if all other requirements are met.

Stream A Job Seekers are the most job ready and should generally be able to find work more quickly than Job Seekers in other Streams. To account for this, Employment Providers will be eligible to begin a claim for an Outcome Payment for a Stream A Job Seeker only after they have been unemployed for three months (for example they will be eligible to receive the four week Outcome Payment at four months of unemployment). The Outcome Start Date for these Job Seekers must occur after the Job Seeker has been unemployed for three months. Employment Providers will be able to begin counting a job outcome for Stream B and C Job Seekers if they commence in a job from the first day they are unemployed. Only the Employment Provider with which a Job Seeker was registered when they began their placement will be eligible to claim an Outcome Payment.

A Full Outcome for Job Seekers with a Partial Capacity to Work will take into account their part time requirements.
Claiming Outcome Payments will be supported by Information Technology systems that will capture Job Seekers’ earnings through the Department of Human Services’ systems. Outcome Payments will be defined to cover an even number of weeks and align to whole payment fortnights to further increase the simplicity for claiming payments.

Note: NEIS Employment Outcomes in NEIS shall be payable as a Partial Outcome payment only.

### 2.16.4. Education Outcomes

Education Outcomes reward Employment Providers for improving the job prospects and employability of Job Seekers aged between 15 and 17 years through participation in courses that lead to attainment of a qualification of not less than Certificate II level or successfully complete one semester of at least a two semester course within 12 months. Education Outcomes would only be payable if the course is commenced while the Job Seeker is aged between 15 and 17.

### 2.16.5. Verification

Employment Providers will not be required to collect documentary evidence for employment-related Job Seeker Outcome claims where there is data from the Department of Human Services that confirms a Job Seeker has met their minimum working hour requirements, or ceased or reduced their rate of Income Support.

Where it is not possible to verify an employment outcome claim by existing Department of Human Services data, for example where a Job Seeker is not in receipt of Income Support, Employment Providers will be able to lodge a special claim. Special claims will need to be supported by evidentiary requirements as set out in the Documentary Evidence for Claims for Payment Guidelines.

To be eligible to claim for Education Outcomes, Employment Providers will need to demonstrate that the Job Seeker has successfully passed the course and obtained a Certificate of Attainment or successfully completed one semester of at least a two semester course within 12 months.

**Table 2.7: Outcome Payments for Job Seekers in non Regional Locations**

<table>
<thead>
<tr>
<th>Stream A (paid after 3 months)</th>
<th>(i.e.&lt;24 months UE)</th>
<th>(24-59 Months UE)</th>
<th>(60 months + UE)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Partial</td>
<td>Full</td>
<td>Partial</td>
</tr>
<tr>
<td>4 Week</td>
<td>$160</td>
<td>$400</td>
<td>$200</td>
</tr>
<tr>
<td>12 Week</td>
<td>$200</td>
<td>$500</td>
<td>$400</td>
</tr>
<tr>
<td>26 Week</td>
<td>$0</td>
<td>$650</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$360</td>
<td>$1550</td>
<td>$600</td>
</tr>
<tr>
<td>Stream B</td>
<td>Partial</td>
<td>Full</td>
<td>Partial</td>
</tr>
<tr>
<td>4 Week</td>
<td>$300</td>
<td>$750</td>
<td>$400</td>
</tr>
<tr>
<td>12 Week</td>
<td>$600</td>
<td>$1500</td>
<td>$800</td>
</tr>
<tr>
<td>26 Week</td>
<td>$0</td>
<td>$1900</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$900</td>
<td>$4150</td>
<td>$1200</td>
</tr>
<tr>
<td>Stream C</td>
<td>Partial</td>
<td>Full</td>
<td>Partial</td>
</tr>
<tr>
<td>----------</td>
<td>---------</td>
<td>------</td>
<td>---------</td>
</tr>
<tr>
<td>4 Week</td>
<td>$400</td>
<td>$1000</td>
<td>$600</td>
</tr>
<tr>
<td>12 Week</td>
<td>$800</td>
<td>$2000</td>
<td>$1200</td>
</tr>
<tr>
<td>26 Week</td>
<td>$0</td>
<td>$2500</td>
<td>$0</td>
</tr>
<tr>
<td>Total</td>
<td>$1200</td>
<td>$5500</td>
<td>$1800</td>
</tr>
</tbody>
</table>

**Education Outcome**

For 15-17 Years

$1000

---

**Table 2.8: Outcome Payments for Job Seekers in Regional Locations**

<table>
<thead>
<tr>
<th></th>
<th>Low (i.e.&lt;24 months UE)</th>
<th>Medium (24-59 Months UE)</th>
<th>High (60 months + UE)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Stream A (paid after 3 months)</strong></td>
<td>Partial</td>
<td>Full</td>
<td>Partial</td>
</tr>
<tr>
<td>4 Week</td>
<td>$200</td>
<td>$500</td>
<td>$250</td>
</tr>
<tr>
<td>12 Week</td>
<td>$250</td>
<td>$625</td>
<td>$500</td>
</tr>
<tr>
<td>26 Week</td>
<td>$0</td>
<td>$813</td>
<td>$0</td>
</tr>
<tr>
<td>Total</td>
<td>$450</td>
<td>$1938</td>
<td>$750</td>
</tr>
<tr>
<td><strong>Stream B</strong></td>
<td>Partial</td>
<td>Full</td>
<td>Partial</td>
</tr>
<tr>
<td>4 Week</td>
<td>$375</td>
<td>$938</td>
<td>$500</td>
</tr>
<tr>
<td>12 Week</td>
<td>$750</td>
<td>$1875</td>
<td>$1000</td>
</tr>
<tr>
<td>26 Week</td>
<td>$0</td>
<td>$2375</td>
<td>$0</td>
</tr>
<tr>
<td>Total</td>
<td>$1125</td>
<td>$5188</td>
<td>$1500</td>
</tr>
<tr>
<td><strong>Stream C</strong></td>
<td>Partial</td>
<td>Full</td>
<td>Partial</td>
</tr>
<tr>
<td>4 Week</td>
<td>$500</td>
<td>$1250</td>
<td>$750</td>
</tr>
<tr>
<td>12 Week</td>
<td>$1000</td>
<td>$2500</td>
<td>$1500</td>
</tr>
<tr>
<td>26 Week</td>
<td>$0</td>
<td>$3125</td>
<td>$0</td>
</tr>
<tr>
<td>Total</td>
<td>$1500</td>
<td>$6875</td>
<td>$2250</td>
</tr>
</tbody>
</table>

**Education Outcome**

For 15-17 Years

$1250
2.16.6. **Non Payable Outcomes**

There are some situations that will not attract Outcome Payments. These situations include the following circumstances:

- the employment is not considered valid (as the job may, for example, involve illegal activity, be associated with the sex industry, be funded or subsidised by another programme, be a voluntary or unpaid position, or be in another country)
- education does not meet the requirements for payment and the relevant course was not commenced before the Job Seekers turn 18 years old
- employment or education was pre-existing prior to the Job Seeker commencing with the Provider.

2.16.7. **Mid-Deed price adjustment**

A mid-Deed price adjustment of Administration Fees and Outcome Payments of 7.8 per cent will be offered to Employment Providers.

The mid-Deed price adjustment will apply from the start of the six month Administration Fee period on or after 1 January 2018 in respect to each Job Seeker.

2.17. **DEED TERM AND REQUIREMENTS**

Employment Providers will be contracted from 1 July 2015 until 26 June 2020.

2.18. **PERFORMANCE FRAMEWORK**

The Government is committed to working in partnership with Employment Services to promote stronger workforce participation by people of working age and help more Job Seekers move from welfare to work through continuous improvement in the delivery of Employment Services. Underpinning this commitment is a sound Performance Framework based on the principles of Efficiency, Effectiveness, and Quality and Assurance. These principles form the three Key Performance Indicators against which Employment Services Providers will be assessed in accordance with the Deed.

Star Ratings will continue to be a key feature of the Performance Framework while a new Quality Assurance Framework will inform and support high quality outcomes. Service Guarantees and the Service Delivery Plan(s) will set out the service delivery standards that Job Seekers can expect from their Employment Provider, and the Joint Charter of Deed Management will underpin the relationship between Providers and the Department. Increased clarity, greater access to programme data and reduced red-tape for Providers will further support the Performance Framework. In addition, successful Tenderers will be held accountable for the commitments they make in their tender response.
2.18.1. Joint Charter of Deed Management between the Department and Employment Services Providers

The Joint Charter of Deed Management (the Charter) reflects the commitments of Providers and the Department in contributing to the effective management of Employment Services 2015.

The Charter, which will be relevant to Employment Providers, Work for the Dole Coordinators, New Enterprise Incentive Scheme Providers, Harvest Labour Services Providers and the National Harvest Labour Information Service Provider, sets out the standards for performance and conduct expected in the execution of Employment Services Deeds.

The Charter will support the achievement of shared goals and outcomes in Australian Government Employment Services. The Charter will also help Providers and the Department focus on building a strong and vibrant Employment Services sector which continuously improves and builds on good practice.

The Employment Services industry will be consulted when developing the Charter and it will be made available to successful Tenderers prior to issue of the final Deeds.

Providers and the Department will commit to observe the Charter throughout the 2015-2020 Deed period. Providers’ performance against the Charter will be assessed as part of ongoing contract management activities and performance assessments. The Department will be accountable to the Minister for Employment on its performance under the Charter.

2.18.2. Deed compliance

The Department will monitor compliance matters such as fraud, wrongdoing, invalid claims, discrimination and other potential breaches of the Deed and raise any concerns in a timely manner. This is supported by ongoing review, contract management and a programme of regular and discrete Programme Assurance activities.

The Department will apply business sanctions to administrative breaches of the Deed or any of its supporting guidelines. A separate legal framework applies where intent to defraud the Commonwealth is proven.

2.18.3. Indigenous Outcome Targets

An objective of Employment Services is to increase job outcomes for unemployed Australians with specific targets for Indigenous Job Seekers. To increase the Employment Providers’ focus on outcomes for Indigenous Job Seekers, Indigenous Outcome Targets will be incorporated into the Performance Framework as a standalone measure of performance. The achievement of Indigenous Outcome Targets will form part of Employment Providers’ ongoing performance assessment. Those that fail to meet their Indigenous Outcome Targets may be subject to sanctions in accordance with the Deed.

Indigenous Outcomes Targets will be based on the achievement of paid outcomes for Indigenous Job Seekers. Each Employment Provider will have targets by Stream for each Employment Region for which they contracted to provide Services. In this way, Providers will be assessed against targets that are specific to their own circumstances and caseload composition.

The initial targets will be that the proportions of four, 12 and 26 week Outcome Payments achieved for Indigenous Job Seekers are at least equal to the proportion of Indigenous Job Seekers assisted by the Employment Provider by Stream in a Region. For example, in a Region, if 20 per cent of Job Seekers assisted by
an Employment Provider in Stream B are Indigenous Job Seekers, then the targets will be that 20 per cent of four week Stream B Outcome Payments are achieved for Indigenous Job Seekers, as well as 20 per cent of 12 week and 20 per cent of 26 week Stream B Outcome Payments.

Further detail on Provider assessment against Indigenous Outcome Targets will be specified in Guidelines.

2.18.4. Measurement of efficiency and effectiveness

Star Ratings will continue to be used to assess Employment Providers’ efficiency and effectiveness in placing Job Seekers into sustainable work. The Star Ratings have been publicly released since 2001 to inform Job Seeker and Employer choice as well as the Department’s business review and reallocation processes. Further information on the current Job Services Australia Star Ratings is available on the Star Ratings website (www.employment.gov.au/job-services-australia-Provider-performance-star-ratings).

As per previous Deeds, each Employment Provider’s performance will be measured relative to other Employment Providers, taking into account differences in caseload and labour market characteristics using regression analysis. Ratings will be calculated at both the Stream and overall level. Performance will be calculated using a range of performance measures which are weighted to reflect the objectives of the programme as well as the Government’s priorities. Different weightings will also be applied to each of the three Streams, such that an Employment Provider’s performance in assisting the most disadvantaged Job Seekers (Stream C) contributes more to the overall rating than their results with job ready Job Seekers (Stream A).

**Key Performance Indicator 1 (Efficiency)**

Efficiency will be assessed by measuring the time taken by an Employment Provider to achieve a particular result. Employment Providers will be assessed on their timeliness in placing Job Seekers into a job that leads to a 26 Week Full Outcome, as well as placing Job Seekers into Work for the Dole.

**Key Performance Indicator 2 (Effectiveness)**

Effectiveness will be assessed in relation to the achievement of paid 12 and 26 Week Outcomes, Outcomes for Indigenous Job Seekers and Job Seeker participation in Work for the Dole. Twelve Week Full and Partial Outcomes will be assessed via a combined performance measure while 26 Week Full Outcomes will have a dedicated performance measure. As a further incentive for the achievement of paid Outcomes for Indigenous Job Seekers a specific Indigenous Outcomes performance measure will be included. Employment Providers will also be assessed on their performance in ensuring all relevant Job Seekers meet their Mutual Obligation Requirements by participating in Work for the Dole.

**Weightings**

The weighting for each performance measure reflects the objectives of Employment Services. Sustained employment outcomes are most valued, with the highest weighting allocated to the 26 Week Full Outcomes performance measure. Key Government priorities are also emphasised, with the Indigenous Outcomes and Work for the Dole performance measures accounting for 30 per cent of an Employment Provider’s overall rating. Performance measure weightings are consistent across all Streams to promote simplicity. Performance in Stream C contributes the highest weighting to the overall Star Rating, at 40 per cent, with Streams B and A contributing 35 per cent and 25 per cent respectively.

The Stream and performance measure weightings are shown in Table 2.9. This information is subject to further detailed technical analysis before it is finalised and may be subject to change.
Table 2.9: Stream and Performance Measure Weightings for Star Ratings

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Stream A (25%)</th>
<th>Stream B (35%)</th>
<th>Stream C (40%)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Efficiency</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Time to 26 Week Full Outcomes</td>
<td>10%</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Time to commence in Work for the Dole</td>
<td>10%</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td><strong>Effectiveness</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>26 Week Full Outcomes</td>
<td>50%</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>12 Week Full and Partial Outcomes</td>
<td>10%</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>26 Week Indigenous Job Seeker Outcomes</td>
<td>10%</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Work for the Dole Participation</td>
<td>10%</td>
<td>10%</td>
<td>10%</td>
</tr>
</tbody>
</table>

The Department reserves the right to adjust an Employment Provider’s Star Ratings based on their assessment against the Compliance Indicator (see Section 2.18.5). The Department will also continue to work with industry on options for incorporating Provider collaboration into the Star Ratings model (see Section 2.18.9 for details on the areas of Ongoing Consultation).

The Department is reviewing the suite of performance monitoring information made available to Providers. This includes material published on the Provider Portal and the performance reports published on Employment Services Reporting. This will support Employment Providers to better manage their own performance against contracted Key Performance Indicators.

### 2.18.5. Measurement of Quality and Assurance

In addition to the measure of Efficiency and Effectiveness in delivering outcomes for Job Seekers (Key Performance Indicators 1 and 2 above), the quality of service delivery by Employment Providers in meeting those outcomes will be also be assessed.

Key Performance Indicator 3 will comprise three elements:

- certification under a Quality Assurance Framework
- measurement of Deed compliance by way of a Compliance Indicator
- assessment against the Service Guarantees and the Service Delivery Plan(s).

**Quality Assurance Framework**

In recognition of the Government’s commitment to ensuring the delivery of high quality Employment Services for Job Seekers and Employers, a new Quality Assurance Framework will be introduced from 1 July 2015.

Within 12 months of the commencement of the Deed, Employment Providers will be required to gain certification against the Quality Assurance Framework and maintain certification for the duration of the Deed. Providers that are awarded business and do not achieve certification by 5.00 pm, Canberra time, Friday 1 July 2016, may have their Deed terminated.

The Quality Assurance Framework comprises two key elements:
• Quality Principles developed by the Department against which an Employment Provider must provide evidence, to demonstrate the delivery of quality Services to Job Seekers, Employers and the Department.
• Certification against one of the Department approved Quality Standards: ISO 9001, the National Standards for Disability Services, the Employment Services Industry Standard or Investors in People.

The certification process will be undertaken by an accredited third party auditor from a list of auditors appointed by the Department.

Details of the Quality Assurance Framework including the Quality Principles and Key Performance Measures are at Appendix D.

**Compliance Indicator**

In the same way that Key Performance Indicators 1 and 2 will measure the Providers’ success in achieving good outcomes for Job Seekers, a Compliance Indicator will be introduced to assess whether payment claims have been processed in compliance with the Deed requirements.

The Compliance Indicator will reflect a compliance rating of the Provider’s performance, as determined by the Department, over time and in comparison to other Providers both nationally and within Employment Regions.

The methodology that underpins the Compliance Indicator weights types and content of review activity to ensure equitable and comparable results are obtained. The information generated by this methodology will provide robust data in regard to compliance history. The Compliance Indicator will provide incentives for business improvement where scores are suboptimal and may be a basis for reallocation of Business Share or other measures by the Department. It will also provide transparency of decision making and processes in measuring compliance.

**2.18.6. Service Guarantees and Service Delivery Plan**

Common to all Employment Providers, the Service Guarantee reflects the Australian Government’s expectations of how Employment Providers will interact with Job Seekers and specifies the minimum level of service each Job Seeker can expect to receive.

Draft copies of the proposed Service Guarantees are available at Appendix C. The Australian Government will continue to consult to finalise the Guarantees for inclusion in the Deeds offered to successful Tenderers.

Successful Tenderers will be required to submit one or more Service Delivery Plans that reflect their tender Bid within one week of being notified of provisional acceptance of their tender response. The purpose of the Service Delivery Plan is to provide information to Job Seekers and/or Employers so they are informed of the particular Services they can expect from each Employment Provider. The Service Delivery Plan(s) is unique to each Employment Provider and must outline a Tenderer’s servicing strategies and approach in a format that is able to be understood by Job Seekers and/or Employers. The Department reserves the right to retract offers of business if the Service Delivery Plan(s) does not reflect the Services described in the tender Bid or if the Tenderer is late in providing the Plan(s).

The Service Delivery Plan(s), once agreed, will represent a schedule to the Deed and be subject to Deed provisions.

Any cost associated with an Employment Provider’s Service Delivery Plan(s) must be met by the Provider, with the exception of where such goods or services are reimbursable through the Employment Fund.
The format and style of the Service Delivery Plan(s) are entirely up to the Employment Provider to define. Guidance to Employment Providers in developing a Service Delivery Plan (Appendix C) is provided to assist Employment Providers better understand Departmental expectations.

During the contract period, the Service Guarantees will be published on the Department’s webpage, as well as on the Australian JobSearch website. Employment Providers will be required to publish their Service Delivery Plan(s) on their Connections for Quality page of the Australian JobSearch website (www.jobsearch.gov.au).

The Department recognises that with a five year contract period, labour markets and servicing strategies may vary throughout the period and adjustments may be necessary. Nevertheless, requests for variation would need to be considered by the Department in the context of whether the proposed change materially alters the service offer. Tenderers should not propose a service offering in their tender response where they believe there is a risk of them wanting to rescind elements of the undertakings and commitments in their Service Delivery Plan(s) within a short time.

A copy of the relevant Service Guarantee and Service Delivery Plan(s) must be provided to all Job Seekers at their initial Appointment and must be prominently displayed in each Employment Provider office.

2.18.7. Compliance with the Service Guarantees and Service Delivery Plan

The Government is committed to ensuring the delivery of high-quality Employment Services for Job Seekers and Employers. The undertakings and commitments a Tenderer makes in response to the selection criteria form part of their Deed requirements and are a key component of the Performance Framework to ensure stakeholders are receiving quality Services. The Department will monitor Providers’ performance against these undertakings and commitments on an ongoing basis. This will involve the Department making an assessment of whether Providers are meeting the service delivery standards outlined in the Service Guarantees and their Service Delivery Plan(s) and tender response.

The Department reserves the right to apply sanctions to Employment Providers that do not deliver the services outlined in these documents. Employment Providers need to be able to demonstrate how they have delivered on these commitments. Employment Providers not meeting the service delivery standards may also be in scope for business reallocation.

Specific monitoring arrangements are being refined, and will be made available prior to contracting.

Job Seekers who believe they are not receiving appropriate Services will continue to be able to raise this with their Employment Provider in the first instance. If not satisfied with the outcome, Job Seekers may then raise their complaint with the Department’s National Customer Service Line. The National Customer Service Line can investigate reported matters and will work to ensure Job Seekers are receiving the standard of service required. Complaints and the way in which Employment Providers respond to complaints is an important feature of the monitoring of Employment Services.

2.18.8. Business Reallocation

There will be two performance based business reallocations at 18 and 36 months points of the Deed for Employment Providers. Providers assessed at 2 Stars or below at the Site or Employment Region level at these points in the Deed will be in scope. Where performance against other measures of performance and
operation, such as the service offer, Compliance Indicator score or Indigenous Outcome Targets, is below expected standards, Providers may also be made in scope for business reallocation.

2.18.9. Ongoing consultation

The Government is committed to working in partnership with the Employment Services industry to foster continuous improvement in the achievement of quality employment outcomes for Job Seekers. The Department also recognises the importance of facilitating transparency and understanding of the Performance Framework among Employment Providers, Job Seekers and Employers. Accordingly, the Department will continue to consult and collaborate with Employment Providers through their industry representatives to inform the design and ongoing operation of the 2015 Performance Framework. The Department will seek industry input in the lead up to the transition and implementation phases of the new Employment Services model to further develop the detail underpinning the Performance Framework. This includes:

- the methodology used to assess Employment Providers against Star Ratings performance measures
- the suite of independent variables used in Star Ratings to control for Job Seeker characteristics and local labour market conditions
- maintaining a reasonable distribution of Star Ratings to minimise the clustering of Employment Providers at any particular rating
- the options for including a robust measure of Employment Provider collaboration in the ongoing performance assessment of Employment Providers
- how the results of assessments against the Service Offer, Compliance Indicator and Indigenous Outcomes Targets will be used, including in relation to Star Ratings and business reallocation
- fostering transparency and understanding of the Performance Framework among Employment Providers, Job Seekers and Employers.

2.19. ARRANGEMENTS FOR TRANSITION TO THE EMPLOYMENT SERVICES 2015 MODEL

Transition is the set of arrangements put in place to move the existing Employment Services Deed 2012-2015 to the new contracting period and to ensure Job Seekers continue to receive Services and are transferred to a new Employment Provider, where and when required, taking into account their individual circumstances. The Employment Provider will be paid the initial Administration Fee for transitioning Job Seekers once the Job Seeker has commenced.

Transition involves communicating the arrangements to Employment Providers to inform them of the processes involved should they be exiting, obtaining new business, or continuing in the Employment Services industry. The Department will work with Employment Providers to resolve any issues arising during transition.

Implementation of transition will occur once successful Tenderers have been announced. This will ensure that there is sufficient time to implement communications and transition arrangements for Job Seekers currently connected to Employment Providers that are not awarded business under the new Deed and also that Job Seekers have a general awareness of the new servicing arrangements that will occur under the Employment Services 2015 model.
The expectation is that Job Services Australia providers who are exiting or closing some Sites will continue to deliver services until 30 June 2015. However, on a case-by-case basis the Department will consider Job Services Australia Providers that wish to hand back business early.

2.19.1. Transition objectives

The objective of transition is a smooth transfer to the future contracting arrangements that has minimal disruption to Job Seekers, Employers and Employment Providers and maintains the continuity of services.

The Department will manage the transition process using the following principles:

- transition activities must support continuity of Employment Services
- all eligible Job Seekers will
  - remain connected with their current Provider if possible, or
  - be referred to a new Employment Provider taking into account their individual needs and circumstances
- transition will continue to support connections between Employers and Job Seekers where possible
- transition activities will support the future Employment Services arrangements.

2.19.2. Job Seeker movements

Job Seekers who are registered with a Job Services Australia Provider on 30 June 2015 will transition consistent with the overall objectives of the Employment Services 2015 model. Job Seekers must be commenced in the Employment Services 2015 model within six weeks of their Transition Date.

A set of principles will be followed to facilitate the transfer of Job Seekers with minimal disruption and allocate Job Seekers to Employment Providers based on contracted Business Share. Where their Job Services Australia Provider is exiting, Job Seekers will be transferred to a new (successful Tenderer) Employment Provider. The Department will nominate the gaining Employment Provider. A Job Seeker may, however, be able to request that they be moved to a different Employment Provider.

The central feature of the transition is that Job Seekers will move to the closest equivalent type of service. For Job Seekers who transition to the Employment Services 2015 model, information on the Job Seeker Classification Instrument may be updated at any time that circumstances change or additional information is disclosed that may indicate that a change in Stream may be appropriate.

Tables 2.10 and 2.11 detail to which Stream Job Seekers will be moved.

The Department does not guarantee and makes no representation that a particular number of Job Seekers will be allocated to Employment Providers. Employment Providers should note that the transfer of Job Seekers available to be allocated to a particular Employment Provider will depend on a number of factors including, but not limited to, the caseload and characteristics of Job Seekers transferred in a particular Employment Region and parts of an Employment Region, Job Seeker preference of Employment Provider and the Employment Provider’s Business Share in an Employment Region.

The Department has also identified a number of priority groups for commencement. These priority groups have been identified as being most at risk of disengagement or experiencing adverse impacts as result of the transition. Communication to Providers during the Transition Period will provide more information on the priority engagement list.
The Department reserves the right to apply sanctions to Employment Providers who do not commence Job Seekers within six weeks of their Transition Date.

Further advice will be developed to inform Employment Providers on the continuation of Job Seeker activities and the cessation of referrals from the Department of Human Services to Employment Providers during the Transition Period.

Providers may be required to take over Activities from exiting Providers, that were commenced prior to 1 July 2015.

Table 2.10: Transition of Job Seekers - Employment Services

<table>
<thead>
<tr>
<th>Stream</th>
<th>Phase in JSA</th>
<th>Transition Point</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stream 1 (Limited)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stream 1</td>
<td>Stream Services 0 – 6 months (Stream Participants aged under 30 subject to Stronger Participation Incentive measure)</td>
<td>Stream A – SPI Case Management Period</td>
</tr>
<tr>
<td></td>
<td>Stream Services 0 – 6 months</td>
<td>Stream A – Self Service and Job Activity Period</td>
</tr>
<tr>
<td></td>
<td>Stream Services 6 – 12 months</td>
<td>Stream A – Work for the Dole Phase</td>
</tr>
<tr>
<td></td>
<td>Work Experience – in activity</td>
<td>Stream A – Case Management Period</td>
</tr>
<tr>
<td></td>
<td>Work Experience – not in activity</td>
<td>Stream A – Work for the Dole Phase</td>
</tr>
<tr>
<td></td>
<td>Compulsory Activity Phase</td>
<td>Stream A – Work for the Dole Phase</td>
</tr>
<tr>
<td>Stream 2</td>
<td>Stream Services 0 – 6 months with a low to moderate JSCI score (Stream Participants aged under 30 subject to Stronger Participation Incentive measure)</td>
<td>Stream A – SPI Case Management Period</td>
</tr>
<tr>
<td></td>
<td>Stream Services 0 – 6 months with moderate to high JSCI score (Stream Participants aged under 30 subject to Stronger Participation Incentive measure)</td>
<td>Stream B – SPI Case Management Period</td>
</tr>
<tr>
<td></td>
<td>Stream Services 0 – 6 months with a low to moderate JSCI score</td>
<td>Stream A – Self Service and Job Activity Period</td>
</tr>
<tr>
<td></td>
<td>Stream Services – 6 months with a moderate to high JSCI score</td>
<td>Stream B – Stream B and C Case Management Period</td>
</tr>
<tr>
<td></td>
<td>Stream Services 6 – 12 months with a low to moderate JSCI score</td>
<td>Stream A – Work for the Dole Phase</td>
</tr>
<tr>
<td></td>
<td>Stream Services 6 – 12 months with a moderate to high JSCI score (except Job Seekers aged under 30)</td>
<td>Stream B – Stream B and C Case Management period – six months of servicing after which time enter the Work for the Dole Phase</td>
</tr>
<tr>
<td></td>
<td>Stream Services 6 – 12 months with a moderate to high JSCI score (Stream Participants aged under 30)</td>
<td>Stream B – Work for the Dole Phase</td>
</tr>
<tr>
<td></td>
<td>Work Experience – in activity with a low to moderate JSCI score</td>
<td>Stream A – Stream A Case Management Period</td>
</tr>
</tbody>
</table>
All Job Seekers that are eligible to be serviced for six months in Stream A as a Volunteer from 1 July 2015 will be exited from service, not transitioned.

As outlined in Table 2.10, in each Stream there will be Job Seekers transitioning into the Work for the Dole Phase. This will mean that from July 2015 there will be a large number of Job Seekers that are expected to be supported into Work for the Dole Places.

Similar peaks in demand are expected at the beginning and in mid-year 2016. This is particularly applicable for Job Seekers in Stream A and Stream B who have completed six months or 12 months of servicing (as applicable).

**Table 2.11: Transition of Job Seekers for Employment Services - Other Groups**

The specific Stream and phase/period to which the following individual Job Seekers will transition will be determined by the Department’s IT Systems on the Transition Date. The following table is indicative only.
2.19.3. **Closure of the Employment Pathway Fund**

Current Job Services Australia Providers will continue to operate during the Transition Period, with Providers expected to provide assistance to Job Seekers in accordance with the current Employment Services Deed 2012-2015. The current Employment Pathway Fund will be closed effective 1 July 2015. The Department will honour all commitments made by Job Services Australia Providers that cannot be finalised by the date of Site closure, as long as these commitments have been made in accordance with the Employment Pathway Fund Guidelines, the Employment Services Deed 2012-2015 and recorded in the Employment Services System. Further advice on transition arrangements will be communicated to providers during the transition period.

2.19.4. **Transition Employment Fund credits**

All Job Seekers who transition to the Employment Services 2015 model will be eligible for a transition credit for the Employment Fund General Account. The table below outlines the transition credit amounts that will apply.

A Job Seeker will receive one credit only depending on which phase of servicing (the Self Service and Job Activity Period, Case Management Phase, SPI Case Management Phase and the Work for the Dole Phase) they enter upon transition. As per Section 2.9.7 above, Employment Fund credits do not apply to Job Seekers who transition to the Employment Services 2015 model. Instead, these Job Seekers will receive transition credit amounts as detailed in Table 2.12 below.

<table>
<thead>
<tr>
<th>Table 2.12 Transition Credit Amounts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transition point</td>
</tr>
<tr>
<td>Stream A – Self Service and Job Activity Period</td>
</tr>
<tr>
<td>Stream A – Case Management Period</td>
</tr>
<tr>
<td>Stream A – SPI Case Management Period</td>
</tr>
<tr>
<td>Stream A – Work for the Dole Phase</td>
</tr>
<tr>
<td>Stream B – Case Management Period</td>
</tr>
<tr>
<td>Stream B – SPI Case Management Period</td>
</tr>
</tbody>
</table>
2.19.5.  **Transition Arrangements**

For transition, relinquishing Providers will be eligible to claim Outcome/Placement Fees for a transitioning Job Seeker where the Outcome Start Date for the Outcome is prior to the Employment Services Deed 2012-2015 end date.

Where the Outcome Start Date is recorded from 1 July 2015, the gaining Employment Provider will be eligible to claim the Outcome Fees if they have commenced the Job Seeker at the time of the Outcome Start Date and all other Outcome requirements under the Employment Services 2015-2020 Deed are met.

Exiting Providers will have access to the IT system for up to 12 months to receive any 13 or 26 weeks Outcome Payments due.

2.19.6.  **Non Employment Pathway Fund Wage Subsidies**

The Department administers a number of wage subsidy programmes. Employment Providers will be required to manage agreements with Employers where the Job Seeker’s previous Job Services Australia Provider is no longer providing Employment Services in that location. Guidelines will be provided with more details about these arrangements.

2.19.7.  **Relocation Assistance to Take Up a Job**

Employment Providers will be required to manage agreements with Job Seekers where their previous Job Services Australia Provider is no longer providing Employment Services in that location. Further information will be provided about these arrangements during the Transition Period.

2.19.8.  **Communication**

Communication with all stakeholders is vital to achieving the transition principles. Regular news and update items will be issued to inform Providers of decisions and guidelines that have been developed. Employment Providers and Job Services Australia Providers will have the opportunity to speak with their Department’s Account or Deed Manager throughout the Transition Period.

A transition mailbox will be available during the Transition Period for any transition enquiries.

Training Guidelines and online modules will be available to assist new Employment Providers in understanding the Department’s IT systems. The start of the Employment Services Deed period will result in changes in Employment Providers, and Job Seekers will be notified of these changes. Job Seekers will be allocated notionally to Employment Providers obtaining business, and will receive a letter informing them of their new Employment Provider. The letters given to Job Seekers will inform them that they have the ability to select a preferred Employment Provider before transfer.
CHAPTER 3
STATEMENT OF REQUIREMENTS - WORK FOR THE DOLE COORDINATORS
3.1. INTRODUCTION

This chapter describes the Services that a Tenderer will be required to deliver if awarded a Work for the Dole Coordinator Services Deed.

It is anticipated that successful Tenderers for Work for the Dole Coordinators Services will be required to commence delivery of Work for the Dole Coordinator Services in May 2015.

3.2. OBJECTIVE OF WORK FOR THE DOLE

The Government is committed to mutual obligation and practical measures to support Job Seekers into work. Job Seekers have an annual requirement to participate in an approved Activity for six months in every 12 months, including Work for the Dole, part time work or part time study in a Certificate III in a skills in demand area (see Table 2.4 for full list of mutual obligation options).

Work for the Dole is the mutual obligation activity that the majority of Job Seekers will undertake at prescribed times for six months in every 12 month (see Table 2.4). Work for the Dole provides Job Seekers with the opportunity to develop and enhance their ability to work independently, be guided by a supervisor, improve or enhance their communication skills, motivation and dependability and, where relevant, work as part of a team.

Work for the Dole activities must focus on:

- providing Job Seekers with work-like experiences
- providing Job Seekers with skills that are in demand within the local labour market
- providing training that is part of or a prerequisite to the activity being undertaken.

Tenderers should familiarise themselves with the detail and requirements of Work for the Dole outlined at Section 2.11.

3.3. OUTLINE OF WORK FOR THE DOLE COORDINATOR SERVICES

Work for the Dole Coordinators will be contracted (one per Employment Region) to source Work for the Dole Places and will identify potential Host Organisations, secure Work for the Dole Places, organise group activities and connect Host Organisations with Employment Providers. Work for the Dole Places will be advertised to all Employment Providers and managed on a ‘first come first served’ basis. Distribution across each Employment Region will be monitored to ensure it is fair. As part of securing Work for Dole Places, the Work for the Dole Coordinator will identify the requirements of each place, including the cost, duration and location of each Work for the Dole Place.

3.3.1. Work for the Dole Place assessment

Work for the Dole Coordinator Role

The Work for the Dole Coordinator will be responsible for ensuring that each potential Work for the Dole Place is safe for participation and does not displace paid workers.
As part of the risk assessment, the Work for the Dole Coordinator will be required to identify any work health and safety issues and any other concerns with the potential Work for the Dole Place, and the steps that will be taken to address those issues. The Work for the Dole Coordinator must have or engage a Competent Person to conduct the risk assessment. The risk assessment will include but is not limited to:

- liaise with the Host Organisation to confirm it has current and adequate work health and safety policies and procedures in place to deliver the Work for the Dole Place safely
- confirm with the Host Organisation that it is satisfied it has current and appropriate insurance to cover risks associated with the activities in the Work for the Dole Place
- ensure appropriate and adequate supervision arrangements are in place for Job Seekers during the course of the Work for the Dole Place
- identify any work health and safety issues with the Work for the Dole Place and what steps will be taken to address those issues
- assess if the environment in which the Work for the Dole Place will take place is suitable
- check that there are appropriate facilities available to Job Seekers during the course of the Work for the Dole Place
- identify with the Host Organisation if any specific safety equipment and clothing is required for Job Seekers
- confirm with the Host Organisation that it is compliant with all obligations imposed on it by law in relation to work health and safety
- confirm that the Host Organisation understands its obligations for delivering the Work for the Dole Place or where to find further information about them
- agree the cost of the Work for the Dole place with the Host Organisation.

This does not mitigate any liabilities that the Host Organisation may have to ensure it provides a safe work place for Job Seekers undertaking a Work for the Dole Place with it.

As part of conducting the assessment, the Work for the Dole Coordinator will be required to exercise due diligence to ensure that Work for the Dole Places and activities do not displace paid workers, in accordance with Guidelines.

Once satisfied that the Work for the Dole Place is appropriate, the Work for the Dole Coordinator will record details of the Work for the Dole Place, along with the completed assessment, in the Department’s IT system where Employment Providers can search.

**Table 3.1: Work for the Dole Coordinator Responsibilities**

<table>
<thead>
<tr>
<th>Role</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collaboration with Host Organisations</td>
<td>• identify, develop and maintain good working relationships with potential and participating Host Organisations so as to ensure the successful implementation of Work for the Dole Places and delivery of the Work for the Dole Programme</td>
</tr>
<tr>
<td></td>
<td>• help meet the needs of potential and participating Host Organisations with regards to the Work for the Dole Programme</td>
</tr>
<tr>
<td>Role</td>
<td>Responsibility</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>work with potential and participating Host Organisations in order to</td>
<td>develop, identify and secure potential Work for the Dole Places that are suitable for a wide variety of Job Seekers (i.e. with different characteristics and needs, including those with particular cultural needs and limitations) and deliver work-like experiences</td>
</tr>
<tr>
<td>identify the specific requirements of each potential Work for the</td>
<td>Dole Place, including the cost, duration and location of each place(s) and help meet the demand of places from Employment Providers</td>
</tr>
<tr>
<td>once each Work for the Dole Place is filled, monitor the relevant</td>
<td>Host Organisation to ensure that its needs are met with regards to the Work for the Dole Programme</td>
</tr>
<tr>
<td>undertake a risk assessment that includes work health and safety</td>
<td>checks of projects and places they have identified</td>
</tr>
<tr>
<td>work for the Dole Coordinators will be required to have or engage a</td>
<td>Competent Person to meet this obligation.</td>
</tr>
<tr>
<td>Collaboration with Employment Providers and other stakeholders</td>
<td>develop and maintain good working relationships with Employment Providers so as to ensure the successful implementation of Work for the Dole Places and delivery of the Work for the Dole Programme</td>
</tr>
<tr>
<td>work with all Employment Providers to</td>
<td>help meet the needs of potential and participating Host Organisations</td>
</tr>
<tr>
<td>help identify best practice in the delivery of the Work for the</td>
<td>Dole Programme</td>
</tr>
<tr>
<td>collaborate with other key stakeholders, as relevant, and to allow</td>
<td>delivery of the Services</td>
</tr>
<tr>
<td>Securing Work for the Dole Places</td>
<td>secure sufficient Work for the Dole Places in accordance with the requirements of the Work for the Dole Coordinator Services Deed, and in order to meet any targets</td>
</tr>
<tr>
<td>secure Work for the Dole Places that are suitable for a wide</td>
<td>variety of Job Seekers (i.e. with different characteristics and needs, including Job Seekers with disability, caring responsibilities or diverse cultural backgrounds)</td>
</tr>
<tr>
<td>plan appropriately, so as to meet all obligations under the Work</td>
<td>for the Dole Coordinator Services Deed</td>
</tr>
<tr>
<td>ensure that any potential Work for the Dole Place secured meets the</td>
<td>requirements outlined in the Work for the Dole Coordinator Services Deed</td>
</tr>
<tr>
<td>Role</td>
<td>Responsibility</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Role</td>
<td>Services Deed</td>
</tr>
<tr>
<td></td>
<td>• record details of appropriate potential Work for the Dole Places on the Department’s IT Systems.</td>
</tr>
<tr>
<td></td>
<td>Note: Employment Providers are responsible for negotiating and finalising Host Organisation agreements, placing Job Seekers into suitable Work for the Dole Places, ongoing supervision and servicing of Job Seekers while participating in Work for the Dole, and monitoring and day to day management of hosted and group activities.</td>
</tr>
<tr>
<td>Risk Assessment of Work for the Dole Places</td>
<td>• conduct a risk assessment of each potential Work for the Dole Place to identify any work, health and safety issues and the steps that will be taken to address any issues</td>
</tr>
<tr>
<td></td>
<td>• confirm that the Host Organisation is satisfied that it has current and appropriate insurance to cover risks associated with the activities in the potential Work for the Dole Place.</td>
</tr>
<tr>
<td>Management of Work for the Dole Places</td>
<td>• monitor the geographic distribution of Work for the Dole Places in each Employment Region contracted</td>
</tr>
<tr>
<td></td>
<td>• in the Department’s IT system, advertise places across the Employment Region they are contracted to service</td>
</tr>
<tr>
<td></td>
<td>• work with Employment Providers to achieve programme objectives</td>
</tr>
<tr>
<td></td>
<td>• help to build the capacity and quality of delivery of the Work for the Dole programme by Employment Providers monitor the number, nature and delivery of Work for the Dole Places to ensure that Work for the Dole Programme objectives are met</td>
</tr>
<tr>
<td></td>
<td>• ensure that any targets are achieved</td>
</tr>
<tr>
<td></td>
<td>• identification identify and disseminate to Employment Providers and Host Organisations of best practice in the management and delivery of the Work for the Dole Programme, including in relation to identifying programme</td>
</tr>
<tr>
<td></td>
<td>• identify opportunities for minimising red tape and ensuring that Work for the Dole Places are suitable and consistent with work health and safety best practice</td>
</tr>
<tr>
<td></td>
<td>• ensure, in consultation with the Host Organisation and Employment Providers, that places are suitable and consistent with work health and safety best practice and take any other action as may be specified in any Guidelines</td>
</tr>
<tr>
<td>Work health and safety</td>
<td>• ensure that the Services are carried out in a safe manner and</td>
</tr>
<tr>
<td>Role</td>
<td>Responsibility</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Role</td>
<td>Responsibility</td>
</tr>
<tr>
<td></td>
<td>comply with relevant laws in relation to work, health and safety</td>
</tr>
<tr>
<td></td>
<td>• be aware of, understand and comply with the Department’s work health and safety policies and procedures that applicable to the performance of the Services and the Work for the Dole Coordinator Services 2015-2020 Deed</td>
</tr>
<tr>
<td>Administration/Infrastructure</td>
<td>Providers of Work for the Dole Coordinators Services must have sufficient and appropriate infrastructure in place in each Employment Region for which they are contracted. This infrastructure includes as a minimum:</td>
</tr>
<tr>
<td></td>
<td>• a physical presence, for example, appropriate office space</td>
</tr>
<tr>
<td></td>
<td>• appropriate technical and communication infrastructure.</td>
</tr>
<tr>
<td>Media and Promotion</td>
<td>In accordance with any Guidelines and direction from the Department</td>
</tr>
<tr>
<td></td>
<td>• promote the Work for the Dole Programme in the Employment Region for which they are contracted</td>
</tr>
<tr>
<td></td>
<td>• manage any contact by a third party in relation to the operation of the programme.</td>
</tr>
<tr>
<td>Reporting</td>
<td>• report to the Department on progress, including an assessment against the KPIs</td>
</tr>
<tr>
<td></td>
<td>• complete and submit a Self-Assessment Quality Report</td>
</tr>
<tr>
<td></td>
<td>• complete and submit any other reports as may be required in relation to the services.</td>
</tr>
</tbody>
</table>

Work for the Dole Coordinators will oversee the Work for the Dole programme in their contracted area. Prior to the commencement of the Work for the Dole Coordinator Services Deed the Department will provide guidelines on specific tasks and activities. The main areas of Work for the Dole Coordinator responsibilities are outlined above and below, and should be read against the requirements as set out in the Work for the Dole Coordinator Services Deed.

Work for the Dole Coordinators will have strong local knowledge together with a wide network of relevant stakeholders in the Employment Region. They will have a good understanding of employment issues, work health and safety as this applies to Work for the Dole Places, the objectives of the Work for the Dole Programme and relevant service arrangements.

They will work in constructive partnership with the Department and Employment Providers in the contracted Employment Region as well as Host Organisations.

Expertise in negotiating arrangements with a range of stakeholders and development of project proposals is important.

Each provider of Work for the Dole Coordinator Services must:
• have specified personnel in their organisation who will have the appropriate skills to deliver the Services and undertake work on the Services in accordance with the terms of the Work for the Dole Coordinator Services Deed

• nominate one of their specified personnel to be the primary day-to-day contact for the Department for each Employment Region for which they are engaged to deliver the services. The Department must be notified of any prospective change to the specified personnel.

**Employment Provider Role**

The role of Employment Providers in relation to Work for the Dole is set out at Section 2.11.4.

Where the Employment Provider claims a Work for the Dole Place that has been identified and secured by a Work for the Dole Coordinator, the Employment Provider will be responsible for confirming with the Host Organisation that there have been no significant changes to Work for the Dole Places including any work, health and safety issues since the risk assessment was conducted by the Work for the Dole Coordinator. The Employment Provider may undertake a further assessment of the site or premises if they think it is necessary.

The Employment Provider must also ensure that:

• the Work for the Dole Place is appropriate for the Job Seeker taking into consideration their personal circumstances and any barriers to employment and work restrictions

• the level of supervision and any work health and safety training provided is appropriate and adequate for the Job Seeker and will remain valid for the course of the Work for the Dole Place

• any additional insurance is purchased for the Work for the Dole Place, if required

• the required checks (i.e. criminal records and working with children checks) for Job Seekers have been undertaken prior to commencement

• Job Seekers have been advised of the process for reporting any work health and safety issues regarding the activities in the Work for the Dole Place

• Job Seekers are equipped with all the necessary materials, equipment (including safety equipment), special clothing and on-site services prior to commencing.

Employment Providers are also able to directly source Work for the Dole Places. Where this occurs the Employment Provider will be required to undertake the same requirements as the Work for the Dole Coordinator (outlined above and below) along with fulfilling Employment Provider obligations. The Employment Provider will also be required to record the Work for the Dole Place details in the Department’s IT System.

**3.3.2. Work for the Dole Places**

As outlined in Table 2.10, in each Stream there will be Job Seekers transitioning into the Work for the Dole Phase. This will mean that from July 2015 there will be a large number of Job Seekers that are expected to be placed into Work for the Dole Places.

Similar peaks in demand are expected at the beginning and in mid-year 2016. This is particularly applicable for Job Seekers in Stream A and Stream B who have completed six months or 12 months of servicing (as applicable).
3.4. EMPLOYMENT REGIONS

Employment Regions are detailed at Appendix F. It is estimated that there will be around 150,000 Job Seekers who will participate in Work for the Dole Places each year across all regions. Note that this number is an estimate only to provide general guidance for the purpose of this tender process. An indication of the number of Work for the Dole Places will be set out by Employment Region on the Labour Market Information Portal (lmip.gov.au/) (see Section 7.8.3).

3.5. PAYMENT MODEL

Work for the Dole Coordinators will be contracted for a period of five years.

It is anticipated that Work for the Dole Coordinators will be paid the following fees:

- **Establishment Fee** – an Establishment Fee of $64,000 for each Employment Region will be due within 14 days of the Commencement Date for the Work for the Dole Coordinator Services Deed.

- **Service Fee** – a service fee will be due for each six month payment period during the Term of the Work for the Dole Coordinator Services Deed and in accordance with Table 3.2 below.

- **Place Fee** – a Place Fee of $220 for each Work for the Dole Place in a non-regional location or $275 for each Work for the Dole Place in a regional location that they have found, due when the first eligible Job Seeker commences in the relevant Work for the Dole Place.

Places will be funded on the basis that they are of six months duration. There will be some flexibility for shorter or longer places in circumstances where a six month place is not suited to the project or the Host Organisation. Where this is the case, pro-rata payments will be made accordingly.

Schedule for Service fee payments

The Work for the Dole Coordinator Services Deed 2015-2020 is expected to include 11 payments (including an Establishment Fee).

**Table 3.2 Work for the Dole Payment Schedule**

<table>
<thead>
<tr>
<th>Payments</th>
<th>Dates</th>
<th>Fee</th>
<th>$</th>
<th>Paid on</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>On establishment of Deed</td>
<td>Establishment Fee</td>
<td>$64,000</td>
<td>14 days of Commencement of Deed</td>
</tr>
<tr>
<td>2</td>
<td>1 July 2015 – 31 December 2015</td>
<td>Six month service fee</td>
<td>$190,000</td>
<td>1 July 2015</td>
</tr>
<tr>
<td>3</td>
<td>1 January 2016 – 30 June 2016</td>
<td>Six month service fee</td>
<td>$190,000</td>
<td>1 January 2016</td>
</tr>
<tr>
<td>4</td>
<td>1 July 2016 – 31 December 2016</td>
<td>Six month service fee</td>
<td>$190,000</td>
<td>1 July 2016</td>
</tr>
<tr>
<td>5</td>
<td>1 January 2017 – 30 June 2017</td>
<td>Six month service fee</td>
<td>$190,000</td>
<td>1 January 2017</td>
</tr>
</tbody>
</table>
### DEED TERM AND REQUIREMENTS

It is anticipated that successful Tenderers will be contracted on a full time basis from May 2015 until 26 June 2020. This anticipated start date provides successful Tenderers with time to establish themselves and have sufficient places available for the commencement of the Employment Services 2015 model on 1 July 2015.

### INDUCTION AND TRAINING

It is anticipated that induction will be provided by the Department prior to commencement of the Work for the Dole Coordinator Services Deed.

Work for the Dole Coordinators must attend all training specified by the Department. These sessions are most likely to be held in capital cities or via video/teleconferencing.
3.8. PERFORMANCE FRAMEWORK

The Department will measure, monitor and assess performance against the requirements of the Work for the Dole Coordinator Services Deed, including performance against Key Performance Indicators listed below and the Joint Charter of Deed Management each and every six month period during the term of the relevant Deed, and/or as otherwise directed by the Department. Among other things, Work for the Dole Coordinators will be assessed in relation to their success in sourcing suitable places and the geographic distribution of those places as well as their compliance with the Work for the Dole Coordinator Services Deed requirements.

Where the Department determines that the performance of a provider of Work for the Dole Coordinator services is unsatisfactory, the Department may take action under the relevant Work for the Dole Coordinator Services Deed against that Provider, which may include taking remedial action against the Provider, for instance withholding or recovering Fees, or terminating the Deed.

All information gathered by and available to the Department may be used to assess performance and compliance with the Work for the Dole Coordinator Services Deed.

Key Performance Indicator 1 (Efficiency)

(a) the number of Work for the Dole Places secured, as assessed against any Targets

(b) the extent to which the number of Work for the Dole Places secured meet the demand for Work for the Dole Places from Employment Providers across the relevant Employment Region.

Key Performance Indicator 2 (Effectiveness)

• the appropriateness of each Work for the Dole Place secured, including on the basis of cost, suitability for a wide variety of Job Seekers (i.e. with different characteristics and needs) and delivery of Work-like Experiences

• the distribution of Work for the Dole Places across the Employment Region(s), including the extent to which Work for the Dole Places are made available to all Employment Providers and across the Employment Region.

Key Performance Indicator 3 (Quality and Assurance)

The provision of quality services in accordance with the Work for the Dole Coordinator Services Deed, including as demonstrated through:

• Reports, including a Self-Assessment Quality Report against selected Quality Assurance Framework Principles

• overall compliance with the Work for the Dole Coordinator Services Deed, including any Guidelines

• The outcomes of any performance review undertaken in accordance with the Work for the Dole Coordinator Services Deed, including any matters taken into account as part of that review

• other matters determined as relevant to the quality of the services delivered.

Joint Charter of Deed Management

Work for the Dole Coordinators will be required to conduct themselves in accordance with the Joint Charter of Deed Management. See Section 2.17.1 for more detail.
Quality Assurance Framework

In continuing the Government’s recognition of ensuring the delivery of high quality services, the Quality Assurance Framework for Employment Providers (see Section 2.17.5) will be adapted to apply to the Work for the Dole Coordinators.

The Quality Assurance Framework for Work for Dole Coordinators will be based on four of the seven Quality Assurance Framework Principles:

- governance
- labour market, Employers and community
- operational effectiveness
- continual improvement.

Work for the Dole Co-ordinators will conduct a self-assessment against these principles and provide a Self-Assessment Quality Report to the Department within six months of commencement of the Work for the Dole Coordinator Services Deed. The Department will provide a reporting template for Work for the Dole Coordinators to complete.

3.9. TRANSITION

It is anticipated that successful Tenderers engaged to deliver Work for the Dole Coordinator Services, will commence in May 2015.

Successful Tenderers will be expected to assist the Department, and as part of this, comply with any direction it gives, in relation to the transition from the 2014-2015 Work for the Dole Coordinator Services model, to the new Work for the Dole Coordinator Services model for 2015-2020.

The Department will provide further advice and assistance to successful Tenderers in relation to managing the transition.
CHAPTER 4
STATEMENT OF REQUIREMENTS - NEW ENTERPRISE INCENTIVE SCHEME
4.1. **INTRODUCTION**

This chapter describes the Services a Tenderer will be required to deliver if awarded business as a New Enterprise Incentive Scheme (NEIS) Provider under the Employment Services Deed.

Successful Tenderers for NEIS will be required to commence delivery of NEIS on 1 July 2015.

4.2. **OBJECTIVE OF THE NEW ENTERPRISE INCENTIVE SCHEME**

The objectives of NEIS are to:

- support job outcomes for eligible unemployed Australians by helping 6300 Job Seekers per annum start up their own small business following participation in nationally accredited small business training and approval of a business plan
- increase the number of NEIS Businesses that achieve commercial viability through the provision of 52 weeks of business mentoring and coaching and through the provision of up to 39 weeks of NEIS Allowance
- increase the number of NEIS Participants who remain off Income Support three months after exiting NEIS
- reduce service prescription and cuts red tape.

4.3. **OVERVIEW OF NEIS**

NEIS recognises that running a small business is legitimate form of employment for many Australians.

NEIS helps Job Seekers to start new small businesses. NEIS is an activity under Employment Services that provides accredited small business training, business advice and mentoring for eligible Job Seekers for up to 52 weeks, plus NEIS Allowance for up to 39 weeks.

Eligible Job Seekers registered with Employment Providers or Disability Employment Services Providers may be referred to NEIS.

Up to 6300 NEIS Places will be available per financial year and the selection of eligible Job Seekers for NEIS is competitive.

The Employment Services 2015 model encourages NEIS Providers to achieve longer-term outcomes for NEIS Participants, with payments linked to small business commencements (rather than to training) and to NEIS Participants remaining off Income Support for three months after exiting the Scheme, unless certain exceptions apply. The model also focuses on cutting red tape, and simplifying previous payment arrangements to a single fee, paid in two instalments.

4.4. **THE ROLE OF NEIS PROVIDERS**

NEIS Providers will:

- market their Services to local Employment Providers and Disability Employment Services Providers
- screen and select eligible Job Seekers to undertake NEIS Training
- assess the Job Seeker’s suitability for self-employment and the potential viability of their business ideas
• advise the referring Employment Provider or Disability Employment Services Provider, as relevant, of those selected for NEIS Training before the training starts so that the Job Seeker’s Job Plan (or in the case of a Disability Employment Services participant, their Employment Pathway Plan) can be updated and an appropriate referral can be entered into the Department’s IT system

• be responsible for checking Job Seeker eligibility for NEIS and also ensuring that an eligible Job Seeker’s NEIS Business Idea meets the relevant business eligibility requirements.

Job Seekers with an interest in self-employment and where it is considered an appropriate activity will be referred to a NEIS Provider by the Employment Provider or Disability Employment Services Provider, as relevant. The NEIS Provider will arrange NEIS Training for eligible Job Seekers who they select to participate in NEIS, as a prospective NEIS Participant. They will also have the flexibility to decide whether the Certificate IV in Small Business Management or the Certificate III in Micro Business Operations is appropriate for the individual Job Seeker and their business proposal. NEIS Training must be delivered face-to-face (that is, delivered in a traditional classroom environment where physical attendance is required) unless there are exceptional circumstances requiring mixed mode delivery.

Mixed mode delivery may be appropriate in rural and regional locations where travelling costs and time are an issue for Job Seekers and training providers. Mixed mode delivery may involve a combination of distance learning and appropriate face-to-face contact which could include the use of Skype, webinars and GoToMeeting. The NEIS Provider should monitor the Job Seekers participation in NEIS Training, so as to ensure that they have the best chance of completing the training, having their NEIS Business Plan approved and otherwise operating a sustainable NEIS Business.

Note however, that a Job Seeker does not have to complete NEIS Training before commencing NEIS Assistance. Appropriate supervision and monitoring throughout the period in which the Job Seeker is completing NEIS Training should still occur, so as to ensure that the Job Seeker is equipped with the long term skills needed to continue operating their NEIS Business. If a Job Seeker is not participating in the NEIS Training as required, the NEIS Provider will work directly with the Job Seeker to resolve the issue. In situations where the Job Seeker does not or cannot continue in NEIS Training, they will be exited from NEIS Training and referred back to their Employment Provider or Disability Employment Services Provider, as relevant.

NEIS Providers will assess and approve the business plans of prospective NEIS Participants against the NEIS Business Eligibility Criteria and advise the referring Employment Provider or Disability Employment Services Providers, as relevant of the outcome of this assessment so the Job Plan can be updated. An advisory committee of independent business experts may be used by the NEIS Provider to assess a business plan.

NEIS Providers will:

• notify prospective NEIS Participants of the outcomes of assessments within five Business Days if approved and within 10 Business Days if rejected

• maintain a written record of the approval or rejection of each NEIS Business Plan

• if the business plan is not approved, offer to work with the Job Seeker, if requested, to further develop the business idea and business plan so that it can be reassessed, if the Job Seeker so desires.

NEIS Providers are required to monitor the performance of NEIS Businesses for the first year of their operation and provide advice and counselling to NEIS Participants in relation to their businesses. To do this, the NEIS Provider must:

• make contact with the NEIS Participant at least monthly during the period of the NEIS Participant Agreement
• at each contact, confirm that the NEIS Participant is operating their business in accordance with the approved business plan, offer advice and counselling and, if necessary, collect financial information on the NEIS Business from the NEIS Participant
• record each contact in the Department’s IT System.

NEIS Providers must assess the commercial viability of NEIS Businesses at the end of their second and third financial quarters and complete and submit the details of any such assessment to the Department. For businesses encountering difficulties and which appear not to be commercially viable, NEIS Providers must record the details in the Department’s IT System. The Department will then consider, among other things, whether it is appropriate to terminate the NEIS Participants NEIS Assistance.

If a NEIS Participant is not complying with their NEIS requirements, for example, not complying with their NEIS Business Plan for whatever reason, the NEIS Provider will work directly with the NEIS Participant to resolve the issue. In situations where the issue cannot be resolved, the NEIS Provider should advise the Department in writing and using the Department’s IT System. Depending on the nature of the failure, the NEIS Provider may need to make specific recommendations to the Department as to what action should be taken such as suspension or termination.

4.5. MENTORING AND CONTACTS

NEIS Providers must arrange and provide mentor support for all NEIS Participants to assist them in establishing and running a viable NEIS Business, and otherwise maintain close contact with them during the term of their NEIS Participant Agreement. Mentors are expected to have a demonstrated understanding of the skills required to run a small business and a sound knowledge of the local industry base and the labour market.

NEIS Providers should ensure that mentors provide five mentoring contacts over the term of the NEIS Participants NEIS Participant Agreement (which will generally be for a period of 52 weeks from the date on which they commence as a NEIS Participant). They must meet with NEIS Participants at least once in the first month of business operation (and at the NEIS Participant’s business premises) and then every financial quarter during the period their NEIS Participant Agreement. Three of the mentoring visits must be on a one-to-one basis at the NEIS Participant’s business premises, except where:

• the business is home-based or mobile, in which case the NEIS Provider may agree with the NEIS Participant on an alternative location to hold face-to-face meetings
• there are exceptional circumstances - for example when the business is located in an isolated area and mentor visits are not practical - in which case the NEIS Provider may negotiate an alternative mentoring plan for the Department to approve.

If a NEIS Participant refuses mentor support, the NEIS Provider must advise the Department in writing within five Business Days of the occurrence.

4.6. REFERRALS TO NEIS AND THE NEIS PROVIDERS

In the majority of cases, an Employment Provider or Disability Employment Services Provider will refer an eligible Job Seeker to a NEIS Provider to discuss the possibility of the Job Seeker participating in NEIS. Where a Job Seeker directly approaches a NEIS Provider, it is expected that they will inform and seek the agreement of the Job Seeker’s Employment Provider or Disability Employment Services Provider, as relevant, before any
4.7. ELIGIBILITY FOR NEIS

To be eligible to participate in NEIS Services, Job Seekers must be registered for Employment Provider Services or Disability Employment Services and must:

- be at least 18 years of age
- be in receipt of an eligible allowance as outlined in the Guidelines
- be available to participate in NEIS Training and work full-time in the proposed NEIS Business (note: fewer hours may be eligible)
- not be an undischarged bankrupt
- agree to hold and maintain a controlling interest in the business while receiving NEIS Assistance
- not, at any time, have received NEIS Assistance for a similar business
- not have received NEIS Assistance in the previous two years
- have a NEIS Business Idea which meets the NEIS Business Eligibility Criteria.

A NEIS Business Idea will meet the NEIS Business Eligibility Criteria if the proposed NEIS Business:

- is not currently operating on a commercial basis
- will be independent, capable of withstanding public scrutiny and lawful
- has been assessed as commercially viable by the NEIS Provider
- is not based on the purchase or takeover of an existing business
- will not compete directly with existing businesses, unless it can be demonstrated that there is an unsatisfied demand for the product or service, or that the new product is to be provided in a new way
- will not be a not-for-profit business, unless otherwise agreed to by the Department in writing
- will be established, located and operated solely within Australia
- satisfies any other requirements as set out in any Guidelines.

4.8. PAYMENT MODEL

NEIS Fees will be fixed for NEIS Providers at $5580 in relation to each NEIS Participant.

The fee is intended to cover the NEIS Provider’s delivery of NEIS Services to the relevant NEIS Participant, including:

- liaison(s) with Employment Providers or Disability Employment Services Providers in relation to referrals of Job Seekers for NEIS
- assessment of Job Seeker and business eligibility
- arranging for the Job Seeker to receive NEIS Training
- assessing the Job Seeker’s NEIS business plan
- providing mentoring and regular contact to the Job Seeker
- providing ongoing support to the Job Seeker through advice and counselling.
The NEIS Fee will be paid in two instalments and as follows:

- 80 per cent of the NEIS Fee on achievement of a NEIS Commencement
- 20 per cent of the NEIS Fee on achievement of a NEIS Post Programme Outcome.

A NEIS Commencement is achieved on the date on which a NEIS Participant commences receipt of NEIS Allowance (i.e. after their NEIS Business Plan is approved and once they commence operating their NEIS Business). A NEIS Post Programme Outcome is generally achieved where the Department verifies that a NEIS Participant is not receiving unemployment allowance or other qualifying Income Support from the Department of Human Services, 13 weeks after exiting NEIS Assistance at any time. For participants previously in receipt of Parenting Payment (single), Disability Support Pension, Carer Payment or War Widower/s or Partner Service Pension a Post Programme Outcome can be achieved where the NEIS Participants is in employment (of at least 20 hours per week) 13 weeks after cessation of their NEIS Participant Agreement.

4.9. EMPLOYMENT SERVICES DEED TERM AND REQUIREMENTS

NEIS Providers will be contracted from 1 July 2015 until 26 June 2020.

4.10. SERVICING THE WHOLE OF THE EMPLOYMENT REGION

A network of NEIS Providers will be required to deliver NEIS Services across Employment Regions. There will be a maximum of three NEIS Providers delivering NEIS Services in any one Employment Region. NEIS Providers will be expected to use all of their allocated NEIS Places each financial year within the Employment Region. In cases where the uptake of NEIS Places in an Employment Region is below expectations, the Department may transfer NEIS Places to another Employment Region, as a result of performance discussions and business reallocation.

A portion of NEIS Places will be available for each Employment Region based on the Job Seeker population for that Employment Region. Tenderers will need to detail their preferred number of places per annum, indicating a minimum and maximum they would accept. NEIS Providers will be allocated a set number of NEIS Places per Employment Region for each six month period for the duration of the Employment Services Deed, and commencing from the date on which the Deed commences. See Table 7.1 for the anticipated number of NEIS Places to be available per Employment Region per financial year.

Tenderers will need to detail their preferred number of places per financial year, indicating a minimum and maximum number they would be prepared to accept.

4.11. PERFORMANCE MANAGEMENT FRAMEWORK

NEIS Providers’ performance will be assessed against a performance management framework which will include, among other things, an assessment of the NEIS Providers’ performance against the NEIS Key Performance Indicators. Monitoring activities will start from the date on which the relevant Employment Services Deed commences, with formal performance assessments generally being undertaken each six month period throughout the term of the Deed. NEIS Providers will be expected to maximise performance against the
performance management framework, including the NEIS Key Performance Indicators, throughout the term of the Deed.

Consistent with the broader Employment Services 2015 model, the NEIS Key Performance Indicators are:

**Key Performance Indicator 1 (Efficiency)**

- the number of NEIS Places utilised within the Employment Region in which the NEIS Provider is contracted
- the number, or rate, of NEIS Participants that exit NEIS Services prior to completion of NEIS Assistance, and the reasons for exits.

**Key Performance Indicator 2 (Effectiveness)**

- the number of NEIS Post Programme Outcomes achieved.

**Key Performance Indicator 3 (Quality and Assurance)**

- the NEIS Provider’s delivery of the NEIS Services in accordance with the relevant Employment Services Deed
- the number of validated complaints recorded via the Department’s Customer Service Line and the Department’s Employment Services Tip Off Line
- the number of validated complaints through ministerial correspondence, and any Ombudsman Complaints
- input received from NEIS Participants following any post programme monitoring exercises undertaken by the Department.

Performance discussions could be conducted at any time if monitoring indicated there was an issue with the performance of a particular NEIS Provider. It is also anticipated that formal performance assessments and discussions will occur after each Performance Period, unless otherwise advised by the Department.

NEIS Providers are responsible for ensuring an even flow of Commencements over the Performance Period.

### 4.11.1. Joint Charter of Deed Management

The Joint Charter of Deed Management for Employment Services 2015 model will be developed in consultation with the Employment Services industry (see Section 2.18.1). For the purposes of the performance management framework, the Department will monitor the Provider’s performance against the Joint Charter of Deed Management.

### 4.12. BUSINESS REALLOCATION

Poorer performing NEIS Providers may have the number of NEIS Places allocated to them, reallocated to higher performing NEIS Providers.

In this regard, the Department may reduce a NEIS Provider’s NEIS Places, if at any time the Department considers that the performance of the NEIS Provider at the Employment Region level is less than satisfactory (including as assessed against the NEIS KPIs). The Department may also, with the agreement of a NEIS Provider, increase the NEIS Provider’s NEIS Places, if at any time, the Department considers the performance of the NEIS Provider at the Employment Region level warrants it.

It is currently anticipated that any reallocation of NEIS Places will occur following any performance assessment discussions which may occur at 18 and 30 months after the commencement of the Employment Services Deed.
However, the Department reserves the right to reallocate the number of NEIS Places allocated to a NEIS Provider, at any time, as a result of poor and high performance.

In considering whether to reallocate NEIS Places, regard will be had to a range of factors, including a NEIS Provider’s usage of NEIS Places across an Employment Region for which they are contracted to deliver NEIS Services, and the aim would be to adjust NEIS Place allocations in and across Employment Regions as necessary to ensure that NEIS Places are being properly utilised.

4.13. TRANSITION ARRANGEMENTS

To ensure continuity of services for NEIS Participants in NEIS at the time of transition, successful Tenderers for NEIS will be required to deliver services to NEIS Participants from 1 July 2015. If a Provider delivering NEIS Services as part of the existing Employment Services Deed 2012–2015 is not awarded NEIS business as a result of this Request for Tender process, that NEIS Provider will need to continue providing services to NEIS Participants for the remaining term of their NEIS Participants’ Agreement and in accordance with the terms of their existing Employment Services Deed 2012–2015. However, in some cases, the Department may need to transfer participants receiving NEIS Services from a Provider under the existing Employment Services Deed 2012-2015 to a successful Tenderer who is awarded NEIS business as a result of this Request for Tender process. Successful Tenderers will be required to service any such participants in accordance with the requirements of the Employment Services Deed.
CHAPTER 5

STATEMENT OF REQUIREMENTS - OTHER PROGRAMMES
5.1. INTRODUCTION

This chapter describes the Services a Tenderer will be required to deliver if awarded business as a provider of Harvest Labour Services or a provider of the National Harvest Labour Information Service under the Employment Services Deed.

Successful Tenderers for the Harvest Labour Service and the National Harvest Labour Information Service will be required to commence delivery of Services on 1 July 2015.

5.2. HARVEST LABOUR SERVICES

5.2.1. Objectives of Harvest Labour Services

The objectives of Harvest Labour Services are to:

- supply the labour necessary to meet the harvest requirements of growers
- mobilise people from outside the Harvest Area to meet growers’ labour needs
- connect people looking for Harvest Work, including Job Seekers on Income Support, with Harvest Labour opportunities.

5.2.2. Overview of Harvest Labour Services

Tenderers will be able to bid to deliver Harvest Labour Services to horticultural producers in geographic areas where they can demonstrate that out-of-area Harvest Workers are required. All Job Seekers who are legally entitled to work in Australia are eligible for placement into Harvest Work, not only those receiving Income Support Payments.

An organisation may tender to deliver Harvest Labour Services without tendering to deliver Employment Provider Services.

The role of provider of Harvest Labour Services is to supply the labour necessary to meet the harvest requirements of horticultural producers in the horticultural industry. Providers of Harvest Labour Services are expected to maintain a presence in the Harvest Area throughout each year of the Employment Services Deed to ensure ongoing liaison with horticultural producers and their provider organisations.

Harvest Labour Services Providers should liaise directly with horticultural producers and support their labour needs before and throughout each Harvest Period. Harvest Labour Services will be provided to horticultural producers directly. Labour hire companies contracting to horticultural producers will not be eligible to receive Harvest Labour Services.

Harvest Work Vacancies are to be lodged on the Department’s IT systems for posting on the Harvest Trail website (www.jobsearch.gov.au/harvesttrail/default.aspx) and via the Department’s Australian JobSearch mobile application. Vacancies must be lodged as soon as possible after receipt, kept current and be removed within 24 hours of being filled.

Providers of Harvest Labour Services must promote and market Harvest Labour Services within and outside the Harvest Area to ensure an adequate labour supply during Harvest Periods, mobilising eligible Job Seekers from locations outside the Harvest Area. Harvest Labour Services Providers must provide Harvest Workers with
information about accommodation, transport, quarantine procedures, plus the terms and conditions of employment in Harvest Work.

Providers of Harvest Labour Services should refer only Harvest Workers who are suitable for growers’ requirements and should only refer them to workplaces that have safe systems of work in place. They should confirm placements with growers and ensure those placements are recorded on the Department’s IT systems.

Providers of Harvest Labour Services must maintain suitable premises at each of the Harvest Labour Services Provider’s Sites, and provide the Department with quarterly and annual reports in accordance with the Employment Services Deed.

Providers of Harvest Labour Services will be responsible for gathering local labour market intelligence and feeding this information to the National Harvest Labour Information Service.

Providers of Harvest Labour Services will monitor the practices of private labour hire contractors operating in the Harvest Area and pass any reports of potentially illegal practices to the Fair Work Ombudsman and/or the Department of Immigration and Border Protection.

Providers of Harvest Labour Services will give information to growers and grower organisations on why there may have been shortages of available labour, and develop strategies to overcome future shortages.

5.2.3. Harvest Labour Fees

Providers of Harvest Labour Services will be eligible for two fixed-rate payments:

- a Harvest Placement Fee of $49.50 payable per eligible placement into Harvest Work
- a Harvest Service Fee of $215,600 per year payable quarterly in advance for delivery of other Harvest Services upon receipt of a tax invoice.

Providers of Harvest Labour Services must deliver the Services for all horticultural crops to be harvested during the Harvest Period in the specified Harvest Area.

Providers of Harvest Labour Services may claim a maximum of one Harvest Placement Fee for placing a Harvest Worker with the same grower, in the same Harvest Area, in the same Harvest Period. If the Harvest Period is 12 months, providers of Harvest Labour Services may claim up to two Harvest Placement Fees in such circumstances, provided each placement has occurred at least six months apart.

Providers of Harvest Labour Services may claim a maximum of two Harvest Placement Fees for placing a Harvest Worker with different growers in a single seven day period.

The payment of the first instalment of the Harvest Service Fee may be claimed by the Provider on 1 July 2015. The second and subsequent instalments of the Harvest Service Fee may be claimed at the start of each financial quarter upon receipt and approval of their quarterly report.

5.2.4. Performance Framework

Harvest Labour Service Providers will have their performance assessed annually after the relevant Harvest Periods to ensure a reasonable cost per placement and other Harvest Labour Services is maintained.
5.2.5. Joint Charter of Deed Management

The Joint Charter of Deed Management for Employment Services 2015 model will be developed in consultation with the Employment Services industry (see Section 2.17.1).

5.2.6. Employment Services Deed term and requirements

Providers of Harvest Labour Services will be contracted from 1 July 2015 until 26 June 2020.

5.3. TRANSITION ARRANGEMENTS FOR HARVEST LABOUR SERVICES

Providers of Harvest Labour Service exiting the market will be advised by the Department regarding contract closure requirements which will include closing vacancies and advising horticultural growers of the new Harvest Labour Service Provider in the Harvest Area.

5.4. NATIONAL HARVEST LABOUR INFORMATION SERVICE

5.4.1. Objectives of the National Harvest Labour Information Service

The objective of the National Harvest Labour Information Service is to develop and disseminate information about harvest related work opportunities across Australia to support the work of Harvest Labour Service Providers.

5.4.2. Overview of National Harvest Labour Information Service

The National Harvest Labour Information Service will include, but will not be limited to, producing and distributing an electronic National Harvest Guide, maintaining information on harvest job opportunities on the Harvest Trail website (jobsearch.gov.au/harvesttrail/default.aspx) which is hosted and managed by the Department, and a free-call national telephone service.

Recent developments in information technology provide the context for a more streamlined and cost-effective service during the Employment Services Deed period, rather than relying on production and distribution of physical products and staff travel to networking opportunities.

The National Harvest Labour Information Service Provider will be required to:

- produce the National Harvest Guide in formats such as
  - PDF/ebook version
  - website pages
  - apps for mobile computing devices
- maintain market awareness by gathering harvest-related information from Harvest Labour Services Providers, growers, grower associations, recruitment agencies and government departments at the local, state and federal levels
• assess and respond to the particular needs of Harvest Labour Services Providers and other users of the service
• maintain a feedback and complaints system.

The National Harvest Labour Information Service Provider will be required to have the infrastructure in place to deliver the National Harvest Labour Information Service, including the following:

• ability to provide coverage national, not just to areas serviced by providers of Harvest Labour Services
• a communication strategy to support harvest activities nationally
• processes to monitor and review their own performance
• capacity to work closely with the Department to develop and maintain the information on the Harvest Trail website
• capacity to establish and operate the National Harvest Telephone Information Service, operating during business hours from Monday to Friday, taking into consideration daylight savings in all states and territories, with strategies to manage calls outside of these hours including weekends
• capacity to coordinate large numbers of Harvest Labour Vacancies.

5.4.3. Payments

A Provider of the National Harvest Labour Information Service will be paid contracted Fees each Financial Year, set through this competitive tender, payable in four equal instalments, for the delivery of the National Harvest Labour Information Service. The Fees, as tendered, must cover the full cost of delivering the National Harvest Labour Information Service. Fees will not be paid for lodging individual vacancies or making referrals of individual Harvest Workers to providers of Harvest Labour Services or recruitment providers.

The National Harvest Labour Information Service Provider may claim the first instalment of its Service Fee on the Employment Services Deed Commencement Date. The second and subsequent instalments of its Fees may be claimed at the start of each financial quarter upon receipt and approval of their quarterly report or annual report, as relevant. The Department reserves the right to review the level of funds paid to the National Harvest Labour Information Service Provider should the contracted Services not be fully delivered.

The Department will measure outcomes through information obtained through quarterly performance reports for each year of the Employment Services Deed Period, data on the Department’s IT systems and the Harvest Trail website, and feedback from growers, Job Seekers and providers of Harvest Labour Services.

5.4.4. Joint Charter of Deed Management

The Joint Charter of Deed Management for Employment Services 2015 model will be developed in consultation with the Employment Services industry (see Section 2.18.1).

5.4.5. Deed term and requirements

Harvest Labour Services Providers will be contracted from 1 July 2015 until 26 June 2020.
CHAPTER 6
PURCHASING ARRANGEMENTS
This chapter sets out the tendering process, application requirements and associated information required to submit a tender. Potential Tenderers should refer to Chapters 2 – 5 which describe the Services.

6.1. OVERVIEW

The Commonwealth Procurement Rules are issued by the Minister for Finance under Section 101(1) of the Public Governance, Performance and Accountability Act 2013 (PGPA Act). The Commonwealth Procurement Rules establish the core procurement policy framework and articulate the Government’s expectations for all departments and agencies that are subject to the PGPA Act and their officials, when performing duties in relation to procurement.

Value for money is the core principle underpinning Government procurement and it is enhanced by:

- encouraging competitive and non-discriminatory processes
- using public resources in an efficient, effective, economical and ethical manner that is not inconsistent with the policies of the Commonwealth
- making decisions in an accountable and transparent manner
- considering the risks
- conducting a process commensurate with the scale and scope of the procurement.

In the procurement of Employment Services 2015-2020, where the cost is largely fixed and where Providers are required to instil pro-work behaviours in Job Seekers, meet the needs of Employers and achieve sustainable employment outcomes, the value for money principle is further supported by:

- quality of Services, incorporating demonstrated performance of each Tenderer of the Services or similar services being tendered, in particular, services to Job Seekers so that they move from welfare to sustainable work
- local linkages to, and collaboration with, other relevant services and services that meet the vocational and non-vocational needs of Job Seekers, including those at most risk of becoming long-term unemployed or who have serious non-job related barriers
- diversity, including for-profit and not-for-profit organisations
- client choice
- appropriate coverage
- meeting the needs of specific client groups
- the relative risk of each proposal
- the flexibility to adapt to possible change over the terms of the Deeds.

6.2. TENDERING PROCESS

6.2.1. Future matters

All market information (e.g. data) provided to Tenderers, whether incorporated into the Request for Tender or otherwise, is based on historical information. The information provided should not be relied upon by Tenderers as the basis for any decision to take action or not take action. Tenderers should make their own
independent assessments of actual workload requirements under any Deed, and any tender will be deemed to have been based upon the Tenderer’s own independent assessments.

The Department does not, and will not, guarantee to any party a specified or minimum level of business.

6.2.2. No contract or undertaking

Nothing in the Request for Tender will be construed as creating any binding contract, express or implied, between the Department and any Tenderer. Any statement or conduct related to the Request for Tender or the procurement processes being undertaken by the Department under the Request for Tender, whether prior or subsequent to the issue of the Request for Tender, is not, and will not be, deemed to be:

- an offer to enter into a Deed
- a binding undertaking of any kind

by the Department. This includes, without limitation, an undertaking that could give rise to any rights based on promissory estoppel, quantum meruit or any other contractual, quasi-contractual or restitutionary grounds, or any rights with a similar legal or equitable basis whatsoever.

6.2.3. Probity

The Department is committed to ensuring that competition for the purchase and supply of Employment Services is fair and transparent. To do this, it is important that the tendering processes are transparent and subject to appropriate scrutiny and that all tendering procedures published by the Department are followed.

The Department has appointed Maddocks as the external Probity Adviser. The role of the Probity Adviser is to advise the Delegate (Deputy Secretary, Employment) on the Probity and integrity of the tendering processes. The role includes developing an overarching Probity plan that applies to the tendering processes and providing advice on Probity issues, conducting appropriate Probity training and advising on relevant security arrangements.

6.2.4. Complaints

The Department has a complaints handling process in place for purchasing under the Request for Tender. This process requires, as is appropriate, involvement of senior management and officials independent of the process. Consistent with these requirements, persons with any concern about the Probity or integrity of the tendering process can raise their concerns with our internal legal adviser, Luke de Jong (luke.dejong@employment.gov.au). Where appropriate, Mr de Jong will refer concerns to the external Probity Adviser.

Any questions about the process or Services covered by the Request for Tender process should, in the first instance, be lodged through the Employment Services Purchasing Hotline (the Hotline) (see Section 6.5.7).

6.2.5. Debriefing

Tenderers will be entitled to an oral debriefing upon request, following the announcement of the tender outcomes. The request for a debriefing must be made within one month of the announcement of the tender outcomes with the debriefing to be conducted within three months of the announcement of the tender
outcomes. The debriefing may be by telephone. All costs incurred by the Tenderer to attend a debriefing will be at the Tenderer’s expense. In accordance with Government policy, Tenderers will not be provided with information concerning tenders submitted by other Tenderers, except for publicly available information and except in so far as comparative statements can be made without breaching confidentiality.

6.3. USE OF AUSTENDER

6.3.1. AusTender

AusTender is the online procurement information system for Government agencies. AusTender allows Tenderers to download tender documentation and upload their tender. Tenderers must first register with AusTender (www.tenders.gov.au). There is no fee for registering with AusTender.

Access to and use of AusTender is subject to terms and conditions. Tenderers registering with AusTender must comply with those terms and conditions and any applicable instructions, processes, procedures and recommendations as advised on AusTender.

It is the responsibility of Tenderers to ensure that their infrastructure, including operating system and browser version levels, meet the minimum standards as defined on AusTender. Neither the Department nor the Government will take any responsibility for any problems arising from Tenderers’ infrastructure and or internet connectivity.

Tenderers acknowledge that although the Government has implemented the security measures described on AusTender, the Government does not warrant that unauthorised access to information and data transmitted via the internet will not occur.

Tenderers must inform themselves of all security measures and other aspects of the AusTender technical environment prior to using it for any matter related to the Request for Tender. The Department accepts no responsibility for issues that may arise with respect to the use, or attempted use, of AusTender by any person.

6.3.2. Addenda

If the Department varies the terms or structure of the Request for Tender, or the requirements or processes referred to in the Request for Tender prior to the Tender Closing Time, the Department will issue a formal addendum to the Request for Tender via AusTender. AusTender will automatically issue electronic advice to those organisations registered with AusTender in regard to the Request for Tender that an Addendum has been issued. Tenderers should ensure their AusTender registration details are correct for this purpose.

All alterations, corrections and notices will be available on the AusTender website only, so only Tenderers that have registered via the AusTender website will be provided with details of any alteration, correction or notice in relation to the Request for Tender. Tenderers will be required to log in to AusTender and collect addenda as notified.

The Department and the Government accept no responsibility if a Tenderer fails to become aware of any alteration, correction or notice which would have been apparent via the AusTender website.
If a Tenderer has obtained Request for Tender documentation from a source other than AusTender, the Tenderer should register at AusTender and download the documentation for the Request for Tender. The Department will not guarantee the accuracy or currency of Request for Tender documentation obtained from sources other than AusTender.

Responses to general questions received through the Employment Services Purchasing Hotline will be published on the Employment Services Procurement website (www.employment.gov.au/employment-services-procurement-information). The Questions and Answers published on this website do not amend this Request for Tender.

6.3.3. AusTender Help Desk

All queries and requests for technical or operational support in relation to AusTender should be directed to:

AusTender Help Desk
Telephone: 1300 651 698
Email: Austender (tenders@finance.gov.au)

The AusTender Help Desk is available between 9.00 am and 5.00 pm (Canberra time) Monday to Friday (excluding ACT and national public holidays).

6.4. ELIGIBILITY TO TENDER

6.4.1. Australian Government departments, employees and agents of Australian Government departments

Australian Government departments, agencies, employees or agents are not eligible to respond to this Request for Tender.

This does not include persons who are, or may be, regarded as authorised agents of any Australian Government departments including the Department under existing employment service arrangements or arrangements for the administration of the Social Security Law, for example, Job Services Australia Providers currently contracted with the Department or entities currently contracted with the Department of Human Services to perform Department of Human Services’ functions.

A potential Tenderer that has received assistance from an Australian Government Department, agency, or a Departmental employee or agent, may be excluded from consideration at the Department’s discretion.

Potential Tenderers may request information through the Hotline in accordance with the procedures set out in this document.

6.4.2. Sole traders

Tenderers may tender as sole traders provided all the requirements to submit a tender and to contract with the Department are met.
6.4.3. Group Tendering

A group of legal entities (Tendering Group) can tender as a Consortium, joint venture, partnership or some other form of alliance in order to deliver the Services. A Tenderer must specify in its tender the business model (for example, Consortium, joint venture) it proposes.

Each Tendering Group must appoint a lead member entity to act as agent for the other member entities. The lead member entity must be authorised to negotiate, act on behalf of and contractually bind each member of the Tendering Group. Each member of the Tendering Group must confirm the authority of the lead member entity in writing as required by the Department.

Small organisations are encouraged to consider group tendering arrangements if they do not wish to bid in their own right. Additionally, preference will be given to Tenderers that demonstrate ability and clear strategies (such as formal links with specialist organisations) to deliver quality service and achieve employment outcomes for specific client groups. As such larger entities may consider partnering with organisations that deliver Services to specific client groups.

Tenderers are not required to have formalised their group tendering arrangements at the time of lodging their tender submission. Tenderers must, however, provide the legal names and ABNs of the organisations that will form part of the Tendering Group (see Part B – Tender Information).

Tenderers that have not formalised their group tendering arrangements at the time of lodging their tender submission will be required to provide evidence by 5.00 pm (Canberra time) Friday, 16 January 2015 that they have formalised the arrangements. At that time, the Department will require confirmation of the group tendering arrangement described in the tender submission, and evidence from constituent members of their commitment to the entity.

Tenderers should provide this evidence to the Employment Services Purchasing Hotline mailbox, espurchasing@employment.gov.au. The Employment Services Purchasing Hotline will acknowledge receipt of Tenderers’ confirmation of their partnering arrangements. If an acknowledgement receipt is not received, Tenderers should contact the Employment Services Hotline on 1300 733 514 (Monday to Friday, 9.00 am to 5.00 pm Canberra time, excluding ACT and national public holidays). Tenderers that fail to provide this evidence may be excluded from any further consideration at the Department’s discretion.

Each Tendering Group must be a group of individual legal entities that lodges a tender collectively. Unless the Department agrees in writing to any changes to the members of a Tendering Group, the membership must remain as specified in the tender:

- throughout the period from receipt of the tender
- through assessment and contracting
- throughout the Deeds periods.

Any proposed changes to the membership of a Tendering Group must be requested of the Department in a letter signed by the authorised representative(s) of the Tendering Group.

The Department reserves, at its discretion, the right to cease considering, or otherwise dealing with, a tender received from a Tendering Group when the composition of the Tendering Group has changed from that specified in the tender, for example, because of the insolvency of a member of a Tendering Group, a voluntary withdrawal of a member of the Tendering Group or a conflict of interest among members of a Tendering Group.
If the Department decides to deal with a Tendering Group of changed composition, the Department may, at its discretion, impose conditions. Such conditions may include:

- a requirement for the altered Tendering Group members to confirm the terms of the original tender response
- a requirement for confirmation of the authority of the authorised representative of the Tendering Group to act on its behalf
- other conditions that the Department considers necessary or appropriate in the circumstances.

Section 6.4.5 provides further information on entities with which the Department will enter into Deeds.

### 6.4.4. Subcontracting arrangements

Some Tenderers may want to deliver Services through Subcontractors. Under the terms of the Deeds, Providers can only Subcontract Services with the written permission of the Department.

Tenderers will remain responsible for the provision and quality of Services they Subcontract as set out in the Deeds with the Department and must ensure Subcontractors meet the same requirements of successful Tenderers identified in Section 6.7. Tenderers must also ensure that any Subcontractor is informed of its obligations in relation to security of information and management of Personal Information under the Privacy Act 1988 (Cth) and that these, and any other relevant obligations, are made conditions of the Subcontract.

Only the Tenderer, not the proposed Subcontractor(s), may submit a tender and only the Tenderer is entitled to a debriefing.

If a Tenderer wishes to engage a Subcontractor to perform part of the Services, details of the proposed Subcontracting arrangements must be provided in the tender.

A Subcontractor may be nominated as part of a tender by one or more Tenderers. A nominated Subcontractor may also tender in its own right.

Unless the Department agrees in writing to any changes to nominated Subcontractor(s), they must remain as specified in the tender:

- throughout the period from receipt of the tender
- through assessment and contracting
- throughout the Deeds periods.

Where the Tenderer enters into any external administration arrangement, or becomes insolvent, or otherwise loses the capacity to enter into a Deed with the Commonwealth, the Department may, at its absolute discretion, exclude the tender from further consideration. This applies regardless of whether a Tenderer proposes that certain Services would be delivered through a Subcontractor or Subcontractors.

### 6.4.5. Contracting with legal entities

The Department will contract only with entities that have legal personality and have full legal capacity to contract to provide Employment Services 2015-2020. Individuals operating as sole traders are considered to have legal personality.

An unincorporated organisation is not a legal person and will not be contracted by the Department.

Refer to Section 7.12.7 for information about Tenderers' capacity to contract.
6.4.6. **Joint and several liability**

Where more than one legal entity is a signatory to a deed (that is, where the Tenderer is a Tendering Group) each of those entities is jointly and severally liable for:

- the performance of all of the obligations under the Deeds
- all losses caused by any Subcontractor engaged for the purpose of the Deeds.

6.4.7. **Proportionate liability**

Proportionate liability under the *Civil Liability Act 2002* (NSW) is expressly excluded under the Employment Services Deed for all matters arising under, or in connection with, the Employment Services Deed anywhere in Australia. In addition, proportionate liability is also expressly excluded in all jurisdictions that make provision for this in relation to all matters arising in those jurisdictions under, or in connection with, the Employment Services Deed.

6.4.8. **Foreign companies**

The Department will only accept a tender from a foreign company if it is registered under Part 5B.2 of the *Corporations Act 2001* (Cth).

6.4.9. **Competing entities**

Subject to the exceptions set out below, a Tenderer must not compete against itself within an Employment Region by submitting alternative tenders. If the Department receives a tender from one entity and a separate tender from another entity and the Department determines that one of two entities is either Controlled by or a related body corporate of the other, these tenders may be treated as alternative tenders and the Department may, at its absolute discretion, cease considering, or otherwise dealing with, either or both tenders. For the purposes of this section ‘Controlled’ and ‘related bodies corporate’ have the same meanings as in the *Corporations Act 2001* (Cth).

Further, where a Tenderer retains its legal identity as a member of a Tendering Group, the Tenderer cannot submit an alternative individual tender for an Employment Region in which it has otherwise tendered as part of the Tendering Group.

**Exceptions**

This provision does not apply to Subcontractors. A Subcontractor may be nominated as part of a tender by one or more Tenderers for the same Employment Region. A nominated Subcontractor may also tender in its own right in that Employment Region.

This provision also does not apply where a legal entity submits a tender to provide one type of Services in an Employment Region under this request for tender, and submits a tender to provide another type of Employment Services in that Employment Region, as part of a Tendering Group. For example, where a legal entity submits a tender to provide Employment Provider Services in the Cairns Employment Regions and submits a tender to provide Work for the Dole Coordinator Services in that ESA, as part of a Tendering Group.
6.4.10. **Collusive bidding**

The tender process is designed to promote fair competition in the open market. Tenderers and their respective officers, employees, agents and advisers must not engage in any collusive bidding, anti-competitive conduct or any other similar unlawful conduct with any other Tenderers, or any other person in relation to the preparation or lodgement of their tender.

To ensure the Probity of the tender exercise, the Department may require Statutory Declarations and other evidence as it sees fit, to the effect that Tenderers have not engaged in any of the above conduct during the tender process.

6.4.11. **Conflict of interest**

Where a Tenderer considers that a conflict of interest exists or might arise in relation to the tender process and/or the Tenderer providing Services under the Deeds, the Tenderer must identify the actual or potential conflict of interest. A conflict of interest may exist, for example, if the Tenderer, or any of its Personnel, has a relationship (whether professional, commercial or personal) with a party who is able to influence the tender process such as a Departmental staff member.

Each Tenderer will be required to declare in the Tenderer’s Declaration in its tender that to the best of its knowledge there is no conflict of interest that would prevent the Tenderer from proceeding with the tender or any deed it may enter into with the Commonwealth.

If at any time during the tender process or prior to entering into a deed with the Commonwealth a Tenderer considers that an actual or potential conflict of interest arises or may arise for them, that Tenderer must immediately notify the Department in writing.

If a conflict of interest, whether actual, potential, or perceived, is identified, either by a Tenderer or by any other means, the Department may at its discretion:

- exclude the relevant tender from further consideration
- enter into discussions to seek to resolve such conflict of interest
- take any other action it considers appropriate, including requiring amendments to the Deeds to manage the conflict of interest.

6.4.12. **Improper influence**

Tenderers and their officers, employees, agents or advisers:

- must not, and must not attempt to, improperly influence any employee of the Government in connection with the assessment of tenders
- must not have violated, and must not violate, any applicable laws or Government, state or territory policies regarding the offering of inducements, so far as those laws or policies may be relevant to the preparation of the tender.
6.4.13. Improper assistance

In preparing their tenders, Tenderers must not use information obtained from a current or former officer or employee of the Government:

- in circumstances that are contrary to the Communication Protocol for dealing with existing service Providers, Tenderers and potential Tenderers (see Appendix C)
- in circumstances that constitute a breach of the Crimes Act 1914 (Cth), the Public Governance, Performance and Accountability Act 2013, the Public Service Act 1999 (Cth), or the Public Service Regulations 1999 (Cth)
- in breach of an obligation of confidentiality or fidelity.

This does not include persons who are, or may be, regarded as authorised agents of any Australian Government departments including the Department under existing employment service arrangements or arrangements for the administration of the Social Security Law, for example, Job Services Australia Providers currently contracted with the Department or entities currently contracted with the Department of Human Services to perform Department of Human Services’ functions.

A potential Tenderer that has received assistance from an Australian Government Department, agency, or a Departmental employee or agent, may be excluded from consideration at the Department’s discretion.

6.4.14. Professional advice

Tenderers should make their own independent assessment and investigations, and obtain their own legal, business and other professional advice on, and in relation to, the Request for Tender and its requirements.

6.5. CONDITIONS OF TENDER LODGEMENT

6.5.1. Onus on the Tenderer

Tenderers are deemed to have:

- examined the Request for Tender and all documents referred to in the Request for Tender
- examined any information made available in writing by the Department to Tenderers for the purpose of tendering, including any additions to or clarifications of the Request for Tender
- examined all further information that is obtainable by making reasonable enquiries relevant to the risks, contingencies and other circumstances having an effect on their tenders
- satisfied themselves as to the correctness and sufficiency of their tenders.

6.5.2. Electronic tender lodgement conditions

Tenders must be lodged electronically in accordance with the electronic tender lodgement conditions. Where there is any inconsistency between the tender lodgement procedures set out on AusTender and those set out in the Request for Tender, the Request for Tender will prevail.

Tenders submitted by any other means, (including by hand, courier, post, facsimile or email) will be deemed to be not lodged, and will be returned unopened.
Tenderers should note that they will not be registered as Tenderers if the Request for Tender was obtained through a process other than via download from AusTender.

**Lodgement preparation and process**

Tenderers must:

- ensure their technology platform (including hardware, software and Internet connectivity) meets the minimum requirements identified on AusTender
- refer to AusTender’s Help guidance, if required, on uploading tenders
- take all steps to ensure that the tender is free from anything that might reasonably affect useability, the security or the operations of AusTender, the Department’s computing environment
- ensure that the tender does not contain macros, script or executable code of any kind, unless that specific material has previously been approved in writing by the Department
- ensure that the tender complies with all file type, format, naming conventions, size limitations or other requirements, or required by AusTender or otherwise advised by the Department
- ensure that the tender is lodged through the correct Approach to Market on AusTender.

Tenders lodged through the correct Approach to Market on AusTender will be deemed to be authorised by the Tenderer.

---

**Tenderers must ensure sufficient time is provided to complete the lodgement of their tender prior to the Tender Closing Time.**

All queries and requests for technical or operational support must be directed to:

AusTender Help Desk
Telephone: 1300 651 698
Email: AusTender (tenders@finance.gov.au)

The AusTender Help Desk is available between 9.00 am and 5.00 pm (Canberra time) Monday to Friday (excluding ACT and national public holidays).

**Tender lodgement conditions**

Tenders must be lodged in accordance with the conditions set out in the Request for Tender. Tenderers need to ensure that they download and access the appropriate software to create and then upload their tender. Tenderers should allow adequate time to access and understand the tendering software, including time to resolve any potential problems prior to attempting to lodge their tender.

More information on electronic lodgement of tenders is at Appendix H.

**6.5.3. Corrections and additions**

Once a Tenderer has lodged a response on AusTender, the tender cannot be changed or withdrawn. If the Tenderer wishes to change any information in a lodged tender response prior to the Tender Closing Time, the Tenderer will need to submit a new response through the correct Approach to Market on AusTender.

When a new response is lodged, the Tenderer should notify the Department, via the ES Purchasing Hotline (espurchasing@employment.gov.au) of the legal name and the ABN of the Tenderer, the time and date on the AusTender tender response receipt of the new and any previous tenders, as well as the reason for submitting a new tender.
The initial response, and any other superseded response, will not be considered any further.

Where multiple tenders from the same entity have been lodged, but no email is received, the Department will only consider the last tender lodged through the correct ATM on AusTender before the Tender Closing Time.

6.5.4. Incomplete tenders and corrupt files

Incomplete tenders, including those with electronic files that cannot be read or decrypted, and tenders that the Department believes may contain any virus, malicious code or anything else that might compromise the integrity or security of AusTender and/or the Department’s computing environment may, at the Department’s sole discretion, be excluded from the evaluation process.

6.5.5. Proof of lodgement

When tender lodgement has been successfully completed, an official receipt is provided on screen. The receipt will record the time and date the tender was received by AusTender and will constitute conclusive evidence of successful lodgement of a tender. Tenderers should save and print this receipt as proof of lodgement.

A separate email confirming receipt of the tender will also be automatically dispatched to the email address of the registered user whose details were recorded at login. Failure to receive a receipt means that lodgement has not completed successfully.

Where no receipt has been issued by AusTender, the attempted lodgement will be deemed to have been unsuccessful and Tenderers should lodge their tender again.

6.5.6. Tenderers’ responsibility

Tenderers acknowledge that:

- lodgement of their tenders before the Tender Closing Time and in accordance with the Request for Tender and AusTender terms and conditions is entirely their responsibility
- the Department will not be liable for any loss, damage, costs or expenses incurred by Tenderers or any other person if, for any reason, a tender or any other Material or communication relevant to the Request for Tender is not received on time, is corrupted or altered or is not received as sent, cannot be read or decrypted, or has its security or integrity compromised.

6.5.7. Further information prior to the Tender Closing Time

All requests to the Department for further information regarding the Request for Tender should be directed to the Hotline as per the details below:

Telephone: 1300 733 514
Facsimile: 02 6275 3935
Email: Employment Services Purchasing Hotline (espurchasing@employment.gov.au)

The Hotline operates Monday to Friday, 9.00 am to 5.00 pm (Canberra time), excluding ACT and national public holidays.
Tenderers’ requests for further information, including where they have been asked to put their question in writing, must be submitted to the Hotline prior to 5.00 pm (Canberra time) five days before the Request for Tender Closing Time. There will be no obligation on the Department to answer questions received after that deadline but the Department may, at its sole discretion, provide answers to late questions.

All requests for assistance with the application forms should also be directed to the Hotline. The Hotline and the Department cannot guarantee that calls will be answered or responded to on the tender closing date due to the expected high volume of calls on this date. Tenderers should leave sufficient time to enable technical support to be provided in the days leading up to the tender closing date.

6.5.8. The Department’s answers to requests for further information

Answers to requests by Tenderers for further information may be given orally or through written notice from the Department, at its sole discretion. If the Department considers it necessary, an interview may be arranged to discuss an enquiry. The Probity Adviser may be present at any interviews and may be consulted in relation to any interviews or requests for further information.

Where, in the opinion of the Department, further information provided to one Tenderer should be provided to all Tenderers, this information will be distributed by a notice on the ES Services Procurement website (www.employment.gov.au/employment-services-procurement-information) on a non-attributable basis.

6.5.9. Tender Closing Time

Tenders must be submitted before the Tender Closing Time.

Any attempt to lodge a tender after the Tender Closing Time will not be permitted by AusTender.

If a tender consists of multiple uploads, due to the number of files or file size, Tenderers must ensure that transmission of all files is completed before the Tender Closing Time.

Important: Tenderers should aim to lodge their tender early, to allow time to resolve any technical or other issues.

Tenderers must allow sufficient time for tender lodgement, including taking into account additional time that may be required for any problem analysis and resolution prior to the Tender Closing Time.

Where a Tenderer commences electronic lodgement of a tender before the Tender Closing Time and date but lodgement finishes after the Tender Closing Time, the tender as a whole will be deemed to be a late tender even if parts of the tender were successfully lodged prior to the Tender Closing Time (see Section 6.5.11). Any conditions or advice set out on the AusTender website, or otherwise emanating from AusTender, that suggest a position to the contrary do not apply. A receipt from AusTender indicating the successful lodgement of your tender at a time after the Tender Closing Time only means that the electronic file has been received by AusTender. The tender will still be a late tender if lodgement was not completed prior to the Tender Closing Time.

Tenderers should be aware that holding the ‘Lodge a Response’ page open in the web browser will not hold the electronic tender box open beyond the Tender Closing Time. A message will be issued if the lodgement process is attempted after the Tender Closing Time.

The decision of the Department as to the time a tender has been lodged will be final. In particular:
• the time displayed on AusTender is deemed to be the correct time and will be the means by which the Department will determine whether tenders have been lodged before the Tender Closing Time
• where electronic lodgement of a tender started before the Tender Closing Time but finished after the Tender Closing Time, and upload of the tender file(s) has completed successfully, as confirmed by AusTender system logs, the tender as a whole will be deemed to be a late tender even if parts of the tender were successfully lodged before the Tender Closing Time. For example, if a Tenderer creates five zip files and successfully uploads the first four files, but the tender closes prior to the Tenderer commencing its upload of the fifth zip file, or if the tender closes while the fifth zip file is being uploaded, this submission will be deemed to be a late tender.

6.5.10. Extension of time

The Department may extend the Tender Closing Time by issuing an addendum on AusTender (www.tenders.gov.au).

Where the Department extends the Tender Closing Time, the new Tender Closing Time will apply to all Tenderers.

6.5.11. Late tenders

Tenders received or lodged after the Tender Closing Time will be deemed late tenders and will not be accepted unless the delay is due solely to mishandling by the Department.

It is the responsibility of the Tenderer to ensure the complete lodgement of their tender before the Tender Closing Time.

Tenderers should allow sufficient time to complete the lodgement of all required tender files on AusTender, including allowing for resolution of any lodgement or IT problems, prior to the Tender Closing Time.

6.5.12. Further information after Tender Closing Time

The Department will not accept or respond to Tenderers’ requests for information on the status or progress of the tender evaluation process.

All Tenderers will be promptly informed of the outcome of the tender process at its conclusion.

Information on the successful Tenderers at the conclusion of the tender process will be published on AusTender and Employment Services Procurement website (www.employment.gov.au/employment-services-procurement-information).

6.5.13. Unintentional errors of form

If the Department considers, in its sole discretion, that there are unintentional errors contained in a Tenderer’s response, the Department may request the Tenderer to correct or clarify the error, but will not permit any material alteration or addition to the tender. Unintentional errors of form might include, for example, situations where the Department considers the Tenderer has made a typographical error.
6.5.14. **Incomplete tenders**

Tenders that are incomplete or clearly non-competitive may be excluded from consideration at any time during the evaluation process at the Department’s sole discretion. Alternatively, the Department may still consider such tenders and seek clarification.

6.5.15. **Requests from the Department for further information from Tenderers**

The Department may seek further information from Tenderers at any stage during the evaluation process, including during business allocation and as part of negotiating a Deed.

Each Tenderer must nominate a person to answer queries that may arise during the evaluation of tenders. The name, title, address, email address, telephone and facsimile numbers of that person must be included in the tender. Where it is necessary for the Department to direct specific queries to Tenderers during the evaluation process, the Tenderer will be required to respond in the manner and form specified by the Department and within the time stipulated by the Department.

Where a response to a request from the Department is not provided within the stipulated time, the Department may exclude the tender from further consideration. In the event that no response is provided and the Department decides not to exclude the tender from further consideration, the evaluation will be based on the information in the tender.

The Department is under no obligation to request further information from Tenderers should their tender be incomplete. Should it receive further information, the Department may choose either to use or not to use this information at the Department’s absolute discretion.

6.5.16. **False and misleading claims**

Tenderers must not make false or misleading statements in their tenders, and must answer all questions honestly and completely.

The attention of Tenderers is drawn to Division 137 of the Schedule to the *Criminal Code Act 1995* and Tenderers are advised that giving false or misleading information to the Commonwealth is a serious offence.

6.6. **TENDER INFORMATION**

6.6.1. **Ownership of Tenders**

All tenders become the property of the Department once lodged. The Department may copy, amend, extract or, otherwise, deal with all or any part of a tender for the purpose of conducting the Request for Tender process or negotiating a Deed.
6.6.2. Return of information

At any stage the Department may require that all written or electronically stored information provided to Tenderers, whether confidential or otherwise, and without regard to the type of media on which such information was provided to any Tenderer, and all copies of this information made by Tenderers, be:

- returned to the Department, in which case the Tenderer must promptly return all such information to the address identified by the Department
- destroyed by the Tenderer, in which case the Tenderer must promptly destroy all such information and provide the Department with written certification that the information has been destroyed.

6.6.3. Confidential information

The Department operates within a governance and public accountability framework established under legislation that requires it to:

- ensure efficient, effective, economical and ethical use of Government resources
- ensure openness and transparency of its activities through public reporting processes
- allow for external scrutiny, for example by the Auditor-General and the Ombudsman
- provide information to the relevant Minister and to the Parliament of Australia acting through its committees.

This governance and accountability framework requires the Department to minimise the amount of information that is subject to confidentiality requirements, either under a Deed or otherwise, but at the same time give appropriate protection to sensitive information provided by a Tenderer in its tender, and to information generated by the Department in relation to the tender process.

Without prejudice to any other right of the Department under the Request for Tender, or at law, the Department may disclose, or allow at any time the disclosure of, any information contained in or relating to any tender, and whether confidential to a Tenderer or not, for any of the following purposes:

- evaluating or clarifying the tender
- evaluating any subsequent offer
- negotiating a Deed
- managing a Deed following its execution
- taking action in relation to any apparent collusion or other inappropriate, improper or illegal action by or on behalf of a Tenderer
- anything else related to the above purposes, including audit requirements, compliance with Government reporting requirements and responding to any challenge relating to, or arising out of, the Request for Tender process.

The Department may disclose, or allow at any time the disclosure of, any information contained in, or relating to, any tender:

- to its advisers or employees for purposes related to the Request for Tender process, or to any subsequent Deed negotiation and management processes
- to its internal management personnel for purposes related to the Request for Tender process, or to any subsequent Deed negotiation and management processes
- to the relevant Ministers
• in response to a request by a House or a Committee of the Parliament of the Commonwealth of Australia
• within the Department’s organisation, or to another agency, where this serves the legitimate interests of the Government
• where the information is authorised or required by law to be disclosed
• where the information is in the public domain other than by the Department’s disclosure.

Subject to the above, the Department will treat as confidential information:

• all information in a tender
• any additional information provided to the Department in the course of the tender process, including during any negotiations (collectively known as ‘Tenderer provided information’).

Where the Department provides Tenderer provided information, or any part of it, to:

• a third party for the purposes of assisting the Department in tender related activities, including evaluation, or the preparation of any resultant Deed, the Department will obtain a Deed of Confidentiality between the Department and the third party, obliging that third party to protect the information as confidential information prior to that third party being provided with the information, or will otherwise satisfy itself that the third party is under appropriate existing confidentiality obligations to the Department that would cover the information provided
• its employees or its internal management personnel, Tenderers are informed that those persons are under statutory obligations not to disclose that information (for example, Crimes Act 1914, Privacy Act 1988 and Public Service Act 1999)
• the relevant Minister, or in response to a request by a House or a Committee of the Parliament of the Commonwealth of Australia, the Department will notify the Minister, House or Committee that the information is confidential information.

Subject to the above, any information or documentation generated by the Department (for example, tender evaluation reports) as a result of the tender process will not be disclosed outside of the Department without the Tenderer’s consent, except where authorised or required by law.

If the Department and a Tenderer enter into Deed negotiations, the Department and the Tenderer will first reach agreement on any information that will be protected as Provider’s Confidential Information under the Deed.

Accordingly, Tenderers must identify in their tender any information they will be providing to the Department that they consider should be protected as confidential information under any resultant Deed. Tenderers should also provide reasons why this information should be protected as confidential information.

In determining what information will be regarded as confidential, the Department will consider, among other things:

• relevant public interest considerations
• details of potential harm that the Tenderer has indicated it is, or may be, likely to suffer if the information is disclosed.

If a Deed is entered into, the Department is also subject to legislative and policy requirements that oblige it to disclose certain information in, or in relation to, the Deed, including:
• reporting Government deeds and standing offers with an estimated liability (including GST where applicable) of $10,000 or above on AusTender, within six weeks of entering into that deed
• publishing a list of deeds that have a value of $100,000 or more, which have not been fully performed, or which have been entered into in the previous 12 months on the Department’s website. This includes disclosing certain details, including the confidentiality requirements in, or in relation to, these deeds.

6.7. LEGAL REQUIREMENTS

6.7.1. Compliance with Applicable Law and Policy

Each Tenderer should ensure that it has complied with all relevant laws and with Government and Commonwealth policy in preparing and lodging its tender and taking part in the tender process.

Tenderers should be aware that if a Deed is entered into, Tenderers will be required, in performing that Deed, to comply with their obligations under all relevant statutes, regulations, by-laws and requirements of any Government, state, territory or local authority, and any Government or Commonwealth policies as notified by the Department, including (but not limited to):

• the Privacy Act 1988 (Cth)
• the Freedom of Information Act 1982 (Cth)
• the Carer Recognition Act 2010 (Cth)
• the Age Discrimination Act 2004 (Cth)
• the Australian Human Rights Commission Act 1986 (Cth)
• the Disability Discrimination Act 1992 (Cth)
• the Racial Discrimination Act 1975 (Cth)
• the Sex Discrimination Act 1984 (Cth)
• the Workplace Gender Equality Act 2012 (Cth)
• the Competition and Consumer Act 2010 (Cth)
• the Auditor-General Act 1997 (Cth)
• the Fair Work Act 2009 (Cth)
• the Work Health and Safety Act 2011 (Cth)
• any other work health and safety legislation applicable to any successful Tenderer
• the obligations under Part 4 of the Charter of the United Nations Act 1945 (Cth) and the Charter of United Nations (Terrorism and Dealing with Assets) Regulations 2008 (Cth). These laws require any person who holds assets or funds belonging to a person or organisation on the list of persons and entities designated as terrorists to immediately freeze those assets. It is an offence to make any funds or assets available to a person or organisation on the list. The list and more information are available at Australia’s Implementation of United Nations Security Council Financial Sanctions
• any obligations applicable to any successful Tenderer contained in the legislation arising from the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth).
6.7.2. Workplace gender equality

Commonwealth policy prevents the Commonwealth from entering into contracts with suppliers who are currently named as non-compliant under the Workplace Gender Equality Act 2012. The Deed requires that any successful Tenderer must:

(a) comply with its obligations, if any, under the Workplace Gender Equality Act 2012
(b) provide a current letter of compliance within 18 months from the Deed Commencement Date and following this, annually to the Account Manager.

Successful Tenderers should note that if, during the term of the Deed, the Provider becomes non-compliant with the Workplace Gender Equality Act 2012, the Provider must notify their Account Manager. For further information about the coverage of the Workplace Gender Equality Act 2012, contact the Workplace Gender Equality Agency on 1800 730 233.

Tenderers must indicate in Part A of the Tender Response Form (Tender Declaration) whether or not the organisation is a ‘relevant Employer’ under the Workplace Gender Equality Act 2012 and, if applicable, provide a current letter of compliance as part of their tender submission, or prior to entering into the Deed.

6.7.3. Employee entitlements

Commonwealth policy prevents the Commonwealth from entering into contracts with suppliers who have had a judicial decision against them (not including decisions under appeal) relating to employee entitlements and have not paid the claim. The Deed requires any successful Tenderer to warrant that no such judicial decision has been made against them for which they have not paid the claim.

The Department may exclude from consideration any tender from a Tenderer who has had a judicial decision against them (not including decisions under appeal) relating to employee entitlements and has not paid the claim.

6.7.4. Indigenous Employment Strategy

Tenderers should be aware that if a Deed is entered into, Tenderers will be required, in performing that Deed, to develop and maintain an Indigenous Employment Strategy for the recruitment of Indigenous Australians within their organisation.

6.7.5. Indigenous Opportunities Policy

Tenderers should note that the Indigenous Opportunities Policy may apply to any business awarded to them that is valued over $5 million that involves activity in a region with a significant Indigenous population.

If a Tenderer is awarded a Deed to which the Indigenous Opportunities Policy applies, the Tenderer must:

- have the Department of the Prime Minister and Cabinet approve the Indigenous Australian Training, Employment and Supplier Plan (Plan) prior to the execution of the relevant Deed
- report annually on the implementation of, and outcomes achieved, under its Plan. The Department of the Prime Minister and Cabinet has an annual reporting template to facilitate this process.
The Indigenous Opportunities Policy Administrator will monitor the implementation of Plans by reviewing successful Tenderers’ annual outcome reports to monitor their effectiveness in relation to providing Indigenous Australians with training, employment and business opportunities.

If a Tenderer does not report on the implementation of its Plan or take adequate steps to implement its Plan in relation to a Deed, it may not be able to tender or enter into new Deeds with the Commonwealth for business affected by the Indigenous Opportunities Policy and it may face sanctions through its Deed.

Regardless of the requirements set out above, an organisation may submit an Indigenous Opportunities Policy Plan to the Department of the Prime Minister and Cabinet for approval at any time, independent of any Commonwealth approach to market.


### 6.7.6. The Department’s rights and liabilities

Participation in any stage of the Request for Tender process, or in relation to any matter concerning the Request for Tender, will be at the sole risk, cost and expense of each Tenderer or nominated Subcontractor. The Department will not be responsible in any circumstance for any costs or expenses incurred by any Tenderer or nominated Subcontractor in preparing or lodging a tender, in taking part in the Request for Tender process, or taking any action related to the Request for Tender process.

Neither the Department nor its officers, employees or advisers will be liable to any Tenderer, nominated Subcontractor, or anyone else on the basis of any rights based on promissory estoppel, *quantum meruit* or any other contractual, quasi-contractual or restitutionary grounds or any rights with a similar legal or equitable basis whatsoever or in negligence as a consequence of any matter or thing relating or incidental to the participation of a Tenderer or a nominated Subcontractor or anyone else in the Request for Tender process, including, but not limited to, instances where:

- a Tenderer or nominated Subcontractor is not engaged under a Deed
- the Department decides not to outsource all or any of the Services
- the Department does or does not play any role in developing service delivery arrangements with any Tenderer, any nominated Subcontractor or anyone else
- the Department exercises or fails to exercise any of its other rights under or in relation to the Request for Tender
- the Department makes information available or provides information to a Tenderer or a nominated Subcontractor or anyone else relating to the Tenderer’s assets, procedures, plans, tenders and or existing arrangements for provision of the Services or any possible future arrangements.

The Department will not accept responsibility or liability for any misunderstanding arising from failure to comply with the Request for Tender documentation, or from any ambiguity contained in the tender.

The Department may at any stage of the Request for Tender process, including during the evaluation process:

- vary the Request for Tender or the draft Deeds, including the timing and processes referred to in the Request for Tender
• forward any clarification of the meaning of the content of the Request for Tender to all known Tenderers and nominated Subcontractors on a non-attributable basis and without disclosing any confidential information of any Tenderer or nominated Subcontractor
• shortlist Tenderers, including Tenderers that have nominated Subcontractors
• obtain clarification or additional information from Tenderers, nominated Subcontractors or anyone else and use any such information for the evaluation of the tenders
• provide additional information to Tenderers or nominated Subcontractors
• negotiate with one or more Tenderers, including negotiating with all Tenderers without shortlisting, or discontinue negotiations
• contact nominated Subcontractors directly and seek further information from them in relation to any matters, including their capacity to deliver the Services to all Tenderers by which they have been nominated
• impose conditions on Tenderers that have nominated Subcontractors, including any condition that the Department considers necessary or appropriate
• reassess any tender in whole or in part at any stage where the Department considers that a nominated Subcontractor may not be able to deliver the specified Services
• vary the assessment process, for example to conduct a further assessment phase
• require a Tenderer to provide details of a substitute Subcontractor for any nominated Subcontractor
• remove any tender from consideration where, in the opinion of the Department, the Request for Tender otherwise allows for the exclusion of a tender
• terminate or abandon the Request for Tender process if it considers that no tender offers value for money in accordance with the Request for Tender, or the Department otherwise determines that it is in the public interest to terminate or abandon the Request for Tender process.

6.7.7. Language and measurement

Tenders, including all attachments and supporting material, must be written in English. Unless otherwise specified, measurement must be expressed in Australian legal units of measure. Any references to currency must be expressed in Australian dollars. The language, measurement and currency requirements in this section are Minimum Content and Format Requirements. Subject to Section 6.5.13, a tender that does not meet these requirements will not be considered.

6.8. FINANCIAL VIABILITY, AUDIT HISTORY AND OTHER CHECKS

The Department may perform such security, Probity and financial investigations and procedures as it determines necessary in relation to any Tenderer, its employees, officers, partners, associates, Subcontractors or related entities. The Department may exclude a tender from further consideration if the Tenderer does not provide, at its cost, all reasonable assistance to the Department in this regard.
6.8.1. **Financial Viability**

The objective of the financial viability process is to assess, on the basis of information provided with the tender:

- whether the Tenderer may be considered financially viable to meet the Service requirements of the Request for Tender (the financials check)
- whether there are any circumstances that may adversely affect the Tenderer’s ability (and its Subcontractor’s ability where it has Subcontracting arrangements) to meet its contractual obligations to supply Services for at least the relevant Deed period (the credentials check)
- any risk exposure for the Commonwealth.

The Department may take these matters into account as part of the business allocation process (see Section 7.12.4).

This process is used to minimise risk to the Commonwealth. The process is not used to measure the profitability of an organisation or its potential for success in the Employment Services 2015-2020 market.

The onus of proof is on a Tenderer to satisfy the Department of its financial viability to meet the Service requirements described in the Request for Tender. If a Tenderer does not provide all information requested by the Department, or if the Tenderer is otherwise unable to demonstrate its financial viability, the Department may not be able to make an assessment or the assessment may be adversely affected. In these circumstances, the Department may, at its sole discretion, exclude a tender from further consideration at any stage of the evaluation process.

A Tenderer should note that its Business Levels will be subject to a degree of client choice, and that the Services offered will depend on client needs. It is therefore important that a Tenderer makes realistic assumptions about its projected cash flows and its working capital requirements throughout the relevant Deed period.

Additional Deed conditions, such as the provision of the Department’s *Deed of Financial Undertaking and Performance Guarantee* or more frequent provision of financial statements, may be required by the Department as a result of the financial viability assessment.

To enable the Department to assess a Tenderer’s financial viability, each Tenderer, including each member of a Tendering Group, should supply the information requested in the Request for Tender. Each Tenderer must submit a completed *Financial and Credentials Information Form* and provide the most relevant information to prove its financial viability.

### Financials check

Tenderers should provide financial statements that:

- are current and include the statements for the last complete financial year
- are for the entity as a whole, not for individual projects
- are prepared in accordance with the Australian Equivalents to International Financial Reporting Standards
- include all notes to the statement(s)
- are presented in Australian dollars.

If the financial statements are audited, Tenderers must provide the auditor’s report and any management letters from the auditor.

The Department prefers financial statements to be prepared on an accrual basis and to be audited.
The Department expects the following Tenderers to provide audited financial statements:

- organisations that are incorporated under the *Corporations Act 2001* (Cth) and are required to provide audited financial statements because they are
  - disclosing entities as defined under s111AC of the *Corporations Act 2001* (Cth)
  - public companies
  - large proprietary companies, if two of the following apply
    - the consolidated gross operating revenue for the Financial Year of the company and the entities it Controls, if any, is $25 million or more
    - the value of the consolidated gross assets at the end of the Financial Year of the company and the entities it Controls, if any, is $12.5 million or more
    - the company and the entity it Controls, if any, have 50 or more employees at the end of the Financial Year
    - associations incorporated under the state or territory associations incorporation laws, which specify that financial statements must be audited.

If a Tenderer does not fall into these categories, or audited financial statements are not available, the Tenderer should provide unaudited financial statements.

To assist the Department in assessing financial viability, Tenderers should observe the following:

- If the financial statements provided by the Tenderer are in a different name, or the accounting period has changed, a satisfactory explanation should be provided.
- If the Tenderer has recently merged with another organisation, the terms of the merger and ownership of assets and responsibility for liabilities should be provided.
- If assets are recorded in the balance sheet that are not owned by the Tenderer, for example, assets owned by the Commonwealth, the extent of that ownership and the value should be recorded in the notes to the accounts.

If the Tenderer has access to additional funds, Documentary Evidence should be included that substantiates:

- a bank loan
- a line of credit
- access to financial support
- a guarantee.

If a guarantee is not from a bank, the guarantor should provide evidence of the capacity of the guarantor to honour the guarantee. This may take the form of financial statements.

**Credentials check**

Further relevant information that Tenderers should provide includes:

- descriptions of any recent changes of substance in the Tenderer’s financial position that are not reflected in the most recent financial statements
- details of any significant events, matters or circumstances that have arisen since the end of the last Financial Year that may significantly affect the Tenderer’s ability to perform the Services
- a summary of any court actions, charges, liens or encumbrances affecting any assets of the Tenderer
- the Tenderer’s ultimate holding entity, if any, their respective related Corporations and their respective Directors, and any shares in the Tenderer, its ultimate holding entity and their respective related Corporations
- any other factors the Tenderer wishes to describe to support its demonstration of financial capacity.
For the purpose of conducting financial viability assessments, the Department may contact Tenderers to seek clarification of information received or obtained.

**Existing organisations**

Existing organisations are defined as those that have been in operation for at least 12 months. In assessing these organisations, the Department will examine existing financial records.

Where the existing financial capability of a Tenderer requires supplementation to undertake the tendered Business Levels, the Tenderer should also supply information of the kind identified for new organisations.

**New organisations**

New organisations are defined as those that have been in operation for less than 12 months. These organisations should provide independent supporting evidence of their financial capacity and start-up capital.

If a number of organisations group together to form a new entity, the newly incorporated entity will need to provide evidence from its constituent members of their commitment to its continuing financial viability. This may take the form of articles of association, Constitutions or guarantees. If the guarantor(s) is other than a bank or lending institution, the guarantor(s) should provide evidence of capacity to honour the guarantee. This may take the form of financial statements.

**Ultimate Holding Entity**

If a Tenderer has an ultimate holding entity, the Tenderer should provide a copy of any guarantee or cross deed of indemnity from the ultimate holding entity, and financial statements and a completed financial summary table for the ultimate holding entity.

**Trusts**

If a Tenderer is associated with a trust and is tendering as trustee for that trust, the Tenderer should provide a copy of the trust deed and details of the relationships between the trust and any related organisations.

Other documents that may help the Department in assessing financial viability of trusts include:

- financial statements for the trust and related organisations
- an explanation of loans and borrowings between the trust and its related organisations and trusts.

If substantial monies from a trust are distributed, additional Deed conditions, such as a financial undertaking or performance guarantee, may be required by the Department in the final Deeds. In this instance, a Tenderer may also need to provide financial statements from the guarantor(s) unless a bank guarantee is provided.

If a Tenderer is associated with a family trust, the Tenderer should specify family trust assets and how those assets may be used to support the trust.

**Group Tendering**

If tendering as a Tendering Group, each member of the Tendering Group, including the lead member if applicable, must complete a separate Financial and Credentials Information Form and should provide supporting documentation relevant to their individual organisations.

Copies of relevant deeds or deeds regulating the Tendering Group, including deeds of cross-guarantee, deeds of partnership, Constitutions, shareholders’ agreements and the like, should also be provided.
Subcontractors

If Tenderers wish to engage a Subcontractor to perform part of the Services, each Subcontractor must complete a separate Subcontractor Credentials Information Form and should provide supporting documentation relevant to their organisation.

The Subcontractor must authorise the Department to undertake certain checks that involve the disclosing of Personal Information to other agencies and organisations, including the Tenderer.

6.8.2. Audit history

All Tenderers must include the details and a summary of results of all audits undertaken by any local/state/federal/overseas government in connection with correctness of claims or adherence to payment related contractual requirements made since January 2012. Tenderers should also include details of any remedial actions undertaken as a result of those audits. This information should be provided in the Audit History form.

This relates to all contracts/deeds/agreements/grants current or previously held by the Tenderer other than current Job Service Australia and NEIS deeds (for existing Employment Providers contracted by the Department, the Department will use compliance history data held by the Department).

For this purpose, Tenderers should not submit audited financial statements, but the Tenderer may include any other quality or performance audits as they relate to correctness of claims or contract adherence in a financial sense.

The Audit history submitted by the Tenderer will be taken in to account when considering capacity to deliver. See section 7.12.6.

6.8.3. Further checks of Tenderers

The Department may undertake further checks of a Tenderer, its Subcontractors and its relevant persons, including checking whether there is any information on the public record or contained in the Department or other Commonwealth agency internal databases that the Department considers may adversely affect the Tenderer’s ability to meet its potential contractual obligations or may otherwise represent a risk exposure for the Commonwealth. The Department also conducts checks for non-disclosure.

Without limitation, the Department may use its internal databases holding debt, fraud and other information and will also obtain information from external parties, such as credit reference agencies and the Australian Securities and Investments Commission, to verify information provided by the Tenderer and to identify any adverse information.

The Department may also follow up with nominated referees (see Section 7.12.3). The Department also reserves the right to make any inquiries it considers appropriate about any matters that the Department considers relevant to the evaluation of a tender.
6.9. CONTRACTING WITH THE DEPARTMENT

6.9.1. Draft Deed(s)

Successful Tenderers will be required to enter into a Deed. The content of the tender will form part of the contractual obligations.

The Employment Services 2015-2020 Deed, with the exception of the Work for the Dole Coordinator Services Deed, will commence on 1 July 2015 and cease on 26 June 2020, or on such date as subsequently notified by the Department. The Work for the Dole 2015-2020 Deed will commence in May 2015 and cease on 26 June 2020.

If there is any inconsistency between the requirements set out in the Request for Tender and the draft Deed, the terms and conditions contained in the draft Deed will prevail. The Department reserves the right to make changes to the relevant draft Deed in the period between the release of the Request for Tender and the execution of final Deeds.

6.9.2. Acceptance of Deed terms

The Department’s offers of business are made on an ‘all or nothing’ basis and, except as set out below, there will be no negotiation regarding the terms of the Deeds.

Where a Tenderer successfully bids for business in a number of Employment Regions but refuses to accept the offer in its totality, the Tenderer risks losing all the business being offered.

Where extenuating circumstances arise, the Department may consider, on a case-by-case basis, a request for a variation to the Department’s offer of business. In making its determination, the Department will take into account factors such as the impact on overall service delivery coverage and diversity.

6.9.3. Offers to remain open

All Tenderer’s offers in response to the Request for Tender remain open for a period of nine months after the tender closing date, or until receipt by the Tenderer of notification from the Department that its offer was unsuccessful, whichever is the later.

6.9.4. ABN and Goods and Services Tax

Successful Tenderers must have a current and valid Australian Business Number (ABN).

All payment amounts for Services specified are Goods and Services Tax (GST) inclusive, unless otherwise specified. If the Services are not, or cease to be, a taxable supply, payment amounts will be reduced by an amount equivalent to the GST that would be payable if the Services were a taxable supply.
6.9.5. Double funding

The Department does not want to discourage tenders from organisations that receive other public sector funding for Employment Services 2015-2020. However, an organisation cannot claim payments from the Department that would constitute double funding, that is, receiving a fee from:

- the Department for providing Employment Services
- another Government, state, territory, or local public funding source, including a different source within other departments, for providing the same or similar services.

Each Tenderer is asked to declare any actual or potential contractual relationships with public funding bodies (Government, state, territory or local government) under which it may be entitled to a fee for the provision of the same or similar services prior to a Deed being finalised.

Whenever such actual or potential contractual relationships exist, the Tenderer must also provide details of the controls and arrangements it intends to put in place to ensure separation of claims, receipts and fees from different public funding sources.

6.9.6. Insurance

Successful Tenderers will be required to obtain and maintain the insurance specified in the relevant Deed(s).

6.9.7. Guidelines

Successful Tenderers will be required to observe and implement the provisions of any guidelines issued by the Department.

Successful Tenderers will be required to adhere to promotion and style guides issued by the Department to govern promotional activity, including any obligation to ensure that all advertisements, publicity and promotional materials carry the approved badging and signage and acknowledge the financial and other support provided by the Government.
CHAPTER 7
BIDDING FOR BUSINESS AND TENDER EVALUATION
7.1. INTRODUCTION

This chapter outlines the Bidding arrangements for Employment Services 2015-2020. This includes arrangements for the following elements:

- Employment Provider
- Work for the Dole Coordinator
- New Enterprise Incentive Scheme (NEIS)
- Harvest Labour Services
- National Harvest Labour Information Service.

7.2. BIDDING FOR BUSINESS – EMPLOYMENT PROVIDER

7.2.1. Business Levels – Employment Provider

The total business available through the Request for Tender process comprises the total number of eligible Job Seekers referred through the Department of Human Services. Data on the number of Job Seekers by location is available on the Labour Market Information Portal (lmip.gov.au/).

Providers will be contracted to help a proportion of Job Seekers in an Employment Region. This is called a ‘Business Share’. The proportion may be up to one hundred per cent of the business in a particular Employment Region. As outlined in Section 2.6.1, Volunteer Job Seekers who register directly with Employment Providers are not included in contracted Business Share calculations.

7.2.2. Bid Ranges – Employment Provider

One hundred per cent of business is available through the Request for Tender process in each Employment Region.

Tenderers should bid for their preferred business level in an Employment Region as a percentage range.

Tenderers should not bid for business at a Site level.

Tenderers will not generally be offered business outside their bid range within an Employment Region. However, the Department reserves the right to do so.

The Department does not, and will not, guarantee a specified or minimum level of business to any party.

7.2.3. Number of Providers required – Employment Provider

The Department expects that there will be a mix of Providers, including for-profit and not-for-profit organisations, across Australia.

All successful Tenderers are to deliver Services for all eligible Job Seekers, including Job Seekers with specific needs, from different age groups, Job Seekers with Disability (not participating in Disability Employment Services or an Australian Disability Enterprise), Indigenous Australians and Job Seekers from Culturally and Linguistically Diverse backgrounds.
Tenderers will need to indicate in their Bid that, in providing Services for all Job Seekers, they will have specialised approaches in locations where there are significant numbers of Job Seekers from particular client groups, e.g. young, homeless, Culturally and Linguistically Diverse, Indigenous Job Seekers and Job Seekers with disability. Preference will be given to Tenderers that demonstrate ability and clear strategies (such as formal links or subcontracting/partnering arrangements with specialist organisations) to deliver quality service and achieve employment outcomes for specific client groups. As such, larger entities may consider partnering with organisations that deliver Services to specific client groups.

The Department makes no representation or guarantee as to the number of Employment Providers it may require in any Employment Region. The Department anticipates there will be up to six Employment Providers in each Employment Region unless there are exceptional circumstances.

### 7.2.4. Coverage – Employment Provider

The Department is seeking market coverage that is as wide as possible. Preference will be given to tenders that geographically cover all of an Employment Region, however, while needing to also ensure the whole Employment Region is covered, the Department will consider Bids that offer partial coverage (except in relation to Work for the Dole – see Section 7.3.4).

Tenderers that bid for partial coverage of an Employment Region must include a detailed description of that part of the Employment Region in their tender. The description must be able to be understood by people not familiar with the location, and should preferably refer to identifiable geographical features that the Department can identify on a map of the area, or to SA2 geographical regions as specified by the Australian Bureau of Statistics.

Where adequate coverage of an Employment Region is not available through higher ranked tenders, the Department may select lower ranked tenders, no tenders, or use ‘gap filling’ methods (see Section 7.12.11).

### 7.2.5. Sites – Employment Provider

Tenderers must nominate Sites from which they propose to deliver Services in an Employment Region. Each Site must be identified as one of the following types:

- a permanent Full-Time Site, which, as a minimum, would operate Monday to Friday from 9.00 am to 5.00 pm daily
- a permanent Part Time Site, at which there is a regular weekly presence with hours of operation less than a Full-Time Site
- an Outreach Site, at which there is not a permanent presence, for example, operating on a monthly, seasonal or ‘as needs arise’ basis at a local library, town hall or other location.

A Tenderer must demonstrate that the type of Site nominated sufficiently covers the local labour market needs of the geographic area proposed to be covered from that Site.

Tenderers must propose at least one Full-Time Site and sufficient other Sites to provide coverage across their service area.

When sufficient competitive, geographic or business coverage is not available through higher ranking tenders or, where, in the Department’s view, it is in the best interests of Job Seekers, the Department may select lower ranking tenders, not select any tenders at all, or use ‘gap filling’ methods.
7.2.6. Local labour market conditions – Employment Provider

Tenderers will need to refer to the make-up of the local labour market for the Employment Region in which they are bidding and provide detailed strategies to assist eligible Job Seekers, including Job Seekers with specific needs, from different age groups, Job Seekers with disability (not participating in Disability Employment Services or an Australian Disability Enterprise), Indigenous Australians and Job Seekers from culturally and linguistically diverse backgrounds.

7.3. BIDDING FOR BUSINESS – WORK FOR THE DOLE

7.3.1. Business Levels – Work for the Dole

One hundred per cent of business is available through the tender process in each Employment Region. Data on the number of Job Seekers is located on the Labour Market Information Portal (lmip.gov.au/).

7.3.2. Bid Ranges – Work for the Dole

Successful Tenderers will be required to deliver Work for the Dole across the entire Employment Region.

7.3.3. Number of Providers required – Work for the Dole

One Tenderer will be selected for each Employment Region to be the Work for the Dole Coordinator.

7.3.4. Coverage – Work for the Dole

Only tenders that geographically cover all of an Employment Region will be considered for an offer of business. Where, in the Department’s opinion, the Tenderer does not propose to geographically cover all of an Employment Region, the Department may exclude the tender from further consideration.

7.3.5. Sites – Work for the Dole

Tenderers must nominate a permanent Site from which they propose to deliver Services in an Employment Region.

Preference may be given to Tenderers that propose at least one permanent Full-Time Site, which, as a minimum, would operate Monday to Friday from 9.00 am to 5.00 pm daily in an Employment Region over similarly ranked Tenderers that only propose Part-Time or Outreach Sites. Preference may also be given to Tenderers with more Sites in the Employment Region.
7.3.6. Local labour market conditions – Work for the Dole

Tenderers will need to refer to the make-up of the local labour market for the Employment Region in which they are bidding and provide detailed strategies to secure sufficient places for all eligible Job Seekers, including Job Seekers with specific needs, from different age groups, Job Seekers with disability (not participating in Disability Employment Services or an Australian Disability Enterprise), Indigenous Australians and Job Seekers from culturally and linguistically diverse backgrounds.

7.4. BIDDING FOR BUSINESS – NEW ENTERPRISE INCENTIVE SCHEME

7.4.1. Business Levels – NEIS Places

One hundred per cent of business is available through the tender process in each Employment Region.

The total NEIS Business available per Employment Region will be determined based on the eligible Job Seeker population and the relative proportion of NEIS Places based on 6300 NEIS Places being available per financial year.

NEIS Providers will be contracted to deliver NEIS Services to a portion of the eligible Job Seeker population in an Employment Region.

See Table 7.1 for the anticipated number of NEIS Places available for allocation in each Employment Region per financial year.

Table 7.1: New Enterprise Incentive Scheme – anticipated number of NEIS Places available in each financial year

<table>
<thead>
<tr>
<th>Employment Region</th>
<th>NEIS places available for tender in this RFT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adelaide North</td>
<td>258</td>
</tr>
<tr>
<td>Adelaide South</td>
<td>173</td>
</tr>
<tr>
<td>Ballarat</td>
<td>52</td>
</tr>
<tr>
<td>Barwon</td>
<td>81</td>
</tr>
<tr>
<td>Bendigo</td>
<td>49</td>
</tr>
<tr>
<td>Brisbane South East</td>
<td>248</td>
</tr>
<tr>
<td>Broome</td>
<td>7</td>
</tr>
<tr>
<td>Cairns</td>
<td>116</td>
</tr>
<tr>
<td>Capital Region</td>
<td>92</td>
</tr>
<tr>
<td>Central West</td>
<td>66</td>
</tr>
<tr>
<td>Darling Downs</td>
<td>67</td>
</tr>
<tr>
<td>Darwin</td>
<td>35</td>
</tr>
<tr>
<td>Gold Coast</td>
<td>207</td>
</tr>
<tr>
<td>Esperance</td>
<td>4</td>
</tr>
<tr>
<td>Far West Orana</td>
<td>47</td>
</tr>
<tr>
<td>Fitzroy</td>
<td>70</td>
</tr>
</tbody>
</table>
7.4.2. Bid Ranges – NEIS

Tenderers should bid for their preferred number of NEIS Places in an Employment Region, indicating a minimum and maximum number of NEIS Places they would accept.

Tenderers will not generally be offered business outside their Bid range in an Employment Region. However, the Department reserves the right to do so.
7.4.3. Number of Providers required – NEIS

A wide range of NEIS Providers are required to meet the needs of Job Seekers across Australia. The Department expects there will be a mix of Providers: large; medium and small, for-profit and not-for-profit. The Department expects that there will be a maximum of three NEIS Providers in each Employment Region.

7.4.4. Coverage – NEIS

The Department is seeking market coverage that is as wide as possible. Tenderers bidding for service in an Employment Region must provide Services to the entire Employment Region, unless the Department otherwise agrees.

NEIS Providers will be required to make NEIS places available for any eligible Job Seekers in the Employment Region in which they are tendering.

7.4.5. Sites – NEIS

Preference will be given to Tenderers that have a Full-Time Site in the Employment Region over similarly ranked Tenderers that do not.

A Full-Time Site is a permanent physical presence in a location, operating at least Monday to Friday from 9.00 am to 5.00 pm.

While noting the above, it is recognised that some localities and Employment Regions can be effectively serviced from a Site in a nearby Employment Region. A Tenderer proposing alternative arrangements for servicing an Employment Region should clearly explain their approach to providing NEIS services in the Employment Region in their tender response, including in relation to how they will still be able to meet any applicable obligations under the Employment Services Deed.

7.5. BIDDING FOR BUSINESS - HARVEST LABOUR SERVICE

The Department will only award business to Tenderers that have demonstrated an adequate demand for Harvest Labour Services in a Harvest Area. The Department will consider that there is an adequate demand for Harvest Labour Services where Tenderers demonstrate that the anticipated placements for the Harvest Area will result in a reasonable Unit Cost for the overall Harvest Labour Services in that Harvest Area.

The Unit Cost per annum for a Harvest Area can be calculated using the following formula:

\[
\text{Unit Cost} = (\text{Anticipated Placements per year} \times $49.50) + $215,600 \times 4
\]

A Tenderer must specify its preferred Harvest Area based on a combination of SA2 geographical regions as specified by the Australian Bureau of Statistics.

Harvest Labour Services Providers will be expected to provide a service for horticulture producers of all horticulture crops in a Harvest Area, not only the main crops.
The Department reserves the right to award Harvest Labour Services business in any Harvest Area in any combination of SA2 geographical regions as specified by the Australian Bureau of Statistics as it sees fit.

The Department reserves the right not to award Harvest Labour Services in any proposed Harvest Area.

7.6. BIDDING FOR BUSINESS - NATIONAL HARVEST LABOUR INFORMATION SERVICE

Tenderers may bid to deliver the single National Harvest Labour Information Service that covers the whole of Australia.

7.7. CONDITIONALITY

A Tenderer may specify that its provision of Employment Provider Services in one Employment Region is conditional on it winning Employment Provider business in another Employment Region (‘the essential Employment Region’).

If a Tenderer does indicate an essential Employment Region in an Employment Provider Bid and is unsuccessful in that essential Employment Region, this conditionality provision will automatically exclude it from an offer of Employment Provider business in any other Employment Region where its Bid is expressed as being conditional on the awarding of business in that essential Employment Region.

A Tenderer may specify that its provision of Work for the Dole Coordinator Services in an Employment Region is conditional on it winning business for Employment Provider Services in the same, or another Employment Region.

If a Tenderer does indicate that its provision of Work for the Dole Coordinator Services in an Employment Region is conditional on it winning business for Employment Provider Services in the same, or another Employment Region, and is unsuccessful in winning the specified Employment Provider business, this conditionality provision will automatically exclude it from an offer of Work for the Dole business in the Employment Region where its Bid is expressed as being conditional on winning that Employment Provider business.

Tenderers should consider the implications of specifying conditional Bids. Specified conditions could mean that the Tenderer’s partial or entire Bid is unsuccessful. The Department will not offer business at a locality unless the condition the Tenderer specified has been achieved. Nor will the Department allocate business simply to ensure that a Tenderer’s conditionality provisions are met or that a Bid for one Service is conditional on winning business for another Service.

If a Tenderer does indicate an essential Bid, and is unsuccessful in that essential Bid, this conditionality provision will automatically exclude it from an offer of business for either Service.

A Tenderer may not specify in its Work for the Dole Tender that its offer of its Work for the Dole services in one Employment Region is conditional on it winning Work for the Dole business in another Employment Region. Individual Bids for Work for the Dole service for each Employment Region will be assessed separately.

A Tenderer may specify that its provision of Harvest Labour Services in a Harvest Area is conditional on it winning Harvest Labour Services business in a particular area.
A Tenderer may specify that its provision of NEIS services in one Employment Region is conditional on it winning NEIS business in another Employment Region (‘the Essential Employment Region’).

If a Tenderer does indicate an essential Employment Region in a NEIS Bid and is unsuccessful in that essential Employment Region, this conditionality provision will automatically exclude it from an offer of NEIS business in any other Employment Region where its Bid is expressed as being conditional on the awarding of business in that essential Employment Region.

7.8. LABOUR MARKET INFORMATION

7.8.1. Employment Regions

For the purposes of tendering and contracting Employment Services 2015–2020, Australia is divided into 51 Employment Regions. Most of the Employment Regions are built up from Australian Bureau of Statistics (ABS) Statistical Area Level 4 (SA4) boundaries. The SA4s were designed by the ABS to reflect regional labour markets for the purpose of conducting its monthly Labour Force Survey. A small number of Employment Regions follow the more detailed ABS Statistical Area 2 boundaries (or deviate only slightly from them).

With one exception, the Employment Regions do not cover the area serviced by the Remote Jobs and Communities Programme. The exception is the Darwin Employment Region, which includes the Darwin Correctional Centre and the Alice Springs Correctional Centre, which are also serviced by the Remote Jobs and Communities Programme.

The 51 Employment Regions are unchanged from those proposed in the Exposure Draft, with two exceptions:

- The inclusion of the Darwin and Alice Springs Correctional Centres in the Darwin Employment Region, as mentioned above
- The Employment Region of Eastpoint has been renamed Gold Coast.

Maps and key labour market data for the Employment Regions for tender will be published for the Request for Tender process on the Department’s Labour Market Information Portal (lmip.gov.au/).

Harvest Labour Services may be provided in non-remote or remote harvest areas. The National Harvest Labour Information Service has national coverage.

7.8.2. Non-remote areas

Providers are being sought to provide Employment Provider, Work for the Dole Coordinator and NEIS Services in all Employment Regions. This excludes Services for remote Job Seekers provided through the Remote Jobs and Communities Programme within the Jobs, Land and Economy Programme administered by the Department of Prime Minister and Cabinet.

Harvest Labour Services may be provided in non-remote or remote harvest areas. The National Harvest Labour Information Service has national coverage.
7.8.3. Labour market data

The Department provides data relating to the existing labour market on the Labour Market Information Portal (lmi.gov.au). For the Request for Tender process, the Labour Market Information Portal will contain information representing Employment Regions, including:

- data relating to the labour market
- additional data considered particularly relevant to the delivery of Services available for tender.

Any data provided by the Department on the Labour Market Information Portal are provided for general information purposes only. The Department does not warrant or represent that the data are accurate, reliable, current or complete. For the avoidance of doubt, the Department also does not guarantee that the data represents the:

- volume or type of business that any Tenderer may receive, including the number of Referrals
- numbers of Job Seekers for any Services, which any Tenderer may receive, or
- number of Job Seekers for any Employment Region in relation to any Services any Tenderer may be offered.

There are many variables which may impact on the accuracy, reliability, currency or completeness of the data, including changes in labour markets and provider performance. The data should not be relied on as the basis for any decision, without Tenderers exercising their own independent skill or judgment or seeking professional advice. To the maximum extent permitted by law, the Department does not accept any liability or responsibility for any errors and omissions or loss or damage incurred by the use of, or reliance on, the data contained on the Labour Market Information Portal.

7.9. PUBLIC DISCLOSURE AND USE OF TENDER INFORMATION

During the period of the Deed(s), successful Tenderers will be assessed against statements made in response to these Selection Criteria as part of the Department’s performance monitoring under the Deeds. Achievements against indicators of performance referred to in Tenderers’ responses to the Selection Criteria and incorporated in the Deed may be made public.

Successful Tenderers will need to publish information on the Connections for Quality section of the JobSearch website (on the Provider Site Details page – see section 2.7.1). Tenderers may publish parts of their tender submission in order to meet these requirements.

7.10. RESPONDING TO SELECTION CRITERIA

7.10.1. Completing claims against the selection criteria

In bidding to deliver Services, Tenderers must address the selection criteria. Tenderers must complete all relevant selection criteria at the national, Employment Region or Harvest Area level as specified for each Service for which they are bidding.

Tenders will be assessed competitively on the basis of responses to all Criteria.
It is important to note that Tenderers’ responses to the selection criteria represent the service delivery model that they commit to delivering if they are successful in gaining a Deed. The information provided will be used to:

- inform the feasibility of proposals and identify where there is a risk that Tenderers may be outlining service delivery strategies that are not realistic to implement or sustain
- provide the Department with a basis for identifying and addressing instances where the Provider’s Services differ from the commitments included in the tender response.

The claims Tenderers make against the selection criteria will be:

- included in Deeds and form the basis for Providers to deliver Services as they are described
- included in the deed management and Programme Assurance planning of the Department, to ensure that the proponents are delivering the service delivery model that has seen them be successful in gaining a Deed.

Tenderers’ responses to each criterion should reflect their understanding of the Government’s objectives for Employment Services as outlined in the Request for Tender. Responses should particularly consider all aspects of the Statement of Requirements.

While anecdotes and individual Job Seeker and Employer testimonials are welcome against each of the selection criteria, they will not be assessed as highly as quantitative evidence, research findings and best practice case studies.

### 7.10.2. A guide when tendering for Services

**Table 7.2 Guide for Tenderers to complete the selection criteria relevant to the Services being tendered.**

<table>
<thead>
<tr>
<th>Service you are Tendering to deliver:</th>
<th>You must complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Tenderers</td>
<td>Criterion 1</td>
</tr>
<tr>
<td></td>
<td>Governance (see Section 7.10.3)</td>
</tr>
<tr>
<td>Employment Provider</td>
<td>Criterion 2</td>
</tr>
<tr>
<td></td>
<td>Once for each Employment Region for which you are Tendering.</td>
</tr>
<tr>
<td></td>
<td>Criterion 3</td>
</tr>
<tr>
<td></td>
<td>Once at the Organisational level Once for each Employment Region for which you are Tendering</td>
</tr>
<tr>
<td></td>
<td>Criterion 4</td>
</tr>
<tr>
<td></td>
<td>Once at the Organisational level Once for each Employment Region for which you are Tendering</td>
</tr>
<tr>
<td>Work for the Dole Coordinators</td>
<td>Criterion 2</td>
</tr>
<tr>
<td></td>
<td>Once for each Employment Region for which you are Tendering</td>
</tr>
<tr>
<td></td>
<td>Criterion 3</td>
</tr>
<tr>
<td></td>
<td>Once at the Organisational level Once for each Employment Region for which you are Tendering</td>
</tr>
<tr>
<td>Scheme</td>
<td>Criterion 2</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>New Enterprise Incentive Scheme</td>
<td>Once at the Organisational level</td>
</tr>
<tr>
<td>Harvest Labour Scheme</td>
<td>Once for each Harvest Area for which you are Tendering</td>
</tr>
<tr>
<td>National Harvest Labour Information Service</td>
<td>Once</td>
</tr>
</tbody>
</table>

**Note:** All Tenderers must complete the Governance Selection Criterion once at the organisational level.

Selection criterion weighting is summarised in the following diagram:


7.10.3.  **Criterion 1 - Governance**

**All Tenderers must address this requirement**

The information provided in this requirement will be used to ensure Tenderers have robust governance that demonstrates the integrity of their organisation in delivering tendered Services or similar services to government.

**CRITERION 1: Governance**

*Character Limit: 15,000*

*Weighting 10 per cent*

This information is to be addressed at the organisational level

Demonstrate that your organisation has the structure, management and systems as well as the skills and capacity and resources to deliver the actions you have outlined in this tender and deliver the Government’s policies.

To address this requirement Tenderers must address either Condition 1 or Condition 2.

1. **Condition 1:** Tenderers that are currently certified against the Department’s Quality Assurance Framework need only confirm the currency of their certification, including its continued certification against one of the Quality Standards endorsed by the Department (ISO 9001, the National Standards for Disability Services, the Employment Services Industry Standards or Investors in People).

   Organisations that are not tendering in the same legal capacity under which they achieved Quality Assurance Framework certification must respond to Condition 2.

   Tenderers that have not maintained continual certification against an endorsed Quality Standard must respond to Condition 2.

2. **Condition 2:** Tenderers that are not currently certified against the Department’s Quality Assurance Framework must provide detailed information to address this requirement, including any non-conformances noted as part of their accreditation or most recent surveillance audit. Tenderers may refer to any relevant certification they currently hold against a quality standard including, but not limited to, ISO 9001, the National Standards for Disability Services, the Employment Services Industry Standards or Investors in People.

Your response to this criterion will form part of the Department’s consideration of risk to the Commonwealth in the delivery of programmes for which you respond.

If you are part of a Tendering Group, this criterion must be addressed for the lead member of the group and may be addressed for other members.

7.10.4.  **Employment Provider selection criteria**

**CRITERION 2: Demonstrated Performance**

*Character Limit: 25,000*

*Weighting: 30 per cent*

This criterion is to be addressed at the Employment Region level

For existing Providers contracted by the Department, the Department will use current performance and other quantitative data held by the Department.

Request for Tender for Employment Services 2015–2020
This will include Job Services Australia Star Ratings for the three year period to the end of September 2014.

The Department will derive Job Services Australia Provider performance data for Employment Regions being tendered based on their performance data in those Employment Services Areas which lie either fully or partially within Employment Region boundaries.

For existing Stream Services Providers that are tendering for an Employment Region in which they are not currently delivering Services, the Department will derive national level performance data.

Tenderers that are existing Stream Services Providers will have the option when submitting their response to not provide additional information against this criterion.

Tenderers that are not currently delivering Employment Services on behalf of the Department should ensure that they describe the services they are currently providing for another organisation or have provided in the past, how they are related to the Services being tendered, and verifiable evidence of their performance against assessed Key Performance Indicators.

These Tenderers must provide the details of referees who can verify the Tenderer’s specific claims made against this criterion (see Part E(ii) of the tender submission forms).

Tenderers that are existing providers and choose to submit a response to this criterion have the option of providing details of two referees who can verify any claims. Where the Tenderer has previously delivered Services on behalf of the Department, the Department may use its performance and other quantitative data in the assessment of this criterion.

More information about how the Department will use referees is available in Section 7.12.3.

Demonstrate in quantitative terms your organisation’s experience and performance in delivering Employment Services or similar services to Job Seekers and Employers. Any qualitative information should be directly relevant to the assessment and understanding of the quantitative data provided as part of the response to this criterion.

Your response should address, but is not limited to, your organisation’s experience, expertise, and achievements in:

- performing against measures of performance most relevant to Stream Services as described in the Request for Tender, including commencing eligible Job Seekers into Work for the Dole activities and monitoring their participation
- moving a wide range of Job Seekers, including Indigenous Job Seekers and those with significant vocational or non-vocational issues into employment and sustaining those employment outcomes
- achieving outcomes relevant to the Services being tendered, demonstrated performance against contractual Key Performance Indicators and verifiable evidence of performance against those Key Performance Indicators
- ensuring adherence to all contractual requirements
- meeting the needs of Employers and ensuring Job Seekers have the skills that Employers need, and how this has resulted in sustained employment
- identifying, establishing and managing Work for the Dole or similar activities, including ensuring the activities are conducted and maintained with a high regard for work health and safety
- establishing and building linkages (including partnerships and/or practical collaborations) with organisations, including other Employment Providers, which contributed in moving Job Seekers into work
and address how this performance demonstrates your capacity to deliver Stream Services in the Employment Regions for which you are tendering.

**CRITERION 3: Achieving outcomes for Job Seekers**

**Character Limit:**
- **Organisational Response:** 18,000 (once only)
- **Employment Region Response:** 18,000 (for each Employment Region response)

**Weighting:** 30 per cent (12 per cent for Organisational response, 18 per cent for each Employment Region response)

Note: This criterion is to be addressed at both the organisational level (once only) and at the Employment Region level (once for each Employment Region for which you are bidding). You should identify the strategies that are part of your core service offer and that you will deliver in all Employment Regions in which you are bidding to deliver Services. In addition you should identify the specific strategies you will apply in each of the Employment Regions for which you are bidding to take into account the local labour market and/or specific concentrations of Job Seekers with particular characteristics.

**Demonstrate your organisation’s ability and capacity to move Job Seekers into work.**

Your response should address, but is not limited to, at the organisational level:

- how your organisation will be able to move Job Seekers into work
- the services, processes and actions your organisation will take to prevent welfare dependency, promote the workforce participation of Job Seekers and move Job Seekers into work as quickly as possible
- the arrangements that you will put in place to
  - identify jobs for Job Seekers and the support you will provide to ensure that Job Seekers are equipped to meet the needs of Employers and, once placed, remain in the job long term (i.e. at least 26 weeks)
  - ensure that Job Seekers are meeting their Mutual Obligation Requirements, including their Job Search and Annual Activity Requirement
  - meet targets for job outcomes for Indigenous Job Seekers
- any additional or specific actions you will take with different cohorts of Job Seekers
- how your organisation will work with other organisations which play a role in moving Job Seekers into work
- how your organisation will encourage continuous improvement and innovation in the servicing of Job Seekers.

For each Employment Region for which your organisation is tendering, you should also describe the specific strategies you will adopt to achieve outcomes for Job Seekers.

Your response should address, but is not limited to, how your organisation will:

- provide access to your services, including details of the accessibility of your premises for people with disability
- ensure Job Seekers across the entire Employment Region have equal access to your services
- adapt your strategies to the circumstances and cohorts of Job Seekers in the Employment Region, especially specific concentrations of Job Seekers with particular characteristics
- work with specific local community organisations and other stakeholders to support Job Seekers to achieve sustainable employment outcomes.
CRITERION 4: Meeting the needs of Employers

Character Limit: Organisational Response: 18,000 (once only)
Employment Region Response: 18,000 (for each Employment Region response)

Weighting: 30 per cent (12 per cent for Organisational response, 18 per cent for each Employment Region response)

Note: This criterion is to be addressed at both the organisational level (once only) and at the Employment Region level (once for each Employment Region for which you are bidding). You should identify the strategies that are part of your core service offer and that you will deliver in all Employment Regions in which you are bidding to deliver Services. In addition you should identify the specific strategies you will apply in each of the Employment Regions for which you are bidding to take into account the local labour market and/or specific recruitment opportunities and Employer connections.

Demonstrate the general and local strategies your organisation will use to meet the needs of Employers.

Your response should include, but is not limited to, demonstrating how the service offer you are proposing will be effective in meeting the workforce needs of Employers and address how your organisation:

- will engage with
  - medium/large Employers
  - small Employers
- work with other Employment Providers to meet the needs of medium and large Employers in a region so that these Employers have coordinated access to all Job Seekers in an Employment Region
- deliver Post Placement Support so Job Seekers remain in the job long term
- work with training providers and other organisations that play a role in assisting Employers meet their labour force needs
- encourage continuous improvement and innovation in supporting Employers.

7.10.5. Work for the Dole Coordinators selection criteria

CRITERION 2: Demonstrated Performance

Character Limit: 10,000

Weighting: 30 per cent

This criterion is to be addressed by all Tenderers at the Employment Region level

For existing Department Providers, the Department will use current performance and other quantitative data held by the Department. Existing Providers should focus their response on qualitative information to support their case.

Tenderers that have not delivered Employment Services on behalf of the Department should supply evidence and the details of referees that may verify their claims (see Part F(ii) of the tender submission forms). They should also ensure that they describe the services they have provided and how they are related to the Services being tendered. In answering the following questions you should use quantitative data as well as qualitative information to support your claims.

Where the Tenderer has previously delivered Services on behalf of the Department, the Department may use its performance and other quantitative data in the assessment of this criterion.

More information about how the Department will use referees is available at Section 7.12.3.
Demonstrated performance, to a high standard, to deliver tendered Services, or services that are similar to those being tendered.

Your response should address, but is not limited to the following:

- your organisation’s performance in all areas of service delivery outlined in the Work for the Dole Coordinator Service Requirements including sourcing suitable work-like places that meet relevant standards, in particular, work health and safety
- quantitative data and qualitative evidence to demonstrate your achievements and performance outcomes
- your organisation’s track record in the establishment and maintenance of successful networks/partnerships
- how this performance demonstrates your capacity to be engaged as a Work for the Dole Coordinator in the Regions for which you are tendering.

Demonstrate that your organisation has the ability and capacity to effectively manage operations, including sound management and administration, professionalism, integrity, sound judgement and the capacity to deal with complexity. Your response should include quantitative and qualitative evidence, as well as details of key personnel whom you propose for each Employment Region.

You may identify barriers to high performance or other external influences that may have affected performance.

**CRITERION 3: Sourcing of suitable Work for the Dole Places**

**Character Limit:**
- Organisational Response: 10,000 (once only)
- Employment Region Response: 10,000 (for each Employment Region response)

**Weighting:** 30 per cent (12 per cent for Organisational response, 18 per cent for each Employment Region response)

Note: This criterion is to be addressed at both the organisational level (once only) and at the Employment Region level (once for each Employment Region for which you are bidding).

You should identify the strategies that are part of your core service offer and that you will deliver in all Employment Regions in which you are bidding to deliver Services. In addition you should identify the specific strategies you will apply in each of the Employment Regions for which you are bidding. You should also provide details of relevant work health and safety policy and practices that enable you to meet your obligations for the purpose of undertaking risk assessments.

**Demonstrate that your organisation will be able to source and secure sufficient suitable Work for the Dole Places.**

Your response should address, but is not limited to:

- how your organisation will source and negotiate places, and promote the Work for the Dole programme within the Employment Region(s) tendered
- how your organisation will ensure, in consultation with the Host Organisation and Employment Provider(s), that places are suitable, including the work health and safety of each Work for the Dole Place and ensuring that there are no adverse impacts on paid employees or future employment
- how your organisation will source a wide variety of places to suit Job Seekers with different characteristics and needs
- how your organisation will plan and source, in the timeframes required, sufficient Work for the Dole Places which are suitable for the range of Job Seekers in the Employment Regions for which you are tendering
- how your organisation will ensure that in sourcing Work for the Dole Places, the distribution is across the entire Employment Region
• how your organisation will identify and flexibly respond to emerging implementation issues or unexpected events
• how your organisation will engage in and encourage continuous improvement and innovation.

CRITERION 4: Stakeholder Management

**Character Limit:**  
Organisational Response: 10,000 (once only)  
Employment Region Response: 10,000 (for each Employment Region response)

**Weighting:** 30 per cent (12 per cent for Organisational response, 18 per cent for each Employment Region response)

This criterion is to be addressed at both the organisational level (once only) and at the Employment Region level (once for each Employment Region for which you are bidding).

**Demonstrate strategies and arrangements to establish and maintain stakeholder connections and networks to ensure the availability of sufficient suitable Work for the Dole places.**

Your response should address, but is not limited to:

• how your organisation will engage collaboratively with all Employment Providers in the Employment Regions for which you are tendering to facilitate the effective operation of Work for the Dole
• the strategies your organisation will adopt to develop and maintain long-term relationships and work constructively with all stakeholders, including Host Organisations and potential Host Organisations in the Employment Regions for which you are tendering
• how your organisation may work with existing and new Employment Providers to facilitate the continuation of activities for Job Seekers whose provider is exiting early in the transition period.

### 7.10.6. New Enterprise Incentive Scheme selection criteria

CRITERION 2: Demonstrated Performance

**Character Limit:** 25,000

**Weighting:** 30 per cent

This criterion is to be addressed at the organisational level

*For existing Department Providers, the Department will use current performance and other quantitative data held by the Department. Where an existing Provider operates in a number of 2012 Employment Service Areas which either fully or partially fall within the boundaries of a 2015 Employment Region, the Department will derive the Provider’s performance data using existing data relating to current Employment Service Areas managed by the Provider. Existing Providers should focus their response on qualitative information to support their case.*

*Tenderers that have not delivered Employment Services on behalf of the Department should supply evidence and the details of referees that may verify their claims (see Part G(i) of the tender submission forms. In answering the following questions you should use quantitative data as well as qualitative information to support your claims.*

*More information about how the Department will use referees is available at Section 7.12.3.*

Demonstrate your organisation’s ability and capacity to deliver quality results.

Demonstrated performance, to a high standard, to deliver tendered Services, or services that are similar to those being tendered.
Your response should describe, but is not limited to:

- your experience, expertise, and achievements in
  - small business training, including methods of delivery
  - assessment of business plans
  - mentoring support
  - providing business advice
  - understanding Job Seekers’ needs
- how your performance levels or Job Seeker outcomes demonstrates your organisation’s ability to deliver NEIS Services.

You may identify barriers to high performance or other external influences that may have affected performance.

**CRITERION 3: Achieving small business outcomes for Job Seekers**

*Character Limit: 15,000*

*Weighting: 30 per cent*

This criterion is to be addressed at the organisational level.

Demonstrate that your organisation will be able to achieve small business outcomes for Job Seekers.

Your response should address, but is not limited to:

- the arrangements that you will put in place to deliver NEIS, including, but not be limited to
  - promote and market NEIS, including liaison with Employment Providers
  - attract prospective participants
  - provide on-going support to participants
- any other services your organisation would deliver in addition to the Services listed in Criterion 2.
- proposed management and administration support, including, but not be limited to
  - strategies to provide services to clients, such as recruitment or liaising with stakeholders
  - your organisation’s record keeping and provision of information practices
  - strategies in place, or to be put in place, to undertake and support administration services for NEIS Participants
  - the experience and expertise of key personnel who will be providing NEIS Services in each Employment Region, in particular, expertise in establishing a small business and providing mentoring support and business advice
  - information on your organisation’s people management strategies such as training (initial and ongoing), recruitment and work health and safety.

**CRITERION 4: Local NEIS Strategies**

*Character Limit: 15,000*

*Weighting: 30 per cent*

This criterion is to be addressed at the Employment Region level.

Demonstrate strategies to deliver NEIS Services at the Employment Region level.

Your response should include information on regional strategies related, but not limited to:

- the unique characteristics of the Employment Region, including Job Seeker groups or sub groups that comprise a significant or locally recognised proportion of the population
the provision of Services to participants from rural and regional areas
the provision of Services to a diverse range of Job Seekers
the establishment and maintenance of community/stakeholder linkages in the Employment Region (this should include marketing your Services and the skills of your participants)
meeting changes in labour market conditions within this Employment Region and in the needs of particular participant groups
the delivery of NEIS Services to prospective participants across the entire Employment Region.

7.10.7. Harvest Labour Services selection criteria

CRITERION 2: Demonstrated need for Harvest Labour Services in the specified Harvest Area. (Pass/Fail)

Character Limit: 8000

Weighting: Pass/Fail

Tenderers must demonstrate the need for the Department to purchase Harvest Labour Services in the Harvest Area, defined by Australian Bureau of Statistics SA2 boundaries, for which the organisation is tendering.

Your response should include, but is not limited to, the crop types and how long each crop will take to harvest. Only if the Department is satisfied that you have demonstrated a need for Harvest Labour Services in the Harvest Area, will the tender proceed for assessment against the other criteria.

CRITERION 3: Demonstrated Performance

For existing Providers, the Department will use current performance and other quantitative data held by the Department.

Tenderers that have not delivered Employment Services on behalf of the Department should supply referees to verify their claims (see Part H of the tender submission forms). In answering the following questions you should use quantitative data as well as qualitative information to support your claims.

More information about how the Department will use the referees is available at Section 7.12.3.

Character Limit: 8000

Weighting: 45 per cent

This criterion is to be addressed at the Harvest Area level

Demonstrated performance, to a high standard, to deliver tendered Services, or services that are similar to those being tendered.

Demonstrate your organisation’s ability and capacity to deliver quality results. Descriptions of performance should be presented against all areas of service delivery outlined in the Request for Tender and demonstrate a proven track record in achieving results.

You may identify barriers to high performance or other external influences that may have affected performance.

Your response should cover, but is not limited to:

- the services your organisation has previously delivered that are most relevant to delivering Harvest Labour Services
• information relevant to your performance in delivering Harvest Labour Services, or similar services, including performance levels or outcomes.

**CRITERION 4: Harvest Labour Strategies**  
*Character Limit: 25,000 characters*  
*Weighting: 45 per cent*

This criterion is to be addressed for each Harvest Area you intend to service.

Demonstrate that your organisation will be able to deliver Harvest Labour Services. Discuss what you will do to achieve outcomes for Harvest Labour Services, including for Employers, Job Seekers and other stakeholders. Your response should describe, but is not limited to:

- how you will deliver Harvest Labour Services, including:
  - liaising with growers to determine how best to assist them with their harvest labour requirements before and throughout the Harvest Period, including developing strategies to overcome labour shortages
  - promoting and marketing Harvest Labour Services within and outside the Harvest Area
  - mobilising participants from locations outside the Harvest Area
  - providing information to participants about accommodation, transport and conditions of employment
  - strategies to attract participants, including Income Support Job Seekers.

- the management and administration support that will be used in providing Harvest Labour Services, including:
  - the skills and experience of the people in your organisation who will be working with growers and participants in the Harvest Area
  - other resources, such as phones and office arrangements, that will support the Service.

7.10.8. **National Harvest Labour Information Service selection criteria**

**CRITERION 2: Demonstrated Performance**

*Tenderers that have not delivered Employment Services on behalf of the Department should supply referees to verify their claims (see Part I of the tender submission forms). In answering the following questions you should use quantitative data as well as qualitative information to support your claims.*

*More information about how the Department will use the referees is available at Section 7.12.3.*

*Character Limit: 8000*  
*Weighting 25 per cent*

Demonstrated performance, to a high standard, to deliver tendered Services, or services that are similar to those being tendered.

Your response should include, but is not limited to:

- descriptions of the services your organisation has previously delivered that are most relevant to delivering the National Harvest Labour Information Service or similar services
• information about the level of outcomes or performance that was achieved by your organisation in the
delivery of the National Harvest Labour Information Service or similar services
• how achievement of these performance levels or outcomes demonstrates your organisation’s ability to
deliver the National Harvest Labour Information Service.

CRITERION 3: Proposed strategies to achieve outcomes for the National Harvest Labour Information Service

Character Limit: 8000
Weighting: 25 per cent

Your response should describe, but is not limited to:

• your proposed service delivery strategy, including how you will
  o gather information nationally about seasonal vacancies Australia wide to be placed on the Harvest
    Trail website
  o provide correct and current harvest vacancy information on the Harvest Trail website
  o market and promote the Harvest Trail website
  o provide an Australia-wide National Harvest Telephone Information Service
  o produce and distribute the National Harvest Guide electronically.
• how your organisation will develop and maintain networks with Harvest Labour Services Providers,
  growers, grower associations, employment agencies and relevant government departments
• how your organisation will strive for quality service delivery and continuous improvement
• your proposed management and administration support, including the skills and experience of the people
  in your organisation who will be working with Harvest Labour Services Providers and other stakeholders.
  Your response should also include your proposed infrastructure (including information technology).

CRITERION 4: National and Area-Specific Strategies

Character limit: 8000
Weighting: 25 per cent

Proposed national and area-specific strategies to promote, sustain and enhance the outcomes of the
National Harvest Labour Information Service.

Describe your organisation’s strategies at the national level, and for major horticultural areas in Australia.

Your response should include, but is not limited to:

• actively identifying any likely Harvest Labour shortages and promptly advising the Department of any such
  shortages
• providing correct and current harvest vacancy information through the Harvest Trail website and the
  National Harvest Guide
• delivering the Australia-wide National Harvest Telephone Information Service
• developing networks through promotion and marketing of the Harvest Labour Services and National
  Harvest Labour Information Service with Harvest Labour Services Providers, growers, grower associations,
  recruitment agencies and government departments at the local, state and federal levels.
CRITERION 5: Tendered Price

Character limit: 8000

Weighting: 15 per cent

Tendered price to deliver National Harvest Labour Information Service.

Tendering for National Harvest Labour Information Service will be on a price competitive basis. Tenderers should tender a total price based on their own estimates of service delivery costs. The tendered total price should clearly identify individual prices for each of the following service categories:

- the Harvest Trail website
- the National Harvest Telephone Information Service
- an electronic version of the National Harvest Guide and other information materials
- using electronic media, gathering information nationally about seasonal vacancies Australia wide to be placed on the Harvest Trail website
- other items such as staffing and administration.

7.11. ATTACHMENTS

The Department will not accept any attachments submitted with a tender response on AusTender with the exception of those documents requested by the Department for security, audit, Probity and financial investigations (see Section 6.8).

7.12. TENDER EVALUATION

7.12.1. Evaluation overview

The overriding principle guiding the selection of Tenderers will be value for money to the Government.

The supporting principles of value for money are:

- encouraging competitive and non-discriminatory processes
- using public resources in an efficient, effective, economical and ethical manner that is not inconsistent with the policies of the Commonwealth
- making decisions in an accountable and transparent manner
- considering the risks posed by awarding business to Tenderers
- conducting a process commensurate with the scale and scope of the procurement.

Value for money is the optimum combination of quality of services, price and other factors (including diversity, coverage and meeting the needs of specific client groups) and minimal risk exposure for the Government.

The tender evaluation process will involve:

- Departmental staff with appropriate expertise, training and local knowledge who will assess the Tenderer’s financial viability, responses to Selection criteria and other data, and make recommendations to a committee of senior Departmental managers who will oversee the process and review the recommendations
• the Deputy Secretary, Employment, who will consider recommendations and make final decisions.

The Probity Adviser will observe, monitor and advise on any Probity matters but will play no role in, the evaluation process.

The Department may seek clarification from, and enter into discussion with, any or all of the Tenderers (including, where tendering as a Tendering Group (for example a Consortium), each member of the Tendering Group) and Subcontractors in relation to their tender.

A short-listing process may occur at any stage of the Request for Tender process in which the Department may, at its absolute discretion, exclude a tender from further consideration at any stage of the Request for Tender process.

Where the Department considers that a Tenderer has failed to adequately demonstrate its claims against each relevant selection criterion, the tender may be deemed to have failed and may be excluded from further consideration.

The Department will not necessarily accept any tender.

The Department reserves the right to select all or some of the tenders at its sole discretion. The Department reserves the right to contact Tenderers to clarify information, substantiate any assertions made and ensure a shared understanding of organisational capability and processes.

All Tenderers will be informed in writing of the outcome of their tenders at the conclusion of the Request for Tender process.

Consistent with all other information provided for this tender, the information included in Tenderer’s responses may be used in the preparation of the Deed(s) which successful Tenderers will be offered.

7.12.2. Evaluation process

The Department reserves the right to conduct some or all of the following stages at the same time or in a different order to that stated. In addition, the Department reserves the right to not evaluate, or to cease evaluation of a tender or Bid that is clearly non-competitive. The following diagram sets out the stages of the evaluation process, as described further below.
Stages 1 (Registration and Conformance), 2 (Eligibility to Tender), 3 (Financial Viability and Audit) and 4 (Selection Criteria) will be conducted in respect of tenders submitted for all Services (that is, for Employment Providers, Work for the Dole Coordinators, NEIS, Harvest Labour Services and National Harvest Labour Information Service).

**Stage 1—Registration and Conformance**

Each tender will be downloaded from AusTender and will be given a unique identifier.

Each tender will be initially assessed to ensure that:

- the tender has been submitted before the Tender Closing Time
- at the time of opening the tender, the tender meets the Language and Measurement requirements as specified in Section 6.7.7.
- the Tenderer has submitted the forms containing completed tender information, including a statement of claims against the selection criteria.

In accordance with clause 6.5.11, tenders lodged after the Tender Closing Time will be deemed late tenders and will not be accepted unless the delay is due solely to mishandling by the Department.

In accordance with sections 6.5.4, 6.5.14 and Appendix H, incomplete tenders, tenders with electronic files that cannot be read or decrypted, and tenders that the Department believes may contain any virus, malicious code or anything else that might compromise the integrity or security of AusTender and/or the Department's computing environment, may be excluded from the evaluation process.

If for any reason, a response to the Selection Criteria exceeds the character limit, any information after the character limit has been reached will not be assessed.
Stage 2—Eligibility to Tender

Tenders will be assessed against the Eligibility to Tender conditions as set out in Section 6.4. Failure to meet these requirements may result in exclusion from further consideration in the evaluation process.

Stage 3—Financial Viability and Audit

Tenderers will be assessed for financial viability. Tenderers should submit sufficient and appropriate material to enable the Department to assess financial viability. Tenderers’ audit history and any remedial strategies will be assessed.

Stage 4—Selection Criteria

Each conforming and eligible tender will be assessed against the relevant selection criteria to provide a ranking of suitable Tenderers.

Responses to the Governance Criterion will be assessed by a specialised team of Departmental staff.

Responses to all other Selection Criteria will be assessed by experienced staff from the Department’s National and State offices, with appropriate expertise, training and regional knowledge who will evaluate the Tenderer’s responses to selection criteria, and make recommendations based on the organisation’s response and any other information available to the Department or any other Commonwealth Department/agency.

Selection Criteria 3 and 4 for both Employment Provider and Work for the Dole Services (see Sections 7.10.4 and 7.10.5) require Tenderers to submit responses once at the organisational level and once for each Employment Region in which the Tenderer is bidding to deliver services. The Employment Region response and the Organisational response will be assessed independently of each other and each response will receive a score, which is weighted at 12 per cent for the organisational response and 18 per cent for each of the Employment Region responses.

The Department will assess the information provided in response to each criterion and will not consider responses under other criteria that may have relevance to a particular criterion. For example, information contained in response to one criterion will not be considered in relation to other criteria. Therefore, it is important for tenderers to demonstrate their claims against each criterion, within that criterion response. Nevertheless, the Department reserves the right to consider all information contained in a tender, and any other relevant information available to it, including through validating claims made in a response, with any other organisation.

For existing Providers contracted by the Department, the Department will use current performance and other quantitative data held by the Department. Assessment of demonstrated performance for Tenderers that are not currently delivering Employment Services on behalf of the Department will be based on the information provided in a tender.

Tenderers that do not currently provide Services to the Department must address the Demonstrated Performance criterion. Those Tenderers must also provide the names and contact details of two referees. (See Section 7.12.3 for information on Referees).
7.12.3. **Referees**

Tenderers that have not previously delivered Employment Services on behalf of the Department must provide details of referees who are able to verify a Tenderer’s claims, particularly in relation to the services the Tenderer has provided and how they relate to the Services being tendered (See Section 7.10 – Responding to Selection Criteria).

Tenderers that have previously delivered Employment Services on behalf of the Department are encouraged to provide details of referees who can verify the Tenderer’s claims in their tender submission.

The Department may contact nominated referees to seek clarification of information provided, information on the Tenderer’s claims against the Selection criteria or other information concerning the Tenderer, including its past performance. If a Tenderer has provided related Services to another organisation but does not nominate them as a referee, the Department reserves the right to contact that organisation and seek information relevant to the assessment of the Tenderer’s Bids.

The Department also reserves the right to, in its absolute discretion, contact any persons, including referees, to verify claims made in a tender

*Current employees of the Department cannot be a referee for a Tenderer.*

7.12.4. **Preliminary allocation of business**

For each Employment Region and Harvest Area, the Department will undertake a comparative assessment of the tenders, taking into account the characteristics of the Employment Region or Harvest Area, Tenderers’ preferred Bid ranges, any conditionality, coverage, diversity, meeting the needs of specific client groups, and any risk exposure for the Australian Government.

The Department will then allocate business on the principle of giving preference to higher ranked tenders, but the Department reserves the right to allocate business to a lower ranked tender over a higher ranked tender where this represents better value for money, less risk for the Commonwealth and ensures the best service for Job Seekers.

The Department will endeavour to allocate business in accordance with a Tenderer’s preferred minimum and maximum share as specified in the Tenderer’s Bid range. If business cannot be allocated in accordance with the Tenderer’s preferred minimum and maximum share, the Tenderer may not be contracted to deliver the service in that Employment Region or Harvest Area.

As there is no business allocation associated with the National Harvest Labour Information Service, these principles do not apply. Instead, all organisations tendering to deliver the National Harvest Labour Information Service will be advised of the outcome of the tender assessment, including the successful Tenderer (in other words, there is no business allocation stage for this assessment process, and the tender that represents best value for money will be successful).

7.12.5. **Contacting Tenderers**

The Department may contact, on a confidential and without prejudice basis, Tenderers (including, where tendering as a Tendering Group, each member of the Tendering Group) or nominated Subcontractors during this stage about proposed Business Levels or about any question that the Department may have, including the
availability of any nominated Subcontractor. The Department may in its absolute discretion request any Tenderer to provide, within a specified time, details of an alternative approach to achieving the outcomes proposed in any Bid in the event that any nominated Subcontractor may not be available.

Any such contact will not bind the Commonwealth in any way and will not constitute an offer of business.

7.12.6. Capacity to deliver

The Department will review the preliminary allocations of business taking into account the capacity of each Tenderer to which business has been allocated to deliver all of that business in all of the relevant Employment Regions or Harvest Areas.

This review will involve consideration of each Tenderer’s financial and organisational capacity to deliver the relevant Services at the allocated level, and maintain the required quality of service delivery and any risk exposure for the Government. The review will look at each Tenderer’s whole business including any business allocated to the Tenderer under business reallocation processes. The review will take into account the financial viability assessment of the tenderer, as well as the audit history submitted by Tenderers in accordance with Section 6.8.2.

7.12.7. Capacity to contract

The Department will only contract with entities that have legal personality and have full legal capacity to contract to provide Employment Services 2015-2020. For example, the Department considers a corporation registered under the Corporations Act 2001 or the Corporations (Aboriginal and Torres Strait Islander) Act 2006 to have legal personality and have full legal capacity to contract.

An unincorporated organisation is not a legal person and will not be contracted by the Department.

The onus is on Tenderers to satisfy the Department that the proposed contracting entity has full legal capacity to contract to provide Employment Services 2015-2020. Tenderers should make their own enquiries and obtain their own professional advice in this regard if necessary. The Department reserves the right to make its own enquiries and assessment of whether the proposed contracting entity has full legal capacity to provide Employment Services 2015-2020, including but not limited to interpretation of the statute under which a body corporate is incorporated and assessment of the content of the constitution or other governing instrument of the body corporate. The Department’s assessment of whether a proposed contracting entity has the full legal capacity to contract to provide Employment Services 2015-2020 will be final.

Where the Department is of the view that a proposed contracting entity does not have full legal capacity to contract to provide Employment Services, the Department may, at its sole discretion:

- invite the Tenderer to put forward an alternative proposed contracting entity

- make modifications to the Deed(s) to overcome any limitations in the legal capacity of the proposed contracting entity.

If the Tenderer puts forward an alternative proposed contracting entity in response to the Department’s invitation, the financial viability of the alternative proposed contracting entity will be assessed in accordance with Section 6.8. However, the Department will not re-assess the original tender response in any other respect, and in particular, will not re-assess the Tenderer’s responses to selection criteria. The Tenderer will
not be permitted to provide new information that would allow it to improve or modify its Bid in any qualitative sense.

7.12.8. Decision by Delegate

The Delegate will make the final decision on the award of Deeds having regard to the principle of value for money (see Section 6.1).

7.12.9. Early ‘without prejudice’ communication and announcements

In determining whether to make any award of business to a Tenderer, the Department may contact a Tenderer at any time, to ascertain whether the Tenderer would be prepared to accept an offer of business, including on particular terms, should the Delegate determine to make any such offer. As part of this process, the Department may also request a Tenderer that has tendered for Employment Provider Services, to prepare, complete and submit a Service Delivery Plan (see section 2.17.6 of the RFT for further details on this).

An early ‘without prejudice’ announcement of preferred Tenderers may be made. Such an announcement will be entirely at the Department’s discretion and the Department does not guarantee that the preferred Tenderers included in the early ‘without prejudice’ announcement will be offered Deeds.

7.12.10. Execution of Deeds

The Deed(s) will come into effect only upon execution by the Delegate on behalf of the Commonwealth of Australia.

When an offer does not proceed to an executed Deed(s), the Department may make additional offers to other suitable Tenderers.

7.12.11. Gap filling

Should the Request for Tender process fail to produce suitable Providers in a particular Employment Region or Harvest Area, or for the National Harvest Labour Information Service, the Department, in its absolute discretion, having regard to value for money and the public interest, may consider a number of options to obtain additional service coverage, including:

- a select tendering process
- offering business to other Tenderers, successful or otherwise, including through direct sourcing.

Tenderers and/or Providers may be required to provide additional gap-filling services to the Department from time to time, as and when agreed with the Department.
8.1. INTRODUCTION

Providers of Services covered under the Employment Services Deed 2015–2020 are required to have access to, and use, the Department’s IT systems, which include a number of internet-based websites and transactional systems.

8.2. SECURITY, PRIVACY AND CONFIDENTIALITY

Providers must ensure and secure the confidentiality, integrity and availability of the Department’s IT systems and the information within them.

The Australian Privacy Principles described in the Privacy Act 1988 (Cth) that apply to the Department will also apply to Providers and their IT software and service providers under the terms of the Deed(s). Providers must, therefore, ensure that they and their agents safeguard Job Seekers’ personal information and sensitive information, as defined under the Privacy Act 1988 (Cth), that is accessible through the Department’s IT systems. The Department requires Providers to install a secure operating system on all personal computers that have access to the Department’s IT systems. The security controls in the operating system must safeguard the data that is stored on the personal computer’s disk drive from being read by unauthorised personnel. The operating system must also prevent unauthorised personnel from accessing software on the personal computer that would facilitate access to personal information and sensitive information.

Providers must seek the prior approval of the Department before sending or hosting outside Australia any personal or sensitive information relating to employment programmes. This includes the use of overseas cloud-based data solutions.

8.3. OPERATING SYSTEMS

The Department will deliver all IT systems to providers as web-browser applications, or via web-sites. Providers may therefore use whatever operating system best meets their organisational needs. The Department’s web-browser applications will be optimised for Internet Explorer 11, but compatibility testing will also be done with the latest versions of Firefox, Chrome and Safari.

8.4. USE OF THIRD PARTY IT SYSTEMS

A third party IT system is a system supplied to a Provider, or one built or configured in-house by a Provider, to replace or be an adjunct to the IT systems provided by the Department. Providers must advise the Department of the use of any third party IT systems which hold or manage personal information or sensitive information. At any time, the Department can require access to these systems and the data they contain to ensure adherence to the Department’s policies, the requirements under the Deed(s) and the law. Providers must not give access to electronic Records, or any derivative thereof, to a third party IT provider who has not signed an agreement with the Department (in a form specified by the Department), and only grant such access in accordance with the terms of the said agreement, the Department’s Security Policies and any Guidelines. The relevant agreement will require third party IT providers to give the Department access to their IT systems, to
comply with the Department’s IT security policies, to protect personal and sensitive information, to report all breaches of security, and to comply with certain record keeping requirements.

Providers electing to use third party IT systems must ensure that those systems present, manage, record and display information consistent with that provided by the Department’s systems. For example, a question and response presented in the Department’s system must be worded the same in any third party IT systems. The third party IT system must not default answers to questions or input fields where the Department’s IT system has no default setting.

The interfacing of third party IT systems with the Department’s IT systems must not negatively impact performance of the Department’s IT systems for users and will be subject to such terms and conditions as the Department thinks fit. The Department may, for any reason, suspend the access of a third party IT system to the Department’s IT systems.

Departmental IT systems will be upgraded during the Deed(s) period in response to identified systems issues, to make technical enhancements and to implement new policy and programme requirements. While the Department will use its best endeavours not to impact the functioning of third party IT systems there is a risk that their connectivity and/or functionality may be adversely affected.

Providers must seek the approval of the Department before using any third party IT system that sends or hosts outside Australia any personal or sensitive information relating to employment programmes.

## 8.5. IT CONTACT

The Provider must:

- nominate personnel to receive technical advice from the Department on the Department’s IT systems, and to provide advice to the Department of technical issues arising from accessing the Department’s IT systems (the IT Contact)
- where that IT Contact changes, advise the Department accordingly.

## 8.6. PRINTING

The Department’s IT systems have been designed to minimise the information that Providers will need to print. Providers will need to have access to a printer that is locally connected to their personal computer or accessible via their office local area network.

It is the responsibility of the Providers to supply equipment capable of printing from the Department’s IT systems. The choice of equipment is up to each Provider.

## 8.7. ACCESS TO THE INTERNET

To obtain full access to the internet, Providers will need an Internet Service Provider (ISP). Internet access is separate from access to the Department’s IT systems.
8.8. EMAIL

To enhance communication, the Department will establish a mailing list to disseminate information. It is mandatory that Providers have email accounts accessible via the internet for appropriate staff. ISPs can provide information about obtaining email services.

The Department may communicate with Providers on a day-to-day basis via email.

8.9. INFORMATION TECHNOLOGY SUPPORT

The following information technology support services are available:

- initial security and connection, registration and subsequent changes, resets and troubleshooting
- help desk facilities.

Access to these services is available by calling the Employment Services Help desk on 1300 305 520, Monday to Friday, 8.30 am to 7.00 pm (Canberra time) excluding national public holidays.

8.10. INFORMATION TECHNOLOGY TRAINING

The Department may supply Providers with training in Departmental operational policy and IT systems, and will include self-paced learning modules and the use of a training database. The Department may mandate that identified training is completed by a Provider’s staff to ensure they have an appropriate understanding of programs and responsibilities. The material will be made available through the internet support site database. This is provided online and accessed through the Learning Centre.

Online training modules are produced in a range of multimedia file formats including:

- Windows Media Video (.wmv)—viewed through a media player
- Shockwave Flash (.swf)—requiring the Adobe Flash Player.

In addition, the Department will provide information and training using web conferencing. Web Conferencing audio will be delivered through teleconferencing or Voice over Internet Protocol (VOIP). Replays of recorded sessions may be downloaded at no cost from the Learning Centre.

Training may also be provided through other mechanisms.

8.10.1. Employment Services Network Internet Support Site

The Provider component of the Department’s Employment Community Services Network (ECSN) internet support site is an important source of systems-related information, including:

- training materials
- information bulletins
- hours of availability
- system changes
● required forms
● frequently asked questions and answers.

The internet support site will allow access, in the same manner as that provided for access to the Department’s IT systems, to a number of services restricted to authorised Providers, notably:

● system-related reports
● materials of a sensitive or privileged nature, such as bulletins, departmental instructions and payment schedules.

These services will only be accessible to Providers that have been granted access through a User ID and password. All access to the Department’s IT systems is logged, and Providers will be required to enter a valid User ID and password in a secure login process before the pages will display.

The sites are presently available from 8.00 am to 10.30 pm (Canberra Time) Monday to Friday except for ACT and national public holidays, and 9.00 am to 1.00 pm (Canberra Time) on Saturdays. The exception is when sites are offline for maintenance purposes. The hours of access are under constant review and all changes will be communicated in advance to Providers.

### 8.11. INFORMATION TECHNOLOGY COSTS

Providers will be required to meet the cost of:

● all ISP charges
● acquiring and installing any equipment (hardware and software) described in this Section
● WiFi services provided to Job Seekers at no cost to them
● any alternative network solution proposed by the Provider.

Internet charges are a matter for negotiation between each Provider and their ISP. Providers are responsible for supplying the IT equipment they will use, as the Department will not provide any IT equipment.

### 8.12. SECURITY POLICY FOR EXTERNAL USERS OF THE DEPARTMENT’S IT SYSTEMS


The policy may be updated from time to time to incorporate changes to Government security policies.
APPENDIX A

GLOSSARY
This Glossary provides Tenderers with further information on the relevant terms used in the Request for Tender.

| **ABN** | Stands for Australian Business Number, a unique identifier provided by the Australian Tax Office. An ABN enables businesses in Australia to deal with a range of government departments and agencies using an identification number. |
| **ABSTUDY** | Is an Income Support Payment that helps Indigenous Australians who are studying or undertaking an Apprenticeship. |
| **Annual Activity Requirement** | The number of hours that a Job Seeker must participate in Activities (including in Work for the Dole) as specified in any Guidelines or otherwise advised by the Department. |
| **Apprenticeship** | See Australian Apprenticeship. |
| **AusTender** | The centralised online procurement information system, AusTender website (www.tenders.gov.au) for Australian Government agencies. |
| **Australian Apprenticeship** | Australian Apprenticeships combine training and employment and lead to a nationally recognised qualification. Australian Apprenticeships are available to anyone of working age and do not require any entry qualifications. Australian Apprentices are available to school-leavers, those re-entering the workforce or those wishing to change careers. Australian Apprenticeships are available in a variety of certificate levels in more than 500 occupations across Australia. They are available in traditional trades, as well as a diverse range of emerging careers in most sectors of business and industry. |
| **Austudy** | Is an Income Support Payment that helps Indigenous Australians who are studying or undertaking an Australian Apprenticeship. |
| **Bid** | Part of a tender, comprising a schedule and statement of claims against Selection criteria for a service in an Employment Region. |
| **Business Level or Business Share** | The proportion of Job Seekers a successful Tenderer will be contracted to service in an Employment Region. |
| **Carer Payment** | Provides Income Support to Australians who, because of the demands of their caring role, are unable to support themselves through substantial workforce participation. |
| **Competent Person** | A person who has acquired through training, qualification or experience the knowledge and skills to carry out specific work health and safety tasks, and as otherwise specified in any Guidelines. |
| **Connections for Quality** | Functionality on Australian JobSearch enabling Providers to promote the range and diversity of individualised services, community linkages and productive relationships with Employers, training organisations and community organisations to benefit Job Seekers and Employers in the local area. Claims are published against a suite of five service quality indicators to assist stakeholders to make a more informed choice of Provider. |
| **Consortium** | A group of individual legal entities that lodge a tender collectively. |
| **Contact** | A Contact between the Provider and a Stream Participant in accordance with Clause 84 of the Employment Services Deed. |
| **Culturally and Linguistically Diverse (CALD)** | Refers to Job Seekers who speak a language other than English and/or Job Seekers from culturally and linguistically diverse backgrounds. |
| **Customer Service Line (CSL)** | A free-call telephone service that puts Job Seekers and Employers in contact with a Departmental Customer Service Officer in the state or territory where the phone call is made, and is 1800 805 260, or such other number as notified by the Department from time to time. |
| **Defence Force Reserves** | Members of the Australian Defence Force Reserves can meet their Mutual Obligation Requirements by completing their training and active service obligations. |
| **Disability Employment Services** | The services provided under the Disability Employment Services Deeds administered by the Department of Social Services. |
| **Disability Employment Services provider** | An entity that is contracted to provide Disability Employment Services. |
| **Disability Support Pension (DSP)** | A payment made to people with disability who are unable to work for at least 15 hours per week at or above the relevant minimum wage, or be re-skilled for such work, within the next two years because of their disability.  
See the *Social Security Act 1991* (Cth) for a more detailed definition. |
| **Early School Leaver** | A person who falls within the meaning given to the term ‘Early School Leaver’ by the *Social Security Act 1991* (Cth) and who has Early School Leaver participation requirements under the Social Security Law. |
| **Employer** | An entity that has the legal capacity to enter into a contract of employment with a Participant, but does not include the Provider. |
| **Employment Fund** | Funding collectively available for the General Account and the Wage Subsidy Account. |
| **Employment Provider** | Any entity contracted to the Commonwealth to provide Employment Provider Services under the Employment Services Deed 2015-2020. |
| **Employment Provider Services** | Services under Steam A to C under the Employment Services Deed. |
| **Employment Regions** | A geographical area identified and displayed on the Labour Market Information Portal (lmip.gov.au/), as varied by the Department from time to time at the Department’s absolute discretion. |
| **Employment Services** | A generic term used in the Request for Tender to refer to the services available for tender as part of the Request for Tender. It includes services to be provided by:  
- Employment Providers  
- Work for the Dole Coordinators  
- New Enterprise Incentive Scheme Providers |
| **Employment Services Provider** | A term used in the Request for Tender to refer to the following entities:
- Employment Providers
- Work for the Dole Coordinators
- New Enterprise Incentive Scheme Providers
- Providers of Harvest Labour Services
- The Provider of the National Harvest Labour Information Service. |
| **Employment Services Assessment (ESAt)** | Employment Services Assessments recommend the most appropriate employment service assistance based on an assessment of a Job Seeker’s:
- barriers to finding and maintaining employment (this may relate to the impact of a person's disability, injury, illness, or other disadvantage)
- work capacity (in hour bandwidths). |
| **Employment Services Deed** | The Employment Services Deed 2015 – 2020, a draft of which is located at Appendix J. |
| **Employment Services Tip off Line** | The Employment Services Tip off Line is a telephone service, developed primarily for current and former employees of Employment Providers who suspect, or have evidence of incorrect claims, or any other activities that may be a breach of the Deeds that Employment Services Providers have signed with the Department, and which allows those persons to report their concerns to the Department. |
| **Exit** | Exit of a Job Seeker from Employment Services in accordance with the Employment Services Deed. |
| **Freedom of Information (FOI)** | The right of Australians to information in the possession of the Government, as provided under the *Freedom of Information Act 1982 (Cth)*, limited only by exemption provisions as set out in the |
Full-Time Site | Monday to Friday from 9.00 am – 5.00 pm daily on Business Days, or as otherwise agreed with the Department.

Fully Eligible Participant | A person, who is identified by Department of Human Services, the Department, or the Provider on the Department’s IT Systems as fully eligible for all Employment Provider Services, and includes a Fully Eligible Participant (Mutual Obligation), a Fully Eligible Participant (Voluntary) and a Fully Eligible Participant (Other), but excludes a Volunteer.

Green Army Programme | Commonwealth Green Army Programme, administered by the Department of the Environment, or such other agency that may administer this Programme on behalf of the Commonwealth from time to time.

Group Based Activity | A work-like activity which involves more the one Fully Eligible Participant carrying out tasks as part of a specific group project in a Work for the Dole Place.

Harvest Area | One or more SA2 geographical regions as specified by the Australian Bureau of Statistics, in which the Provider must provide Harvest Labour Services.

Harvest Period | The time period during which a Provider of Harvest Labour Services must provide Harvest Labour Services as defined by the Harvest Labour Service Provider and agreed by the Department.

Harvest Placement Fee | The Fee a Provider of Harvest Labour Services may claim in accordance with the Employment Services Deed.

Harvest Service Fee | Those Fees a Provider of Harvest Labour Services may claim in accordance with the Employment Services Deed.
<table>
<thead>
<tr>
<th>Harvest Vacancy</th>
<th>Means a vacancy that:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• involves Harvest Work</td>
</tr>
<tr>
<td></td>
<td>• takes place during the Harvest Period</td>
</tr>
<tr>
<td></td>
<td>• does not contravene Commonwealth, state or territory legislation</td>
</tr>
<tr>
<td></td>
<td>• provides terms and conditions of employment which are consistent with the relevant workplace relations laws, or any instrument made under such laws, and work health and safety laws, or any instrument made under such laws</td>
</tr>
<tr>
<td></td>
<td>• is as otherwise described in any Guidelines.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Harvest Work</th>
<th>Work that includes:</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td>harvesting, cleaning and packing fruit and vegetables</td>
</tr>
<tr>
<td>(b)</td>
<td>harvesting cereals and other horticultural crops</td>
</tr>
<tr>
<td>(c)</td>
<td>pruning and trimming vines and fruit trees</td>
</tr>
<tr>
<td>(d)</td>
<td>thinning and trimming flowers</td>
</tr>
<tr>
<td>(e)</td>
<td>chipping and weeding</td>
</tr>
<tr>
<td>(f)</td>
<td>operating harvesting equipment</td>
</tr>
<tr>
<td>(g)</td>
<td>any other like activities, as specified in any Guidelines but does not include:</td>
</tr>
<tr>
<td>(h)</td>
<td>planting of any horticultural crops in preparation for a harvest, or</td>
</tr>
<tr>
<td>(i)</td>
<td>any work in relation to any crops which are not horticultural crops, as determined by the Department at its absolute discretion, and including as specified in any Guidelines.</td>
</tr>
</tbody>
</table>

| Harvest Worker | A person who is not prohibited by law from working in Australia and is undertaking Harvest Work. |

<table>
<thead>
<tr>
<th>Host Organisation</th>
<th>An organisation at which some or all of a Work for the Dole Activity takes place, including:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• an organisation that is eligible to participate in the Work for the Dole Programme in accordance with any Guidelines, or is otherwise approved by the Department in writing. This can include Voluntary Work Host Organisations and Unpaid Work Experience Host Organisations.</td>
</tr>
<tr>
<td></td>
<td>• where the Employment Provider is fulfilling the role of a Host Organisation.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>------</td>
<td>------------</td>
</tr>
<tr>
<td>Illegal Maritime Arrival</td>
<td>Individuals who have been granted a substantive temporary visa by the Department of Immigration and Border Protection (<a href="http://www.immi.gov.au/Pages/Welcome.aspx">www.immi.gov.au/Pages/Welcome.aspx</a>).</td>
</tr>
<tr>
<td>Income Support Payment</td>
<td>A payment of a benefit or pension under the Social Security Act 1991 (Cth).</td>
</tr>
<tr>
<td>Indigenous Employment Programme (IEP)</td>
<td>Means the programme administered by the Department of Prime Minister and Cabinet which provides a range of tools to achieve employment and economic development for Indigenous Australians.</td>
</tr>
<tr>
<td>Individual Hosted Activity</td>
<td>An activity in a Work for the Dole Place within an Activity Host Organisation designed for an individual Fully Eligible Participant.</td>
</tr>
<tr>
<td>Job Plan</td>
<td>The Job Plan described in the Employment Services Deed, and which includes an Employment Pathway Plan under the Social Security Act 1991 (Cth) or, if the Social Security Act 1991 (Cth) is amended, any other such agreements.</td>
</tr>
<tr>
<td>Job Seeker</td>
<td>The term used in the Request for Tender to refer to a participant in Employment Services 2015–2020, including Fully Eligible Participants and Volunteers.</td>
</tr>
<tr>
<td>Job Seeker Classification Instrument (JSCI)</td>
<td>The tool used by Department of Human Services and Providers to measure a Job Seeker’s relative level of disadvantage based on the expected difficulty in finding the Job Seeker employment because of the Job Seeker’s personal circumstances and labour market skills.</td>
</tr>
<tr>
<td>Job Services Australia</td>
<td>The Commonwealth funded employment services programme of that name, administered by the Department.</td>
</tr>
<tr>
<td>Joint venture</td>
<td>A business enterprise in which two or more legal entities enter into a temporary partnership through the use of a joint venture agreement for the purpose of delivering the Services.</td>
</tr>
<tr>
<td>Mutual Obligation Requirement</td>
<td>The activity test or participation requirements that a Job Seeker must meet in order to receive an Income Support Payment in accordance with any Guidelines, including attending</td>
</tr>
</tbody>
</table>
appointments, performance job searches and meeting their Annual Activity Requirement.

<table>
<thead>
<tr>
<th><strong>NEIS Allowance</strong></th>
<th>An allowance payable by the Department to a NEIS Participant in accordance with the NEIS Participant Agreement.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Newstart Allowance</strong></td>
<td>Newstart Allowance provides Income Support for eligible Job Seekers aged 22 years or over (or 25 years and over, subject to the passage of legislation) and under Age Pension age. Recipients must satisfy the activity test by seeking and accepting suitable work and participating in activities designed to improve their employment prospects, including their Annual Activity Requirement. See the <em>Social Security Act 1991</em> (Cth) for a more detailed definition.</td>
</tr>
<tr>
<td><strong>Other Harvest Labour Services</strong></td>
<td>Includes maintaining a presence in the Harvest Area, liaising with Harvest Employers, promoting and marketing Harvest Labour Services and providing information to Harvest Workers and prospective Harvest Workers.</td>
</tr>
<tr>
<td><strong>Partnership</strong></td>
<td>An agreement entered into by two or more legal entities in which each agrees to provide a part of the capital and/or labour for a business enterprise, and by which each shares a defined proportion of profits and losses.</td>
</tr>
<tr>
<td><strong>Part-Time</strong></td>
<td>For a Site, set weekly hours on Business Days with hours of operation less than Full-Time, as agreed with the Department.</td>
</tr>
<tr>
<td><strong>Partial Capacity to Work Participant or PCW Participant</strong></td>
<td>A Job Seeker who has a ‘Partial Capacity to Work’ as defined in the <em>Social Security Act 1991</em> (Cth).</td>
</tr>
<tr>
<td><strong>Post Placement Support</strong></td>
<td>Assistance provided to Job Seekers to ensure they are able to maintain themselves in Employment and meet their Employer’s needs.</td>
</tr>
<tr>
<td><strong>Principal Carer Parents</strong></td>
<td>A principal carer of a dependent child under 16 years of age. See the <em>Social Security Act 1991</em> (Cth) for a more detailed definition.</td>
</tr>
</tbody>
</table>
| **Probity** | Refers to procedural integrity of the tender process, underpinned by:  
- equal treatment of all Tenderers  
- the quality of, and adherence to, published tender documentation  
- the evaluation processes used to ensure that there is objective and consistent assessment at each phase, by appropriately qualified and trained assessors  
- decision-making in accordance with legislative or regulatory powers and consistent with key administrative law principles. |
<p>| <strong>Rapid Connect</strong> | The policy which seeks to have Job Seekers commenced with Providers as quickly as possible (usually within two working days, up to a maximum of 14 calendar days) after their initial contact with Department of Human Services in order to receive their first Income Support Payment. |
| <strong>Reasonable Excuse</strong> | Meaning given to the term ‘Reasonable Excuse’ in the Social Security Law in relation to not attending or participating in required activities. |
| <strong>Relocation Assistance to Take Up a Job</strong> | Support provided to an eligible Job Seeker to assist with the costs of relocating to a job. |
| <strong>Services</strong> | The Services that the Provider is contracted to perform and provide under this Deed. |
| <strong>Social Security Law</strong> | The <em>Social Security Act 1991</em> (Cth), <em>the Social Security (Administration) Act 1999</em> (Cth), and includes all relevant subordinate legislation and the Guide to Social Security Law, each as amended from time to time. |
| <strong>SPI Participant or Stronger Participation Incentives Participant</strong> | A Stream A (SPI) Participant and a Stream B (SPI) Participant who is subject to Stronger Participation Incentives requirements (subject to legislation) |
| <strong>Statement of Requirements</strong> | The information contained in Chapters 2, 3, 4 and 5 of the Request for Tender. |</p>
<table>
<thead>
<tr>
<th><strong>Tender Closing Time</strong></th>
<th>The time and date, as specified by the Department in the Request for Tender, by which tender submissions must be lodged.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tenderer</strong></td>
<td>Any person who is a prospective Tenderer, and following submission of a tender, the person who submits that tender.</td>
</tr>
<tr>
<td><strong>Tendering Group</strong></td>
<td>A group of two or more entities, however constituted which have entered into an arrangement for the purposes of jointly delivering the Services, and for the purposes of this RFT includes a Consortium, Joint Venture, Partnership or any other form of alliance.</td>
</tr>
<tr>
<td><strong>the Department</strong></td>
<td>The Department of Employment.</td>
</tr>
<tr>
<td><strong>Third Party IT system</strong></td>
<td>A system supplied to a Provider, or one built or configured in-house by a Provider, to replace or be an adjunct to the IT systems provided by the Department.</td>
</tr>
<tr>
<td><strong>Traineeship</strong></td>
<td>See Australian Apprenticeships.</td>
</tr>
<tr>
<td><strong>Transition Period</strong></td>
<td>The period, if any, notified to a Provider in the Employment Services Deed, where Job Seekers are moved between Providers.</td>
</tr>
<tr>
<td><strong>Unpaid Work Experience Placements</strong></td>
<td>A short-term unpaid work experience placement which allows Job Seekers the opportunity to enhance vocational skills and to experience a work-like environment.</td>
</tr>
<tr>
<td><strong>UserID</strong></td>
<td>The name and other details of a user of the Department’s IT systems.</td>
</tr>
<tr>
<td><strong>Voluntary Work</strong></td>
<td>An activity which can be undertaken by Job Seekers to gain personal and workplace skills that will directly improve their employment prospects, while at the same time benefiting the community organisation in which they are placed.</td>
</tr>
</tbody>
</table>
Volunteers | Job Seekers who are:
--- | ---
• on Income Support and do not have compulsory Mutual Obligation Requirements (for example Parenting Payment recipients with a youngest child aged under six, Carer Payment recipients, Age Pensioners or Disability Support Pension recipients without participation requirements)
• not on any type of Income Support who are not:
  o full-time students
  o working in paid employment for 15 hours or more per week
  o overseas visitors on working holiday visas or overseas students studying in Australia
  o prohibited by law from working in Australia
• full-time students seeking an Apprenticeship or Traineeship
• otherwise identified by the Department as being a Volunteer, from time to time.

Work for the Dole Activity | Activities are work-like experiences hosted by not-for profit organisations/charities, or local, state, territory or Commonwealth Government organisations or agencies
--- | ---
Activities will:
• incorporate adequate supervision of Job Seekers at all times
• be conducted in an environment where Job Seekers are safe and are not at risk of physical or other injury
• provide work-like experience that will develop or enhance a Job Seeker’s ability to take directions from a supervisor, work independently, communicate effectively and improve Job Seeker motivation and dependability and, where relevant work as part of a team
• benefit the community.

Employment Providers will be responsible for putting in place agreements with Host Organisations, helping meet the needs of Host Organisations and placing and servicing Job Seekers in Work for the Dole Places.

Work for the Dole Coordinator Services Deed | The Work for the Dole Coordinator Services 2015 – 2020 Deed, the draft of which is located at Appendix K
<table>
<thead>
<tr>
<th><strong>Work for the Dole Coordinator</strong></th>
<th>A contractor, including relevant Specified Personnel, engaged by the Department to deliver Work for the Dole Coordinators services in an Employment Region.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Work for the Dole Place</strong></td>
<td>A place in either Individual Hosted Activities or Group Based Activities, in which a Fully Eligible Participant can participate, in accordance with any Guidelines. <em>Note: These places are sourced by both Work for the Dole Coordinators and Employment Providers.</em></td>
</tr>
</tbody>
</table>
| **Youth Allowance (other)**      | Youth Allowance (other) is a means-tested Income Support Payment available to eligible young people aged 16-21 years (or 24 years subject to the passage of legislation raising qualifying age for Newstart to 25 years) who are seeking or preparing for paid employment; or who, until they attain Year 12 or an equivalent Certificate II qualification, are undertaking study or training in combination with other approved activities.  
See the *Social Security Act 1991 (Cth)* for a more detailed definition. |
APPENDIX B

ELIGIBILITY FOR EMPLOYMENT SERVICES
This list identifies the main categories of Job Seekers and their eligibility for Employment Services. The Department may change the eligibility for Employment Services at any time.

<table>
<thead>
<tr>
<th>Job Seeker Circumstances</th>
<th>Fully Eligible Job Seekers</th>
<th>Volunteers (Stream A – six months)</th>
<th>Exceptions and qualifying comments</th>
</tr>
</thead>
</table>
| Newstart Allowance       | YES                         | NO                                  | Includes Newstart Allowance recipients who are meeting their Mutual Obligation Requirements and elect to participate in Employment Services such as:
- Principal carers and people with a Partial Capacity to Work who are fully meeting their requirements through part time paid employment or study, who do not have a requirement to remain connected to their Provider but may elect to participate in Employment Services.
- Mature Age Job Seekers who are meeting their Mutual Obligation Requirements, who may elect to participate in Employment Services.
Note: Job Seekers with Mutual Obligation Requirements who volunteer for Services (including those who are fully meeting their part time Mutual Obligation Requirements or are currently subject to a Department of Human Services granted Exemption) remain as Fully Eligible Job Seekers and are not subject to the six month service limit. |
| Youth Allowance (other)  | YES                         | NO                                  | Includes Youth Allowance (other) recipients who are fully meeting their Mutual Obligation Requirements and elect to participate in Employment Services.
Note: activity-tested Job Seekers who volunteer for Services (including those who are fully meeting their part time Mutual Obligation Requirements or are currently subject to a Department of Human Services granted Exemption) remain as Fully Eligible Job Seekers and are not subject to the six month service limit. |
| ABSTUDY                  | NO                          | NO                                  | • Students aged 15–21 (or 24 years subject to the passage of Legislation), in Full-Time Study, who present in crisis and have at least one serious non-vocational barrier, are eligible for immediate Stream C Services as a Vulnerable Youth (Student) if no appropriate youth Services are available in their local area. Ongoing assistance is subject to confirmation through an ESAt.
• full-time students seeking an Apprenticeship or |
<p>| Austudy                  | NO                          | NO                                  |                                     |
| Full-time students not on Income support | NO | YES |                                     |
| Youth Allowance (full-time Student) | NO | NO |                                     |</p>
<table>
<thead>
<tr>
<th>Job Seeker Circumstances</th>
<th>Fully Eligible Job Seekers</th>
<th>Volunteers (Stream A – six months)</th>
<th>Exceptions and qualifying comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Seekers not in recipient of Income Support</td>
<td>NO</td>
<td>YES</td>
<td>Traineeship are eligible for servicing as a Volunteer.</td>
</tr>
</tbody>
</table>
| Job Seekers not in recipient of Income Support | NO | YES | Subject to them not being:  
• full-time students  
• working in paid employment for 15 hours or more per week and not on Income Support  
• overseas visitors on working holiday visas or overseas students studying in Australia, or  
• prohibited by law from working in Australian Government.  
Job Seekers under school-leaving age, including those under 17 years, can be registered only if they have permission to leave school.  
Non-allowee youth aged 15–21 (or 24 years subject to the passage of Legislation), not working more than 15 hours per week or in Full-Time Study, who have at least one serious non-vocational barrier, are eligible for immediate Stream C Services as a Vulnerable Youth. Ongoing assistance is subject to confirmation through an ESAt. |
| Age Pension | NO | YES | Job Seekers who are in receipt of the Age Pension before connecting with a Provider are eligible for Stream A Services for up to six months.  
Job Seekers who are Commenced in Employment Services at the time they are granted the Age Pension, may elect to remain in their current Stream for a further six months. |
| Parenting Payment | YES | YES | A Parenting Payment recipient with participation requirements is a fully eligible Job Seeker.  
Includes recipients with part time Mutual Obligation Requirements who are fully meeting their requirements and elect to participate in Employment Services.  
Note: activity-tested Job Seekers who volunteer for Services (including those who are fully meeting their part time Mutual Obligation Requirements or are currently subject to a Department of Human Services granted Exemption) remain as Fully Eligible Job Seekers and are not subject to the six month service limit.  
A Parenting Payment recipient without participation |
<table>
<thead>
<tr>
<th>Job Seeker Circumstances</th>
<th>Fully Eligible Job Seekers</th>
<th>Volunteers (Stream A – six months)</th>
<th>Exceptions and qualifying comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>requirements can participate as a Volunteer – in Stream A for up to six months.</td>
</tr>
<tr>
<td>Disability Support Pension – with compulsory requirements</td>
<td>YES</td>
<td>NO</td>
<td>Disability Support Pension recipients aged under 35 years with a work capacity of eight or more hours per week (without a youngest child under six years) will have compulsory activity requirements and is fully eligible for Employment Services.</td>
</tr>
</tbody>
</table>
| Disability Support Pension – without compulsory requirements | NO | YES | Disability Support Pension recipients without participation requirements can participate as a Volunteer – in Stream A for up to six months. For example:  
- Disability Support Pension recipients aged 35 years and over, or  
- Disability Support Pension recipients aged under 35 years with a work capacity of less than eight hours per week or with a youngest child under six years. |
<p>| Disability (Blind) | NO | YES | These Income Support recipients are eligible to access Employment Services as a Volunteer in Stream A for up to six months. |
| Carer Payment | NO | YES | |
| Bereavement Allowance | NO | YES | |
| Widow Allowance | NO | YES | |
| Farm Household Allowance | NO | YES | N/A |
| Australian Government Disaster Recovery Payment | NO | NO | N/A |
| Sickness Allowance | NO | YES | N/A |
| People receiving workers compensation | NO | NO | N/A |
| Special Benefit | YES | YES | Generally, Special Benefit recipients (including Illegal Maritime Arrivals on Special Benefit) are Fully Eligible for Employment Services. Some visa holders may only be eligible as a Volunteer even if they are receiving Special Benefit. |
| Migrants in the two | NO | NO | N/A |</p>
<table>
<thead>
<tr>
<th>Job Seeker Circumstances</th>
<th>Fully Eligible Job Seekers</th>
<th>Volunteers (Stream A – six months)</th>
<th>Exceptions and qualifying comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>year waiting period</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visa holders with working rights attached, including temporary residents</td>
<td>NO</td>
<td>NO</td>
<td>N/A</td>
</tr>
<tr>
<td>New Zealand non-protected Special Category Visa holders eligible for Newstart Allowance or Youth Allowance</td>
<td>YES</td>
<td>NO</td>
<td>New Zealand citizens who are non-protected Special Category Visa holders may be eligible to receive up to six months of Income Support with the associated Employment Services assistance if they have lived in Australia continuously for 10 years beginning on or after 26 February 2001. These Job Seekers are ineligible for the New Enterprise Incentive Scheme.</td>
</tr>
<tr>
<td>New Zealand non-protected Special Category Visa holders eligible for Sickness Allowance</td>
<td>NO</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Overseas visitors on working holiday visas</td>
<td>NO</td>
<td>NO</td>
<td>These Job Seekers can access Harvest Labour Services only.</td>
</tr>
</tbody>
</table>
| Pre-release prisoners | YES | NO | Prisoners must meet all of the following criteria:  
  • In the last 12 months of their sentence and be approved by corrective services case managers.  
  • Meet one of these criteria  
    o Be an adult pre-release prisoner, even though not on Income Support, that has been referred to a Provider by a state or territory Correctional Service Officer and Directly Registered by the Provider.  
    o Be a detainee or prisoner aged 15 to 21 (or 24 subject to the passage of Legislation), not in full-time education or training, who has been registered with Department of Human Services as looking for work. |
<p>| Australian Disability Enterprises | NO | YES | |
| Disability Pension (DVA) | NO | YES | |
| Service Pension (DVA) | NO | YES | |
| Partner Service | NO | YES | |</p>
<table>
<thead>
<tr>
<th>Job Seeker Circumstances</th>
<th>Fully Eligible Job Seekers</th>
<th>Volunteers (Stream A – six months)</th>
<th>Exceptions and qualifying comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pensioners (DVA)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>War Widow(er)s Pension (DVA)</td>
<td>NO</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Rehabilitation Allowance</td>
<td>NO</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Wife Pension Age</td>
<td>NO</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Wife Pension Disability</td>
<td>NO</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Widows B Pension</td>
<td>NO</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Mature Age Partner Allowance</td>
<td>NO</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Partner Allowance</td>
<td>NO</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Assistance for Isolated Children</td>
<td>NO</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Child Care Assistance</td>
<td>NO</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Carer Allowance</td>
<td>NO</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Double Orphan Pension</td>
<td>NO</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Family Payment</td>
<td>NO</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Low Income Card</td>
<td>NO</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Mobility Allowance</td>
<td>NO</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Labour Adjustment Package (LAP) or Structural Adjustment Package (SAP) Job Seekers</td>
<td>YES</td>
<td>NO</td>
<td>Job Seekers who are identified with a LAP or SAP special client indicator will be able to receive Employment Services (depending on their identifier—some packages will have Stream B Services).</td>
</tr>
</tbody>
</table>
APPENDIX C
DEVELOPING SERVICE DELIVERY PLANS
Guidance to Employment Provider Tenderers in developing a Service Delivery Plan

Purpose of the Service Delivery Plan

An essential component of the Employment Services 2015 model is the capacity for Employment Providers to develop and deliver flexible servicing arrangements.

The Service Delivery Plan will capture the commitments and undertakings Tenderers make and be the mechanism through which Employment Providers are able to showcase to stakeholders (such as Job Seekers and Employers) the services that they can expect to receive.

Requirements of a Tenderer in developing a Service Delivery Plan

While it is a requirement for Employment Providers to have an organisational Service Delivery Plan, Employment Providers can choose to develop a selection of Service Delivery Plans. This could include individual Service Delivery Plans for each (or a selection of) Employment Region(s) in which Employment Providers deliver Services or Plans for each stakeholder group (for example one for Job Seekers, one for Employers and one for other networks).

Negotiation of the Service Delivery Plan with the Department

Tenderers are required to submit a draft Service Delivery Plan within one week of being notified of provisional acceptance of the tender bid. The Service Delivery Plan must reflect the Tenderer’s commitments as outlined in its service offer.

The Department reserves the right to retract offers of business if the Service Delivery Plan does not match the Services described in Tenderer’s service offer or if the Tenderer is late in providing the Service Delivery Plan. The Department will work with Employment Providers to finalise the Service Delivery Plan(s). The final Service Delivery Plan must be agreed to by the Department within a short period of time during contract negotiations with a view to being finalised by April 2015.

The Service Delivery Plan once agreed, will represent a schedule to the Deed and be subject to Deed provisions.

Core elements of a Service Delivery Plan

All elements in the Service Delivery Plan should be clear and measurable. Employment Providers must include specific commitments made in their response to the Request for Tender Selection criteria.

At a minimum, the Service Delivery Plan needs to address the following areas:

- Our Job Seekers
  Employment Providers should detail the key strategies that are part of their core service offer which are contained in the response to Criterion 3: Achieving outcomes for Job Seekers.

- Our Employers
  Employment Providers should detail what Employers can expect from them including any unique or specific strategies to satisfy the workforce needs of Employers. The commitments should reflect the response to Criterion 4: Meeting the needs of Employers.

- Our Networks
  This section could include an Employment Provider’s strategies and approaches for collaborating with other Employment Providers, Work for the Dole Coordinators, or any unique relationships they have with Employers, support organisations or training providers.
About Us

Employment Providers may wish to incorporate some background information about their mission, approach or philosophy that is relevant to the delivery of Employment Services.

Monitoring of the Service Delivery Plan

The undertakings and commitments a Tenderer makes in their Service Delivery Plan(s) form part of the Deed and are a key component of the Performance Framework. The Department reserves the right to apply sanctions to Employment Providers that do not deliver the Services outlined in their Service Delivery Plan(s).

Employment Providers need to be able to demonstrate how they have delivered on the commitments as outlined in their Service Delivery Plan(s).

Specific monitoring arrangements are being refined, and will be made available prior to contracting.

Changes to a Service Delivery Plan following the start of the 2015 Employment Services Deed

Providers will be required to maintain accurate and up-to-date Service Delivery Plans to ensure they meet the needs of Job Seekers and Employers.

The Department recognises that with a five year contract period, labour markets and servicing strategies may vary throughout the period and adjustments may be necessary. Nevertheless, requests for variation would need to be considered by the Department in the context of whether the proposed change materially alters the service offer. Tenderers should not propose a service offering where they believe there is a risk of them wanting to rescind elements of the undertakings and commitments in their tender response within a short time.

Format and style of an Employment Provider’s Service Delivery Plan

While the format and style of the Service Delivery Plan is entirely left to the Tenderer’s discretion, Tenderers are reminded that the Service Delivery Plan must complement the Service Guarantees. Tenderer should be mindful that the Service Delivery Plan(s) must be able to be provided to stakeholders, including Job Seekers, and displayed prominently in their offices. The final Service Delivery Plans are required to be part of a provider’s Connections for Quality page on the Australian JobSearch website and therefore, Employment Providers will need to ensure that the documents meet accessibility guidelines.
Your Service Guarantee

As your Employment Provider we will:

- explain clearly what Services you can receive, what you need to do and what we will do for you, including how we will work together to help you get and keep a job
- provide the support that you need so that you find work as quickly as possible
- treat you fairly and with respect
- ensure our staff provide services in a culturally sensitive way and take account of your personal responsibilities or other factors that impact on your ability to work.

What we will do for you

We will:

- conduct an in-depth first interview to understand what needs to be done to help you find work
- work with you to develop a Job Plan to set out what you need to do and what we will do for you
- refer you to jobs, help you to look for work and provide access to self-help facilities
- match you to a suitable Work for the Dole placement when required and help you complete your Annual Activity Requirements
- help with wage subsidies, or relocation assistance (where relevant and eligible)
- reassess your requirements if your circumstances change or if information was not taken into account in your first assessment
- keep in contact with you and your Employer once you have started a job to help you keep it
- provide the services set out in our Service Delivery Plan

If you would like more information on the services we offer, our Service Delivery Plan is prominently displayed in each of our offices and can be found on the Connections for Quality page on the Australian JobSearch website (www.jobsearch.gov.au).

What you need to do

There are some things that you need to do, including:

- undertake your required number of Job Searches per month
- complete six months of an approved activity each year if required, including Work for the Dole
- make every effort to get a job and accept any suitable job you are offered
- do your best at every job interview
- do everything that you have agreed to do in your Job Plan, including coming to all Appointments.

More information about your obligations can be found in your Job Plan.

Culturally diverse and Aboriginal and Torres Strait Islander peoples

If you identify as being from a culturally diverse background or an Aboriginal or Torres Strait Islander person, we will provide services and engage with you in a way that acknowledges and respects your culture.

Your personal information is confidential

We collect your personal information so we can provide Employment Services to you. Your personal information is protected by law, including the Privacy Act 1988.
We will only tell Employers things about you that are related to job opportunities or your employment with them.

We may also share your information with government agencies where necessary (including the Department of Employment, the Department of Human Services, the Department of Immigration and Border Protection, the Department of Social Services or the Department of the Prime Minister and Cabinet) so that they can make sure you are receiving the right level of support and services from us. These agencies may contact your Employer to check that information we have recorded is correct.

You can ask to get access to any information we hold about you, and have it corrected if needed.

**Compliments, suggestions or complaints**

Your views about the service you are receiving are important and we value any feedback you may have.

If you think you aren’t receiving the right help and would like to make a complaint, you should talk to us first. We will offer a feedback process which is fair and we will try to resolve your concerns.

If you feel you can’t talk to us about your concerns, or you are still not happy, you can call or email the Department of Employment’s National Customer Service Line on 1800 805 260 (free call from land lines) or email nationalcustomerserviceline@employment.gov.au.

**Review Processes**

If you are not happy with a decision made under the Social Security Law you may apply for a review of that decision.
Your Service Guarantee

For Volunteers

As your Employment Provider we will:

- explain clearly what services you can receive, what you need to do and what we will do for you, including how we will work together to help you get and keep a job
- provide the support that you need so that you find work as quickly as possible
- treat you fairly and with respect
- ensure our staff provide services in a culturally sensitive way and take account of your personal responsibilities or other factors that impact on your ability to work.

What help can you expect?

As a Volunteer you are able to access Services for only one period of up to six months. Through an interview, we will help you to access self-help facilities to support you to look for work and provide help to build your résumé.

We will also offer advice to help you understand the local employment market, understand the skills and qualities local Employers need, and where appropriate, refer you to jobs.

If you would like more information on the services we offer, our Service Delivery Plan is prominently displayed in each of our offices and can be found on the Connections for Quality page on Australian JobSearch website (www.jobsearch.gov.au).

Culturally diverse and Aboriginal and Torres Strait Islander peoples

If you identify as being from a culturally diverse background or an Aboriginal or Torres Strait Islander person, we will provide services and engage with you in a way that acknowledges and respects these cultures.

Your personal information is confidential

We collect your personal information so we can provide Employment Services to you. Your personal information is protected by law, including the Privacy Act 1988.

We will only tell Employers things about you that are related to job opportunities or your employment with them.

We may also share your information with government agencies where necessary (including the Department of Employment, the Department of Human Services, the Department of Immigration and Border Protection, the Department of Social Services or the Department of the Prime Minister and Cabinet) so that they can make sure you are receiving the right level of support and services from us. These agencies may contact your Employer to check that information we have recorded is correct.

You can ask to get access to any information we hold about you, and have it corrected if needed.

Compliments, suggestions or complaints

Your views about the service you are receiving are important and we value any feedback you may have.

If you think you aren’t receiving the right help and would like to make a complaint, you should talk to us first. We will offer a feedback process which is fair and we will try to resolve your concerns.

If you feel you can’t talk to us about your concerns, or you are still not happy, you can email the Department of Employment’s National Customer Service Line (nationalcustomerserviceline@employment.gov.au) or call 1800 805 260 (free call from land lines).
APPENDIX D  QUALITY ASSURANCE FRAMEWORK
Quality Assurance Framework Overview
The Department is introducing the new Quality Assurance Framework from 1 July 2015. All Employment Providers will be required to gain certification under the Quality Assurance Framework by 5.00 pm, Canberra time, 1 July 2016 and maintain it throughout the Deed period.

Certification against the Quality Assurance Framework involves achieving and maintaining certification against:

- a Department approved Quality Standard
- the Department’s Quality Principles in accordance with the Quality Assurance Framework Guidelines.

The Quality Standards
Four Quality Standards are included under the Quality Assurance Framework as outlined in Table D.1. Employment Providers must choose one of these Quality Standards to be certified against as part of their certification under the Quality Assurance Framework. Recognising the variety of organisations delivering Employment Services, the Department considers that this combination of Quality Standards allows Employment Providers the flexibility to choose the Quality Standard that best suits their business model. Follow the relevant link in Table D.1 to find out more information about each of the Quality Standards.

Some organisations may conduct business in addition to Department of Employment outsourced Employment Services. For example they may deliver Disability Employment Services or other state based community services. Those areas of the Employment Provider’s business are out of scope with respect to Quality Standards certification for the purposes of the Quality Assurance Framework.

Table D.1: Approved Quality Standards under the Quality Assurance Framework

<table>
<thead>
<tr>
<th>Standard</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISO 9001</td>
<td>ISO 9001 is an internationally recognised Quality Standard that promotes a quality management system as an integral part of an organisation’s operations. ISO 9001 is recognised in Australia as an appropriate continuous improvement tool for use by a range of industry sectors.</td>
</tr>
<tr>
<td>Employment Services Industry Standards (ESIS)</td>
<td>A Quality Standard developed by the National Employment Services Association (NESA) for the Australian Employment Services industry.</td>
</tr>
<tr>
<td>National Standards for Disability Services (NSDS)</td>
<td>The NSDS were revised in 2013 and provide the basis for the Disability Employment Services Quality Framework.</td>
</tr>
<tr>
<td>Investors in People (IiP)</td>
<td>IiP focuses on business improvement designed to advance an organisation’s performance through its employees. IiP Australia is licensed by the governing body UK Commission for Employment and Skills to maintain and deliver the IiP Standard.</td>
</tr>
</tbody>
</table>
The Quality Principles

The Department has developed the Quality Principles as a basis for measuring quality and improving Services delivered to Job Seekers, Employers and the department. While the Quality Standards establish a foundation of quality management, the Quality Principles bridge the gap between the requirements of the Quality Standards and the qualitative aspects of the Employment Services Deed. Employment Providers must demonstrate adherence to each of the Quality Principles as part of their Quality Assurance Framework certification.

Each Quality Principle is supported by Key Performance Measures (KPMs) which are further supported by Practice Requirements and Evidence.

**Standard Centric Principles**

Quality Principles 1 (Governance), 2 (Leadership) and 3 (Staff) align closely with each of the Quality Standards under the Quality Assurance Framework. Therefore they have been designated Standard Centric Principles.

**Deed Centric Principles**

Quality Principles 4 (Participants), 5 (Labour Market, Employers & Community), 6 (Operational Effectiveness) and 7 (Continual Improvement) focus on the qualitative requirements of the Deed and how they relate to the Employment Provider’s internal policies and procedures.

**Table D.2: Quality Principles**

**Principle 1 - Governance**

Definition: Effective governance and efficiency through corporate arrangements and management systems. These systems support practices that optimise outcomes for their organisation and their clients. This includes appropriate planning strategies that support and improve organisational effectiveness.

<table>
<thead>
<tr>
<th>Key Performance Measure</th>
<th>Practice Requirement</th>
<th>Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>KPM 1.1 Corporate Governance and management systems satisfy legal and contractual requirements that withstand public scrutiny.</td>
<td>1.1.1. The Provider’s corporate governance arrangements promote confidence in Employment Services being delivered effectively.</td>
<td>a) There are sound arrangements in place for the ongoing operation of the organisation’s governing body. There is/are: i. Evidence that members/directors demonstrate an understanding of responsibilities and accountabilities, including ethical, legal and contractual requirements. ii. Clear processes for the escalation of matters to the governing body. iii. Documented procedures on how the board operates and records its governance function, such as, frequency of meetings and recording of minutes, and management of conflicts of interest.</td>
</tr>
<tr>
<td>Key Performance Measure</td>
<td>Practice Requirement</td>
<td>Evidence</td>
</tr>
<tr>
<td>-------------------------</td>
<td>----------------------</td>
<td>----------</td>
</tr>
<tr>
<td></td>
<td>assist in the delivery of Employment Services.</td>
<td>ii. Corporate/Business Plans ensure staffing levels and expertise are commensurate with caseload levels.</td>
</tr>
<tr>
<td>1.1.2.</td>
<td>The Provider has in place appropriate procedures for decision making, which outline the authority/delegations within the organisation that support staff in carrying out their roles and responsibilities.</td>
<td>a) Appropriate documented decision making procedures are in place which include decision making matrices (financial and administrative): i. There is evidence of the communication of these processes and procedures to staff. ii. Staff and management can demonstrate that these processes have been implemented and are utilised in day to day operations. iii. The Employment Provider can demonstrate how it monitors adherence to these procedures and the action taken to address any gaps or mitigate further incidents.</td>
</tr>
<tr>
<td>1.1.3.</td>
<td>The Provider has in place mechanisms that ensure the ongoing financial health of the organisation.</td>
<td>a) The organisation can demonstrate how it maintains financial control. There is: i. Evidence of an appropriate financial management system. ii. Ongoing review of the organisation’s financial position, including the regular review of financial statements. iii. Evidence of annual financial audits that provide assurance on financial management of systems and processes.</td>
</tr>
<tr>
<td>KPM 1.2</td>
<td>The Provider has in place appropriate risk management procedures that manage workplace and environmental risks, including disaster recovery plans.</td>
<td>1.2.1. The Provider has in place corporate governance arrangements that manage risk. a) Risk management arrangements include: i. Documented processes for identifying and managing risk. ii. Organisational and site risk management plans. iii. Evidence of regular review of risk management plans. b) The Provider has a documented Fraud Control Plan which refers to: i. Clear arrangements for staff to notify management of potential fraud. ii. The department’s Tip Off Line contact details. iii. Ensuring staff awareness of fraud prevention, including training. iv. Appropriate treatment of any alleged or actual instances of fraud or misconduct which has been identified including the documentation of treatment plans. c) There is evidence of the application of fraud detection strategies as outlined in the Fraud Control Plan. d) There is accurate record keeping and document control: i. Procedures relating to document control are implemented and understood by all staff.</td>
</tr>
</tbody>
</table>
### Principle 2 – Leadership

**Definition:** Effective leadership that establishes the organisation’s direction and purpose and supports a positive organisational culture and reputation.

<table>
<thead>
<tr>
<th>Key Performance Measure</th>
<th>Practice Requirement</th>
<th>Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>KPM 2.1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| All employees have a shared understanding of the Provider’s direction including the vision and purpose that directs the organisation. | 2.1.1. The Provider has a clear a purpose and vision. | a) There is an organisational vision statement that outlines the organisation’s mission and values.  
   b) Staff understand the vision and direction of the organisation:  
      i. Team objectives align with the organisational direction and vision.  
      ii. Staff understand how their roles link to the objectives of the organisation.  

| KPM 2.2                 |                      |          |
| The Provider has an Organisation Code of Conduct which is clearly promoted, followed and upheld. | 2.2.1. The Provider’s Code of Conduct is promoted, easily located, followed and upheld by the organisation. | a) The Provider has in place a Code of Conduct that:  
   i. Includes a set of values that outline the expectations placed on staff within the organisation.  
   ii. Is easily located by staff.  
   iii. Requires staff to act in a manner which withstands public scrutiny.  
   b) The Code of Conduct is communicated effectively throughout the organisation:  
   i. The Provider can demonstrate how it promotes the requirements of the Code of Conduct to staff.  
   ii. Staff can accurately describe the requirements of the Code of Conduct.  
   iii. Where a breach of the Code of Conduct occurs, it is appropriately managed and action is taken to prevent it from reoccurring.  

<p>| KPM 2.3                 |                      |          |
| Internal communication strategies by | 2.3.1. Communication and sharing of | a) Internal communication procedures are in place that ensure the accurate sharing of knowledge and information throughout the organisation: |</p>
<table>
<thead>
<tr>
<th>Key Performance Measure</th>
<th>Practice Requirement</th>
<th>Evidence</th>
</tr>
</thead>
</table>
| the organisation ensure consistent messaging, encompass people at all levels and in turn promote a positive organisational culture and reputation. | information occurs systematically throughout the organisation. | i. The Provider can demonstrate procedures that ensure a regular flow of information that is accurate and timely.  
ii. The Provider can demonstrate that communication procedures are followed. |
|  |  | b) The sharing of information is systematic across all sites.  
i. The Provider can demonstrate how they ensure all sites are provided with consistent information.  
ii. Staff can describe how they access and receive information from the organisation. |

**Principle 3 – Staff**

Definition: Each employee has the relevant skills and competency to successfully undertake their role. Plans and mechanisms are in place to identify these skills and competencies and to ensure that they are maintained and enhanced through training and development.

<table>
<thead>
<tr>
<th>Key Performance Measure</th>
<th>Practice Requirement</th>
<th>Evidence</th>
</tr>
</thead>
</table>
| KPM 3.1  
The Provider’s human resource policies ensure that there are systems in place that support staff in the delivery of Employment Services. | 3.1.1. Staff understand the skills and competency requirements needed to successfully undertake their role. | a) The Provider has documented job descriptions that include statements of the skills and competencies required for the position, including cultural competency skills.  
b) Recruitment and selection practices are documented and:  
i. Selection procedures reflect the core competencies and skill attributes of the job description.  
ii. Encourage workplace diversity and cultural competency.  
iii. Require referee reports, and current police and working with children checks (where relevant) are conducted.  
b) The Provider can demonstrate adherence to these policies at individual sites. |
| 3.1.2. The Provider has in place merit-based recruitment and selection procedures. | a) |  
b) The Provider can demonstrate adherence to these policies at individual sites. |
| 3.1.3. The Provider has in place effective induction policies and procedures. | a) The Provider has a documented induction programme which:  
i. Outlines what is required of inductees, supporting staff and managers during the induction process.  
ii. Is in operation and is regularly reviewed and updated.  
b) The Provider can demonstrate adherence to these policies at individual sites. |
| KPM 3.2  
The Provider has a structured approach to developing staff and an effective | 3.2.1. The Provider has in place a staff training and development strategy. | a) The staff development strategy:  
i. Incorporates details of the organisational plan for the on-going training and development of all staff. |
<table>
<thead>
<tr>
<th>Key Performance Measure</th>
<th>Practice Requirement</th>
<th>Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>performance management system.</td>
<td>ii. Is informed by internal and external audits and/or reviews. iii. Contains strategies for identifying skill gaps.</td>
<td>a) The Provider has in place a documented performance management system that outlines: i. The methods and timing for ongoing individual feedback to staff. ii. The frequency and documentation required for performance appraisals, particularly where there is skill/competency deficiency identified. b) The Provider can demonstrate that performance management policies are followed: i. All staff are given timely and relevant performance feedback. ii. Performance appraisals are conducted in accordance with the performance management policies. iii. Corrective action has been taken if skills / competency deficiencies or under performance has been identified.</td>
</tr>
</tbody>
</table>

3.2.2. The Provider’s performance management system results in the ongoing development of staff.

Principle 4 – Participants

Definition: The organisation has in place mechanisms and strategies to ensure that each participant receives practical support necessary to get and sustain a job and move off welfare dependency as soon as possible. The organisation undertakes a process of planning, implementation, review and adjustment to facilitate the achievement of these goals, in line with programme eligibility.

<table>
<thead>
<tr>
<th>Key Performance Measure</th>
<th>Practice Requirement</th>
<th>Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>KPM 4.1 The Provider has in place strategies that result in effective engagement with Job Seekers.</td>
<td>a) The Provider’s communication strategy includes: i. A variety of communication methods. ii. A guide to the frequency of contact between the Provider and Job Seekers which is line with their Service Guarantee.</td>
<td>4.1.1. The Provider has a communication strategy in place to engage with Job Seekers. a) The Provider has procedures in place to conduct regular caseload monitoring, across all sites and address any emerging issues. These procedures include reviewing the caseload to ensure: i. Timely activation of Job Seekers from date of referral. ii. The timely commencement of Job Seekers into Work for the Dole and other relevant programmes. iii. Prompt re-engagement of Job Seekers following suspension and exemption periods or following incidents of not meeting their</td>
</tr>
<tr>
<td>Key Performance Measure</td>
<td>Practice Requirement</td>
<td>Evidence</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-----------------------</td>
<td>----------</td>
</tr>
</tbody>
</table>
|                         | b) The Provider has a strategy in place to maintain engagement with Job Seekers in employment. The strategy includes:  
  i. Support to Job Seekers to ensure they remain in employment for the length of the payment period.  
  ii. Prompt re-engagement of Job Seekers who fall out of employment. | Mutual Obligation Requirements. |
| 4.1.3.                  | a) The Provider’s compliance procedures outline when the reporting of non-attendance or non-compliance in relation to Mutual Obligation Requirements should occur and include:  
  i. The need to consider complex issues and Reasonable Excuses prior to reporting incidents of non-compliance.  
  ii. The Job Seeker appeal process for compliance decisions. |  
  b) The provider can demonstrate that the compliance procedures are consistently applied across all sites. |
| KPM 4.2                 | 4.2.1. The Provider delivers Services in line with the Service Guarantee and the Joint Charter of Deed Management (Joint Charter). |  
  a) The Provider has documented policies and procedures that reflect the servicing strategies outlined in the Service Guarantee.  
  b) Staff can describe the obligations outlined in the Service Guarantee and the Joint Charter.  
  c) Staff can demonstrate an understanding of these procedures and correctly apply them to individual Job Seekers. |
| Employment Services are delivered to Job Seekers that assist them to become work ready and gain sustainable employment, in line with individual programme eligibility and the Provider’s service delivery model. | 4.2.2. Staff understand the eligibility criteria for individual Employment Services programmes and can identify the Mutual Obligation and compliance requirements for individual Job Seekers. |  
  a) Staff are able to describe the various programmes and eligibility requirements.  
  b) Staff can demonstrate that they are able to identify the varying circumstances and participation Mutual Obligation Requirements of individual Job Seekers. |
|                         | 4.2.3. Staff undertake assessments of Job Seeker’s circumstances that focus on assisting the Job Seeker to become work ready and gain sustainable employment. |  
  a) The Job Seeker assessment includes:  
  ii. Identification of employment goals.  
  iii. Skill identification and development needs.  
  iv. Active job matching and referral to suitable employment. |
|                         | 4.2.4. The Provider has in place a variety of strategies to promote a wide range of employment opportunities to Job Seekers |  
  a) Staff can describe the practical examples and strategies they use to promote a wide range of employment opportunities to Job Seekers. |
<table>
<thead>
<tr>
<th><strong>Key Performance Measure</strong></th>
<th><strong>Practice Requirement</strong></th>
<th><strong>Evidence</strong></th>
</tr>
</thead>
</table>
|                          | strategies for promoting a wide range of employment opportunities to Job Seekers. | including:  
 |                           | i. Evidence of marketing activities that target specific local industries.  
 |                          | ii. Advice on Job Searching methods.  
 |                          | iii. Advice on government incentives such as the Job Commitment Bonus and the Relocation Assistance to Take Up a Job Programme.  
 |                          | iv. how the Provider promotes its sourced vacancies to Job Seekers.  
| KPM 4.3                  | 4.3.1. Plans are tailored to the Job Seeker and contain activities that will satisfy the Job Seeker’s Mutual Obligation Requirements (where relevant) and assist the Job Seeker to become work ready and gain sustainable employment. | a) All Job Seekers have an individual and up to date Job Plan, which has been signed and agreed to by the Job Seeker and recorded on the department’s IT Systems. There is evidence of regular review and modification in accordance with internal procedures.  
 |                          | b) The Job Plan contains:  
 |                          | i. The number of Job Searches that must be undertaken by the Job Seeker each month.  
 |                          | ii. Current, time specific activities for the Job Seeker to complete.  
 |                          | iii. Activities focused on securing and maintaining employment.  
 |                          | c) The Provider has a systematic approach to ensuring Job Seekers fulfil the requirements of their individual Job Plans including ensuring that:  
 |                          | i. Job seekers apply for and accept suitable roles.  
 |                          | ii. Job seeker Mutual Obligation are being met.  
 |                          | iii. Where a Job Seeker has failed to comply with their Mutual Obligation Requirements, consider appropriate strategies for engagement and, as appropriate, take timely action under the compliance framework.  
| KPM 4.4                  | 4.4.1. The Provider has in place strategies for monitoring Job Seeker satisfaction with the Employment Services delivered. | a) The organisation has processes in place for monitoring Job Seeker satisfaction with the Employment Services delivered. These strategies:  
 |                          | i. Are undertaken as planned.  
 |                          | ii. Inform service improvement.  
 |                          | b) Job seekers confirm that they have received tailored Services by the Provider:  
 |                          | i. Service Guarantees are prominently displayed at site and supplied to the Job Seeker.  
 |                          | ii. Job seeker feedback on Services received reflects the Provider’s commitments as outlined in the Service Guarantee and confirms Services have been tailored to meet their individual needs.  
 |                          | c) The Provider collates organisational wide information on feedback and complaints with Job Seekers and in line with the Deed and Guidelines.  

<table>
<thead>
<tr>
<th>Key Performance Measure</th>
<th>Practice Requirement</th>
<th>Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4.4.2. The Provider’s policies and procedures support the raising of complaints and feedback, with no fear of retribution and facilitate complaints resolution.</td>
<td>complaints received, and use the findings to continually improve service delivery.</td>
</tr>
<tr>
<td></td>
<td>a) The Provider has in place documented policies and procedures to support the raising of complaints and feedback. The policies detail:</td>
<td>a) The Provider has in place documented policies and procedures to support the raising of complaints and feedback. The policies detail:</td>
</tr>
<tr>
<td></td>
<td>i. How complaints and feedback are used to improve service delivery.</td>
<td>i. How complaints and feedback are used to improve service delivery.</td>
</tr>
<tr>
<td></td>
<td>ii. How the outcome of a complaint is communicated to the complainant.</td>
<td>ii. How the outcome of a complaint is communicated to the complainant.</td>
</tr>
<tr>
<td></td>
<td>iii. Escalation procedures.</td>
<td>iii. Escalation procedures.</td>
</tr>
<tr>
<td></td>
<td>b) The complaints and feedback process is implemented consistently across the organisation.</td>
<td>b) The complaints and feedback process is implemented consistently across the organisation.</td>
</tr>
<tr>
<td></td>
<td>i. Staff can readily access the complaints procedure and can articulate the process.</td>
<td>i. Staff can readily access the complaints procedure and can articulate the process.</td>
</tr>
<tr>
<td></td>
<td>ii. Complaints are referred to the Department of Employment when required.</td>
<td>ii. Complaints are referred to the Department of Employment when required.</td>
</tr>
<tr>
<td></td>
<td>iii. Staff complete training in relation to the complaints handling process.</td>
<td>iii. Staff complete training in relation to the complaints handling process.</td>
</tr>
<tr>
<td></td>
<td>iv. Complaints are investigated by an appropriately senior staff member.</td>
<td>iv. Complaints are investigated by an appropriately senior staff member.</td>
</tr>
<tr>
<td></td>
<td>c) Records of complaints are maintained which include:</td>
<td>c) Records of complaints are maintained which include:</td>
</tr>
<tr>
<td></td>
<td>i. Detailed information relating to the complaint including the date of the complaint and the Site to which the complaint relates.</td>
<td>i. Detailed information relating to the complaint including the date of the complaint and the Site to which the complaint relates.</td>
</tr>
<tr>
<td></td>
<td>ii. Steps taken to resolve the complaint.</td>
<td>ii. Steps taken to resolve the complaint.</td>
</tr>
<tr>
<td></td>
<td>iii. The outcome of any investigation.</td>
<td>iii. The outcome of any investigation.</td>
</tr>
<tr>
<td></td>
<td>iv. Any follow-up action required.</td>
<td>iv. Any follow-up action required.</td>
</tr>
<tr>
<td></td>
<td>d) The Provider’s feedback mechanism is open and transparent.</td>
<td>d) The Provider’s feedback mechanism is open and transparent.</td>
</tr>
<tr>
<td></td>
<td>i. Job seekers are aware of feedback and complaints procedures and feel comfortable to raise a complaint without fear of retribution.</td>
<td>i. Job seekers are aware of feedback and complaints procedures and feel comfortable to raise a complaint without fear of retribution.</td>
</tr>
<tr>
<td></td>
<td>ii. Feedback from Job Seekers indicates that complaints lodged have or are being resolved.</td>
<td>ii. Feedback from Job Seekers indicates that complaints lodged have or are being resolved.</td>
</tr>
</tbody>
</table>
**Principle 5 – Labour Market, Employers and Community**

Definition: The organisation and its staff have a clear understanding of the local labour markets in which they operate. The organisation engages effectively with Employers, complementary service providers and other stakeholders who assist participants to gain employment.

<table>
<thead>
<tr>
<th>Key Performance Measure</th>
<th>Practice Requirement</th>
<th>Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>KPM 5.1 The Provider identifies and incorporates local labour market knowledge into service delivery.</td>
<td>5.1.1. The Provider has in place strategies to incorporate labour market knowledge to assist staff to achieve employment outcomes.</td>
<td>a) Provider has documented labour market plans that demonstrate how local, regional and national labour market information is used to determine: i. Details of prime industries. ii. Areas of current and future employment growth. iii. Skill shortages.</td>
</tr>
<tr>
<td></td>
<td>5.1.2. The Provider identifies the cohort groups it services, and implements specific strategies that assist these Job Seekers into employment.</td>
<td>a) The Provider has in place documented strategies that assist staff in tailoring Employment Services to different cohort groups. Cohort groups include, but are not limited to: i. Aboriginal and Torres Strait Islander. ii. Youth. iii. 18 to 30 year olds. iv. Mature age. v. Culturally and linguistically diverse. vi. People with a disability. vii. Parents / Primary carers. b) The Provider can demonstrate that the strategies assist in securing employment outcomes for Job Seekers. c) Staff apply these strategies for engaging and servicing different cohort groups in their Employment Region.</td>
</tr>
<tr>
<td></td>
<td>5.1.3. The Provider has in place strategies that assure the cultural competence of staff.</td>
<td>a) The Provider’s policy and procedures demonstrate a commitment to culturally appropriate service delivery. b) Staff are trained to deliver services in a culturally sensitive way, including Aboriginal and Torres Strait Islander Job Seekers. c) The Provider has in place policy and procedures for accessing interpreting services. i. Staff can accurately describe procedures and how they are used. ii. There is evidence of professional interpreters being engaged, where appropriate, to address Job Seekers’ needs.</td>
</tr>
<tr>
<td>KPM 5.2 The Provider has a systematic approach</td>
<td>5.2.1. The Provider has in place proactive</td>
<td>a) Management can demonstrate how they maintain relationships with Employers and Employer groups. There is:</td>
</tr>
<tr>
<td>Key Performance Measure</td>
<td>Practice Requirement</td>
<td>Evidence</td>
</tr>
<tr>
<td>-------------------------</td>
<td>----------------------</td>
<td>----------</td>
</tr>
</tbody>
</table>
| to servicing the needs of Employers. There is evidence of ongoing relationships with Employers that deliver employment outcomes for Job Seekers. | strategies for meeting the needs of Employers. | i. Active marketing to Employers both of the service and of individual Job Seekers.  
ii. Evidence of Employer networks and/or databases. |
|  |  | b) Staff can describe how they source vacancies, and match and place Job Seekers into employment. This involves staff:  
i. Accurately assessing the needs of Employers.  
ii. Matching the needs of Employers with skills of the Job Seekers on their caseload.  
iii. Providing ongoing assistance to Employers, for eligible Job Seekers post placement, to improve employment outcomes. |
|  |  | c) Management can describe how they tailor employment solutions to Employers by:  
i. Supplying information to Employers on government incentives available to the Employer, including wage subsidies and Restart.  
ii. Facilitating and/or participating in industry strategies, where available, to assist Employers to meet skill shortages. |
|  |  | d) Management can demonstrate collaboration with other Employment Service Providers to meet the needs of Employers. |
|  |  |  
| KPM 5.3 | There are effective relationships developed and maintained with Work for the Dole Coordinators, other Employment Service Providers, and organisations that deliver complementary services. |  
| 5.3.1. | The Provider regularly utilises and maintains an effective relationship with Work for the Dole Coordinators. | a) The Provider can demonstrate evidence of ongoing and constructive interactions with Work for the Dole Coordinators.  
b) The Provider has in place documented strategies to keep its staff abreast of any developments or requirements with the Work for the Dole Coordinators. |
| 5.3.2. | The Provider can demonstrate linkages with Work for the Dole Host Organisations. | a) Management can demonstrate the approach taken to promote the Work for the Dole programme to potential Host Organisations.  
b) Management can demonstrate how they maintain relationships with Work for the Dole Host Organisations.  
c) Staff can describe the strategies they use to maintain relationships with Work for the Dole Host Organisations.  
d) Management can demonstrate collaboration with other Employment Providers to meet the needs of Work for the Dole Host Organisations and deliver the Work for the Dole programme. |
| 5.3.3. | The Provider can demonstrate linkages | a) The Provider has established networks with:  
i. the Department of Human Services / Centrelink. |
### Key Performance Measure
between the services the Provider delivers and appropriate referral to and from other agencies.

### Practice Requirement
- Other Employment Service Providers.
- DES Providers.
- NEIS Providers.
- HLS Providers.
- Jobs, Land and Economy Programme (JLEP) Providers.

### Evidence
b) Information is maintained, at site level, of complementary programmes or services that may be available to Job Seekers. These services incorporate:
- Government programmes.
- Current and future JLEP projects.
- NEIS information.
- Non-vocational support services (e.g. homelessness, substance abuse, CALD, refugees).
- Local training providers.

---

## Principle 6 – Operational Effectiveness

Definition: The organisation adopts quality operational systems that ensure effective service delivery.

### Key Performance Measure
KPM 6.1 Providers’ procedures and practices support the delivery of Services that comply with the Deed and Guidelines.

### Practice Requirement
6.1.1. Provider has a strategy in place to ensure compliance with the Deed and Guidelines.

6.1.2. Operational systems are in place that ensures changes in the Deed and Guidelines are promptly and accurately reflected in the organisation’s own procedures and practices.

### Evidence
a) The Provider’s operating procedures ensure that the requirements of Deed and Guidelines are being met.

b) Staff undertake specific and on-going training in relation to the Deed and Guidelines including completing departmental learning modules.

c) The Provider can demonstrate that they have in place operating procedures for accurately and promptly updating the organisation’s procedures and practices following Deed and Guidelines updates.

b) The Provider can demonstrate that these operating procedures, relating to Deed and Guideline changes, are being followed.

i. Current versions of documents are readily identifiable and accessible.

ii. Staff can describe in their own words how they are notified of updated operational procedures.

Provider can demonstrate that Services delivered by staff are in line with Deed and Guideline requirements.

Staff can describe, in their own words:

i. The importance of complying with the Deed and Guidelines.
<table>
<thead>
<tr>
<th>Key Performance Measure</th>
<th>Practice Requirement</th>
<th>Evidence</th>
</tr>
</thead>
</table>
| 6.1.3. Provider has in place proactive strategies for ensuring staff awareness of probity and accountability issues. | a) The Provider has in place documented strategies to address probity and accountability issues and evidence of their communication to and implementation by staff.  

b) Providers have maintained copies of the Department of Employment’s Information, Communications and Technology Systems – User Declaration Forms, in accordance with the Deed.  
c) Staff receive training to develop and maintain their awareness of probity and accountability issues. | ii. How they receive training in relation to the Deed and Guidelines.  

iii. Where they access operational procedures. |

KPM 6.2 Provider has in place arrangements to monitor and comply with privacy and other relevant legislation.  

6.2.1. The Provider has in place policies and processes to ensure that personal information is handled in a manner consistent with privacy and other legislation. | a) The Provider has in place documented privacy and confidentiality polices that:  
i. Address data collection, use/disclosure, security and disposal as described in the department’s Records Management Instructions.  

ii. Reflect a ‘need to know’ basis in relation to personal information.  
b) The Provider can demonstrate how they have implemented their privacy and confidentiality procedures:  
i. Staff can accurately describe how these procedures are used and can demonstrate their implementation in their daily work procedures.  

ii. Information is stored securely.  

iii. There are facilities that accommodate private discussion with job seekers, such as private interview rooms. | |

6.2.2. The Provider has arrangements in place to promote their privacy and confidentiality policies to job seekers and employers. | a) The Provider can demonstrate the steps taken to inform job seekers of how their personal information may be used. This must incorporate:  
i. Evidence of relevant information on protecting job seekers’ privacy and handling of confidential issues being handed/shared with the job seeker at their first interview with the Provider.  

ii. Additional considerations for managing issues of privacy where these are required by local communities (e.g. Indigenous communities).  
b) The Provider can demonstrate that they inform employers about how their disclosed information is managed. | |

KPM 6.3 Claiming processes used by the provider are systematic and ensure | 6.3.1. The Provider ensures claiming practices are systematically applied throughout | a) The Provider’s claiming policies and procedures:  
i. Support compliance with the Guidelines including the Documentary Evidence Claims for Payment Guidelines. |
<table>
<thead>
<tr>
<th>Key Performance Measure</th>
<th>Practice Requirement</th>
<th>Evidence</th>
</tr>
</thead>
</table>
| claiming practices align with the Deed and Guidelines. | the organisation. | ii. Specify approval processes for claims.  
   iii. Clearly identify accountability and delegation arrangements.  
   iv. Ensure claiming practices are systematic throughout the organisation’s sites. |

b) Staff responsible for the submission of claims to the Department:  
i. Have the required knowledge and training including the Learning Centre’s claiming module.  
ii. Apply the Documentary Evidence Claims for Payment Guidelines.  
iii. Process claims in accordance with the organisation’s claiming procedures.  

6.3.2. The Provider has in place processes and procedures that ensure reimbursements sought from the Employment Fund are effective at building the Participant’s experience and skills and/or assist them to an employment outcome.  

a) The Provider’s Employment Fund policy and procedures are in line with the Deed and Guidelines and:  
i. Require that items on the prohibited items list are not purchased.  
ii. Detail the internal and external approval process (where required) for expenditure.  
iii. Require appropriate record keeping.  
b) The Provider can demonstrate that their Employment Fund policies and procedures are followed by staff.  
c) The Provider can demonstrate how items purchased out of the Employment Fund:  
i. Correspond with the Stream Participant’s difficulties in finding a job in the labour market.  
ii. Provide value for money.  
iii. Comply with any work, health and safety laws that may apply.  
iv. Ensure effective use and promotion of wage subsidies.  

Principle 7 – Continual Improvement  
Definition: The organisation has a systematic approach to improving all aspects of its operations. There is an effective internal audit function that identifies and promotes opportunities for improvement.  

<table>
<thead>
<tr>
<th>Key Performance Measure</th>
<th>Practice Requirement</th>
<th>Evidence</th>
</tr>
</thead>
</table>
| KPM 7.1                 | 7.1.1. The Provider has in place formally defined internal audit procedures or an audit charter. | a) The audit charter or procedures are approved by the directors/board members and outline the purpose, authority and responsibility of the internal audit function. Detailing:  
i. How the organisation ensures that the internal audit function |
<table>
<thead>
<tr>
<th>Key Performance Measure</th>
<th>Practice Requirement</th>
<th>Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>improves the organisation’s overall effectiveness.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ii. How management ensure the internal audit function remains an independent process, free of operational interference.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>iii. How the plan interlinks with the organisation’s risk and fraud management strategies.</td>
</tr>
<tr>
<td></td>
<td>b) Person(s) responsible for conducting internal audits are:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>i. Independent, objective and impartial.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ii. Where audits are conducted by Employment Service staff, there is a clear separation of duties.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iii. Possess the appropriate skills and competencies to undertake internal audits.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>7.1.2. The Provider ensures internal audit activity is effectively planned.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>a) The Provider effectively plans internal audit activity by:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>i. Preparing an internal audit schedule that is approved by directors/board members.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ii. Considering the size and complexity of the organisation to ensure internal audit activities provide the organisation with sufficient assurance.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iii. Adopting a risk based approach to determining internal audit priorities.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iv. Ensuring audits are undertaken of the internal Quality Management system as well as Deed related compliance.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>b) The Provider undertakes internal audit activities as outlined in the organisation’s audit schedule.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>i. The Provider can demonstrate that all scheduled audits have been conducted.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ii. Reasons why audits are undertaken outside the audit schedule are documented.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>7.2.1. The Provider has in place a continual improvement register that is used to monitor continual improvement proposals and the activities that address them.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>a) The Provider can demonstrate that there is a continual improvement register and it is effectively utilised, including:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>i. Demonstrating that there is a systematic process to updating and monitoring the continual improvement register.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ii. Contains all corrective action.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iii. Contains all current and completed activities.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iv. Has issues/opportunities that have been informed by a variety of sources.</td>
<td></td>
</tr>
<tr>
<td>Key Performance Measure</td>
<td>Practice Requirement</td>
<td>Evidence</td>
</tr>
<tr>
<td>-------------------------</td>
<td>----------------------</td>
<td>----------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>v.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>vi.</td>
</tr>
<tr>
<td>7.2.2.</td>
<td>The Provider has in place systematic reporting mechanisms that monitor site, Employment Region and organisational performance.</td>
<td>a)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>i.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ii.</td>
</tr>
<tr>
<td>7.2.3.</td>
<td>The Provider can demonstrate how feedback received from a variety of sources informs the implementation of continual improvement activities.</td>
<td>a)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>b)</td>
</tr>
<tr>
<td>7.2.4.</td>
<td>The Provider’s ongoing performance against the Quality Assurance Framework informs continual improvement.</td>
<td>a)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>i.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ii.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>b)</td>
</tr>
</tbody>
</table>
Audits
This section provides information in relation to Quality Principles Audits only. Audits in relation to Quality Standards must be conducted in accordance with the requirements of that Quality Standard. Quality Auditors may assess the Employment Provider’s conformance with the Quality Principles and the Quality Standard in a single audit process.

All audit costs are covered by the Employment Provider.

Quality Principles Audits
The three types of Quality Principles audits, under the Quality Assurance Framework are:

- Certification Audits
- Surveillance Audits
- Extraordinary Audits

In addition to these types of audits, Employment Providers are also expected to conduct their own internal, or self-audits.

Audit Schedule
Employment Providers who gain certification to the Quality Assurance Framework prior to July 2015, such as those who gained certification during the JSA Quality Standards Pilot 2013 (the Pilot) will undergo a Surveillance Audit during the first year of the new contract period. Employment Providers who do not achieve certification against the Quality Assurance Framework prior to July 2015, including organisations new to the market in 2015, or whose certification lapsed prior to July 2015 will undergo a Certification Audit during the first year of the new contract period. Table D.3 provides a summary of the audit schedule for each type of Employment Provider.

In order to maintain certification against an approved Quality Standard, Employment Providers must follow the relevant audit schedule of that Quality Standard, which may differ from the audit Schedule described below. Employment Providers should discuss the auditing requirements of the Quality Standards with their Conformity Assessment Body.

Table D.3 – Audit schedule under the Quality Assurance Framework

<table>
<thead>
<tr>
<th>Contract Year</th>
<th>Organisations certified during the Pilot</th>
<th>All other organisations</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 July 2015 - 30 June 2016</td>
<td>Surveillance Audit</td>
<td>Certification Audit</td>
</tr>
<tr>
<td>1 July 2016 - 30 June 2017</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>1 July 2017 - 30 June 2018</td>
<td>Certification Audit</td>
<td>Surveillance Audit</td>
</tr>
<tr>
<td>1 July 2018 - 30 June 2019</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>1 July 2019 - 26 June 2020</td>
<td>Surveillance Audit</td>
<td>Certification Audit or Surveillance Audit*</td>
</tr>
</tbody>
</table>
Providers who are due for a Certification Audit during the final year of the contract period may choose a Surveillance Audit instead. However, Employment Providers who choose a Surveillance Audit will be required to undertake a Certification Audit in the first year of the 2020-2025 contract period.

**Non-conformance**

This section provides information in relation to what constitutes a non-conformance in relation to the Quality Principles and the action an Employment Provider must take in the event that non-conformance is raised.

Non-conformance is split up into two classifications: major non-conformance and minor non-conformance. Table D.4 provides a summary of the non-conformance classifications.

Any major non-conformances identified during the initial Certification Audit must be at least downgraded to minor non-conformance prior to 5:00 pm, Canberra time, 1 July 2016, otherwise Quality Assurance Framework Certification will **not** be awarded.

Table D.4 – Non-conformance

<table>
<thead>
<tr>
<th>Non-Conformance Classification</th>
<th>Major Non-Conformance</th>
<th>Minor Non-Conformance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Definition</strong></td>
<td>A major non-conformance is defined as:</td>
<td>A minor non-conformance is defined as:</td>
</tr>
<tr>
<td></td>
<td>• A failure to satisfy at least one of the Practice Requirements within a KPM</td>
<td>• failure to meet a Practice Requirement, or</td>
</tr>
<tr>
<td></td>
<td>• A failure to satisfy 50 per cent of the Practice Requirements across a Quality Principle regardless of which KPM they fall under, or</td>
<td>• a minor non-conformance identified against a Quality Standard during a Quality Standard audit relevant to the Quality Principles.</td>
</tr>
<tr>
<td></td>
<td>• a failure to close out a minor non-conformance within six months, or</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• a major non-conformance identified against a Quality Standard during a Quality Standard Audit that is relevant to the Quality Principles.</td>
<td></td>
</tr>
<tr>
<td><strong>Impact on Certification</strong></td>
<td>• In relation to a Certification Audit – certification against the Quality Assurance Framework is not granted until the major non-conformance is downgraded to a minor non-conformance or closed out, or</td>
<td>No impact on certification as long as the minor non-conformance is closed out within the required timeframe.</td>
</tr>
<tr>
<td></td>
<td>• In relation to a Surveillance Audit – certification against the Quality Assurance Framework is suspended until the non-conformance is downgraded to a minor non-conformance or closed out.</td>
<td></td>
</tr>
<tr>
<td>Non-Conformance Classification</td>
<td>Major Non-Conformance</td>
<td>Minor Non-Conformance</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-----------------------</td>
<td>-----------------------</td>
</tr>
</tbody>
</table>
| **Corrective Action Plan**    | A Corrective Action Plan must be submitted to Account Manager within 20 business days of the closing meeting of the audit containing:  
  - proposed action to be taken to address the non-conformance (that is downgrade to minor non-conformance)  
  - timeframes of progress milestones  
  - endorsement from the auditor and a determination as to whether the major non-conformance can be closed out remotely or if further onsite audit activity is required. | A Corrective Action Plan must be submitted to Account Manager within 20 business days of the closing meeting of the audit containing:  
  - proposed action to be taken to address the non-conformance  
  - timeframes of progress milestones (if any)  
  - endorsement from the auditor and a determination as to whether the minor non-conformance can be closed out remotely or if further onsite audit activity is required. |
| **Close Out Method**          | Close out of a major non-conformance is usually achieved by downgrading it to a minor non-conformance. Downgrading of the major non-conformance must be achieved through a Quality Auditor and may be demonstrated either remotely or at site. The original issue must be checked during the next Quality Principles Audit. | Close out of minor non-conformance to occur through a Quality Auditor, either remotely or at site. Corrective action in relation to the minor non-conformance will be checked at the next audit. |
| **Close Out Period**          | The department must receive confirmation from the Quality Auditor that the major non-conformance has been closed out/downgraded within three months from the closing meeting of the audit. Once the major non-conformance has been downgraded, the Provider must completely close out the minor non-conformance in three months (that is a maximum timeframe of six months from the closing meeting of the audit). | The department must receive confirmation from the Quality Auditor that the minor non-conformance has been closed out within six months from closing meeting of the audit. |
| **Consequence if Non-conformance is** | Employment Provider may be subject to remedial action under the | Employment Provider may be subject to remedial action under the |
Non-Conformance Classification | Major Non-Conformance | Minor Non-Conformance |
--- | --- | --- |

**Quality Standard non-conformance**

If a non-conformance is issued during a Quality Standard Audit that the Quality Auditor considers is relevant to the Standard Centric Principles, that non-conformance will be deemed a non-conformance against the Quality Principles. Quality Auditors must include the non-conformance in the Quality Principles Audit Report under the relevant Quality Principle.

Once the non-conformance is identified in the Quality Principles Audit Report it must be closed out, or downgraded (in the case of a Major Non-conformance) in accordance with these Guidelines, unless the requirements of the relevant Quality Standard require the non-conformance to be closed out sooner.

Any non-conformance raised against a Quality Standard that results in the suspension or cancellation of certification against that Quality Standard may result in the Employment Provider’s certification being suspended. Additionally if the Employment Provider’s certification against the chosen Quality Standard lapses, for any reason, including as the result of the issuing of a major non-conformance, then the Employment Provider’s Quality Assurance Framework Certification may be suspended.

**Auditors**

The department will establish the Quality Assurance Framework Auditor List comprising department approved Conformity Assessment Bodies (CABs) to conduct audits under the Quality Assurance Framework. These organisations will be accredited to certify organisations against one or more of the Quality Standards. Once established, the Quality Assurance Framework Auditor List will be open to CABs to apply for membership throughout the Deed period. The Quality Assurance Framework Auditor list will be maintained on the Provider Portal.

While the Department will provide Quality Auditors with training in relation to the Quality Assurance Framework, Employment Providers are encouraged, as with all purchasing decisions, to conduct their own investigations and reference checks when determining which CAB to engage. If an Employment Provider is already contracted with a CAB who is accredited to certify against a Quality Standard, but is not a member of the Quality Assurance Framework Auditor List, the CAB may contact the Department to discuss the requirements for gaining access to the Quality Assurance Framework Auditor List.

Employment Providers must engage a CAB from the Quality Assurance Framework Auditor List to conduct Quality Principles Audits. CABs who are not members of the Quality Assurance Framework Auditor List are not accredited to undertake Quality Principles audits. Despite CABs having been appointed to the Quality Assurance Framework Auditor List by the department, the Employment Provider is responsible for ensuring Quality Principles Audits are conducted in accordance with this Guideline.

**Quality Assurance Framework Certification Requirements for Tendering Groups**

In the case where the Employment Provider is a collection of organisations delivering Services as a Tendering Group, the lead member of the Tendering Group must achieve and maintain certification against the Quality Assurance Framework. All Sites listed in the Tendering Group’s Deed Schedule are in
scope for the Site Sample. When auditing against the Quality Principles, the head office of the lead member must be audited.
This communication protocol has been established to support the Request for Tender for Employment Services 2015-2020.

The purpose of this protocol is to establish procedures to minimise the risk of any improper practice occurring that could influence the fair operation of the market or the Probity of the Request for Tender process. These procedures also make provision for addressing any allegation of such impropriety.

Those who may be in positions that the public could perceive as having the power to influence the operation of the Request for Tender process have been identified as, including:

- employees of the Department
- Ministers, Parliamentary Secretaries and their staff
- Parliamentarians, whether Commonwealth, state or territory
- existing Employment Service Providers and industry groups
- anyone else directly or indirectly involved in the tender process acting for the Department or with access to information about the Department’s activities that is not generally known (that is, those with ‘inside’ information).

The following procedures have been adopted to minimise the risk of any inappropriate influence on the Request for Tender process and must be adhered to.

**Contact with Portfolio Ministers**

During the Request for Tender process, Portfolio Ministers will continue to interact with relevant stakeholders for business-as-usual, meetings, conferences and social activities.

However, during these interactions, the only information, if any, that can be provided about the Request for Tender process will be limited to information that is already available in the public arena. Tenderers and potential Tenderers must not seek to elicit or obtain from Portfolio Ministers, or their staff, any information concerning the Request for Tender process that is not already available in the public arena.

The Request for Tender process will be conducted by the Department with all decisions made by the Department in accordance with the approved delegation.

**Contact with the Department**

During the Request for Tender process, the Department will continue to interact with relevant stakeholders as a part of its ongoing business (on a business-as-usual basis), including continuing any regular discussions with a range of interest groups and industry representative bodies.

At these business-as-usual interactions, any discussions relating to the Request for Tender process, however, will not be permitted. The following principles will apply:

- all Tenderers will only use the process set out in the Request for Tender to contact the Department for the purpose of querying or clarifying any aspect of the Request for Tender process
• the Department will not consider unsolicited references or submissions on behalf of Providers or Tenderers outside those provided for in the Request for Tender process

• Tenderers or other persons with an interest in the Request for Tender process must not enter into discussions with or otherwise engage in any activity with the Department, persons directly or indirectly involved in the Request for Tender process acting for the Department, and other persons who have been identified as being in positions of potential influence over the operation of the Request for Tender process. Further, the Department will not enter into discussions or otherwise engage in any activity with Tenderers, or such other persons with an interest in the Request for Tender process, where this could be perceived as influencing the operation of the Request for Tender process

• views on an individual Tenderer or Tenderers must not be expressed to the Department in a way that could be perceived as an attempt to influence the Department to favour, or disfavour, any Tenderer

• details of any approaches by or on behalf of an individual Tenderer or Tenderers will be fully documented

• communications or conduct suspected of involving a breach of this communication protocol or of the Request for Tender process, including any suspected illegality will be investigated and may be taken into account during the Request for Tender evaluation process.

**Assistance**

Tenderers will compete on the basis of fair and open competition.

Tenderers must not seek help to develop their submissions from any person in a position that the public could perceive as having power to influence the operation or outcomes of the Request for Tender process. This includes current employees of the Department, and may include former employees of the Department.

Unless otherwise provided in this Request for Tender, Tenderers must not seek any assistance from current employees of the Department to provide interpretation or advice on how to respond to the RFT, or to obtain information that is not contained in the RFT or is not otherwise publicly available. Tenderers must not seek assistance of this nature from former employees of the Department where this gives, or could give rise to the perception that the Tenderer has received an advantage over other Tenderers as a result of that assistance.

**Information**

Except as provided in procurement documentation published by the Government:

• no Tenderer will be provided with information about the Request for Tender process (including any policy matters relevant to or affecting the tender process)

• no Tenderer will receive information about the decision-making processes.

Further, the following principles will guide the Department in communicating with Tenderers:
• no Tenderer will receive any information in advance of it being made available generally to Tenderers
• no Tenderer will receive more information than is publicly available
• data relating to an individual Tenderer will only be made available to the Tenderer to which the data relates, except when the data is used for the purposes of the tender or deed management and associated activities such as auditing
• where, in the opinion of the Department, information provided to one Tenderer should be made available to all Tenderers, that information will be distributed on the Employment Services Procurement website (www.employment.gov.au/employment-services-procurement-information) on a non-attributable basis.

Further Information on purchasing arrangements

The Employment Services Purchasing Hotline (the Hotline) is the primary means of contact during the Request for Tender process, and can be contacted on 1300 733 514 (Monday to Friday, 9.00 am to 5.00 pm Canberra time, excluding ACT and national public holidays) or via Employment Services Purchasing Hotline (espurchasing@employment.gov.au).

In order to ensure the Probity of the tender process, the Hotline cannot provide interpretation or advice on how to respond to the Request for Tender, or provide information that is not contained in the Request for Tender, unless that information is otherwise publicly available. Tenderers should note that, during a call to the Hotline, they may be asked to put their question in writing and send it to the above email address.

The website, Hotline and email address are the primary mechanisms for communications relating to purchasing matters. All persons are required to refer or direct any purchasing-related enquiries to the Hotline, website or email address.

Complaints Handling

The Department has a complaints handling process in place for purchasing under the Request for Tender. This process requires, as is appropriate, involvement of senior management and officials independent of the process. Consistent with these requirements, persons with any concern about the Probity or integrity of the tendering process can raise their concerns with our internal legal adviser, Luke de Jong at luke.dejong@employment.gov.au. Where appropriate, Mr de Jong will refer concerns to the external Probity Adviser.

Any questions about the process or services covered by the Request for Tender process should, in the first instance, be lodged through the Employment Services Purchasing Hotline (espurchasing@employment.gov.au).
Probity Adviser

The Department is committed to ensuring that competition for the purchase and supply of Employment Services is fair and transparent. To do this, it is important that the tendering processes are transparent and subject to appropriate scrutiny and that all tendering procedures published by the Department are followed.

The Department has appointed the legal firm Maddocks as the external Probity Adviser. The role of the Probity Adviser is to advise the Delegate (Deputy Secretary, Employment) on the Probity and integrity of the tendering processes. The role includes developing an overarching Probity Plan that can be applied to tendering and providing advice on Probity issues, conducting appropriate Probity training and advising on relevant security arrangements.
APPENDIX F
EMPLOYMENT REGIONS

Table F.1 provides details of the 51 Employment Regions including regional loadings.

Maps of all Employment Regions are at Appendix G, which is provided as an attachment to this Request for Tender.

Appendix G contains State/Territory maps and maps of individual Employment Regions.

The individual maps of the proposed Employment Regions are overlaid with the 2009 Employment Services Areas. On each map, the area covered by the Employment Region is shaded in grey without any cross-hatching. Cross-hatched areas are covered by the Remote Jobs and Communities Programme, and are excluded from the Employment Regions. ESA boundaries are shown in red.

Maps, concordances and key labour market data for the Employment Regions for tender are available on the Labour Market Information Portal (lmip.gov.au/).

It should be noted that the Employment Regions, where possible, adhere to Australian Bureau of Statistics boundaries, and in most cases Statistical Area Level 4 boundaries, to enable better monitoring of labour market conditions within each Employment Region. Fact sheets which provide more information about the ABS boundaries are available on the Australian Bureau of Statistics website (www.abs.gov.au/websitedbs/d3310114.nsf/home/asgs+fact+sheets).

Table F.1 – List of Employment Regions

<table>
<thead>
<tr>
<th>Employment Region</th>
<th>No regional loading</th>
<th>Regional loading</th>
</tr>
</thead>
<tbody>
<tr>
<td>New South Wales</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital Region</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>Central West</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>Far West Orana (includes Broken Hill)</td>
<td></td>
<td>✔</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employment Region</th>
<th>No regional loading</th>
<th>Regional loading</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hunter</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Illawarra South Coast</td>
<td>✓</td>
<td>South from Kiama</td>
</tr>
<tr>
<td>Mid North Coast</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Murray Riverina</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>New England and North West</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>North Coast</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Sydney East Metro</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Sydney Greater West</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Sydney North and West</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Sydney South West</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td><strong>Victoria</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ballarat</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Barwon</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Bendigo</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Gippsland</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Goulburn/Murray</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Inner Metropolitan Melbourne</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>North Eastern Melbourne</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>North Western Melbourne</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>South Coast of Victoria</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>South Eastern Melbourne and Peninsula</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Western Melbourne</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Wimmera Mallee</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td><strong>Queensland</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Brisbane South East</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Cairns</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Darling Downs</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Fitzroy</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Gold Coast</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Employment Region</td>
<td>No regional loading</td>
<td>Regional loading</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>---------------------</td>
<td>------------------</td>
</tr>
<tr>
<td>Mackay</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Somerset</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Townsville (includes Mt Isa)</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Wide Bay and Sunshine Coast</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Wivenhoe</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>South Australia</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adelaide North</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Adelaide South</td>
<td>✓</td>
<td>Kangaroo Island</td>
</tr>
<tr>
<td>Mid North SA</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Murray and South East</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>North West Country SA</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>Western Australia</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Broome</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Esperance</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Geraldton</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Great Southern – Wheatbelt</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Kalgoorlie</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Perth – North</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Perth – South</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>South West WA</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>Tasmania</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hobart and Southern Tasmania</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>North and North Western Tasmania</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>Northern Territory</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Darwin (includes Alice Springs)</td>
<td>✓</td>
<td>Alice Springs</td>
</tr>
</tbody>
</table>
APPENDIX G

MAPS OF EMPLOYMENT REGIONS

Appendix G can be found as a separate document in the Request for Tender pack downloaded from AusTender.
APPENDIX H
INFORMATION GUIDE FOR TENDERERS SUBMITTING THEIR TENDER
This information guide contains IT information including:

- supported operating systems
- virus checking
- permitted file types
- file naming conventions
- information on lodgement details including
  - AusTender
  - how to compress files
  - using the RFT Forms
  - contact details and useful resources.

**System requirements**

Adobe Reader XI on Windows

- 1.3GHz or faster processor
- Microsoft® Windows® XP with Service Pack 3 for 32 bit or Service Pack 2 for 64 bit; Windows Server® 2003 R2 (32 bit and 64 bit); Windows Server 2008 or 2008 R2 (32 bit and 64 bit); Windows 7 (32 bit and 64 bit); Windows 8 or 8.1 (32 bit and 64 bit)
- 256MB of RAM (512MB recommended)
- 320MB of available hard-disk space
- 1024x768 screen resolution
- Internet Explorer 7, 8, 9, 10 or 11; Firefox Extended Support Release; Chrome

If you do not have one of these operating systems or do not have access to a supported operating system, contact your organisation’s IT support staff.

**Virus checking**

In submitting a response electronically, the Tenderer warrants that it has taken reasonable steps to ensure that the tender files are free from computer viruses or other disabling features that may affect computing environments. Tenders found to contain viruses or other disabling features may be excluded from the evaluation process.

**Permitted file types**

The Department will not accept any attachments submitted with a tender response on AusTender with the exception of those documents requested by the Department for security, Probity and financial investigations. Refer to Section 6.8 of the RFT.

These documents should only be in the following permitted file formats that could be attached to the tender response file uploaded to AusTender:

- Adobe Acrobat files (.pdf).
- Text files (.txt).
- Common Language (.gif, .jpg).
- MS Word compatible files (.doc, .rtf, .docx).
- MS Excel compatible Spread sheets (.xls, .xlsx).
No hyperlinked or other material may be incorporated by reference.

Material that is permitted to be linked to the Financial and Credentials Information Form will be considered for the purposes of undertaking the financial viability and other checks described in Section 6.8 of the RFT.

**File naming conventions**

Information regarding file naming conventions can be found in the Tender Checklist which is published on the Employment Services Procurement Information website (www.employment.gov.au/employment-services-procurement-information).

These files must also be saved in the original proforma (where supplied) only.

**Important:** DO NOT submit scanned or hard copy versions of any of the forms. The original file format is required to enable us to automatically extract information from these forms.

**AusTender—when submitting your tender**

Ensure that the files you submit:

- do not contain forward slash, back slash, semicolon, comma, asterisk, question mark, quotation marks, angle brackets or vertical bar (\ / : , * ? “ < > |) characters in the filenames

**AusTender**

Below are some frequently asked questions about AusTender.

**How would I be notified if there is an addendum (change to the Employment Services 2015-2020 RFT documentation)?**

If you are registered with AusTender, you will automatically receive an email advising of any addenda, updates or changes.

**I have lodged my tender on AusTender but it is incorrect. Can I change it?**

Once you have lodged a response on AusTender the response cannot be changed or withdrawn. If you wish to change any information in a response lodged prior to the Tender Closing Time, you will need to submit a new response to AusTender then notify the Hotline (1300 733 514) of:

- the legal name and the ABN of your organisation
- the AusTender receipt number contained in your successful lodgement email
- date and time on the AusTender response receipt of the latest upload
- the reason for submitting a new tender.

**Practise uploading files into AusTender**

The AusTender website has the functionality to practice uploading files, using a demonstration tender.

- In the Search field on the top, right hand corner, type

- The search will return a similar screen to when you searched for the Employment Services 2015–2020 RFT Approach to Market.

- Open the Approach to Market Documents page as you would have when searching for the Employment Services 2015–2020 RFT Approach to Market. Then click on the ‘Go to Lodgement Page’.

- Once the ‘Lodge a Response’ page has opened, on the ‘Response File 1’ row, select ‘Browse...’ and navigate to the files you wish to upload. The Department recommends that you save the files together in a folder. ‘Zip’ the folder and then upload the zipped file.

- When you have uploaded all of your files, click ‘Lodge Response’.

- While your response is being processed, the message below will appear.

- When the response has been successfully lodged, a Response Receipt will appear on screen.

  This receipt will include the names of the files lodged and will be time and date stamped. A confirmation email will also be sent to the email address used to register with AusTender. The Department recommends saving this email for your records.

Remember, the ‘DemoATM2014’ is a demonstration Approach to Market only for you to practice lodging a tender. Make sure you lodge your final Employment Services 2015–2020 tender under the correct ATM (see the process below).

Submitting your tender
Once you have completed your tender, you will need to lodge it through AusTender. After lodging the practice files on the AusTender website, the following process will be familiar.

- Navigate to the Current Approach to Market List page and in the Keyword Search field enter the word ‘employment’, which will bring back the Employment Services 2015–2020 RFT process documentation.
- By following the steps you practised in the demonstration Approach to Market, you will be able to successfully upload your tender to AusTender.

It is the responsibility of the Tenderer to ensure that all files are successfully transmitted prior to the Tender Closing Time. Tenderers should ensure they leave sufficient time for the upload to account for the file size and online traffic.

Please note:

When you are in the Employment Services 2015-2020 RFT documentation Approach to Market, this is the official lodgement area in AusTender. Any files that are uploaded in this official lodgement area prior to the Tender Closing Time will be received by the Department. If you submit multiple responses, you should inform the Hotline and advise which one is your final and complete tender prior to the Tender Closing Time.

Any files that are uploaded into the ‘DemoATM2014’ (the practice lodgement) will not be received by the Department.

Note: Some screen shots used in this information guide may vary to the actual screen.

Completing Submissions

The tender proformas need to be completed by Tenderers wishing to conduct Employment Services 2015-2020. The Tenderer should read the entire proforma carefully and complete all of the relevant questions.

Responses must be submitted in the original proforma where supplied.

Audit History (PDF form), the Tenderer must include the details and a summary of results of all audits undertaken by any local/state/federal/overseas government in connection with correctness of claims or adherence to payment related contractual requirements made since January 2012. Tenderers must provide relevant details once for each relevant audit.
Part A – Tender Declaration (PDF form), requires the person signing the tender on behalf of the Tenderer or Tendering Group, to read, understand and agree to the statements in the Declaration. This section requires the Tenderer to enter text to provide information and select from a drop down menu a response for an electronic signature.

Part B – Tender Information (PDF form), asks for details of the Tenderer applying to conduct Employment Services 2015-2020 Services. Part B also collects information such as the Tenderer’s contact details and bank details.

Part C (i) – Bidding for Business Employment Provider (PDF form), the Tenderer is required to complete the relevant details for each Employment Region they wish to conduct Employment Provider Services.

Part C (ii) – Bidding for Business Work for the Dole Coordinator (PDF form), the Tenderer is required to complete the relevant details for each Employment Region they wish to conduct Work for the Dole Coordinator Services.

Part C (iii) – Bidding for Business NEIS (PDF form), the Tenderer is required to complete the relevant details for each Employment Region they wish to conduct New Enterprise Incentive Scheme.

Part C (iv) – Bidding for Business HLS (PDF form), the Tenderer is required to complete the relevant details for each Harvest Area they wish to conduct Harvest Labour Services.

Part C (v) – Bidding for Business NHLIS (PDF form), the Tenderer is required to complete the relevant details once at the National level to conduct National Harvest Labour Information Services.

Part D – Criterion 1 - Governance (PDF form), the Tenderer is required to complete the relevant details once at the organisational level.

Part E (i) –Criteria 3 & 4 Employment Provider - Organisation level (PDF form), the Tenderer is required to complete the relevant details once at the organisational level.

Part E (ii) –Criteria 2 3 & 4 Employment Provider - Region level (PDF form), the Tenderer is required to complete the relevant details for each Employment Region they wish to conduct Employment Provider Services.

Part F (i) –Criteria 3 & 4 Work for the Dole Coordinator – Organisation level (PDF form), the Tenderer is required to complete the relevant details once at the organisational level.

Part F (ii) –Criteria 2 3 & 4 Work for the Dole Coordinator - Region level (PDF form), the Tenderer is required to complete the relevant details for each Employment Region they wish to conduct Work for the Dole Coordinator Services.

Part G (i) –Criteria 2 & 3 NEIS - Organisation level (PDF form), the Tenderer is required to complete the relevant details once at the organisational level.

Part G (ii) –Criterion 4 NEIS - Region level (PDF form), the Tenderer is required to complete the relevant details for each Employment Region they wish to conduct New Enterprise Incentive Scheme Services.

Part H –Criteria 2 3 & 4 Harvest Labour Services (PDF form), the Tenderer is required to complete the relevant details for each specified Harvest Area they wish to conduct Harvest Labour Services.
Part I –Criteria 2 3 4 & 5 National Harvest Labour Information Service (PDF form), the Tenderer is required to complete the relevant details once at the organisational level.

**Tender lodgement and ‘zipping’ files**

Tenderers are required to electronically lodge their tender through AusTender. Before lodging their tender, Tenderers should refer to the Tenderer Checklist to ensure they have completed the necessary documents and are ready to lodge their tender.

When Tenderers have completed their tender and are ready to lodge it through AusTender, they should compress the files for uploading. **This step is critical as a Tenderer may bid to conduct Employment Services 2015-2020 in multiple Employment Regions/Harvest Areas, which results in a large number of PDF forms to lodge.**

Compressed files contain one or more files which make it easier for files to be kept together and more efficient to email, download and store.

WinZip is one type of compression software that organisations can use to compress or ‘zip’ their tender. This is not free software; however organisations can download a [free trial](https://www.winzip.com) of WinZip from the [WinZip website](https://www.winzip.com). Once the software is installed, Tenderers can begin creating their zip file.

When zipping files, Tenderers should ensure they have included the following files in the original file format as downloaded from AusTender:

- One Audit History (PDF form) for each relevant audit.
- One Part A – Tender Declaration (PDF form).
- One Part B – Tender Information (PDF form).
- One Part C (i) – Bidding for Business Employment Provider (PDF form) for each Employment Region in which they wish to conduct Employment Provider Services.
- One Part C (ii) – Bidding for Business Work for the Dole Coordinator (PDF form) for each Employment Region in which they wish to conduct Work for the Dole Coordinator Services.
- One Part C (iii) – Bidding for Business NEIS (PDF form) for each Employment Region in which they wish to conduct New Enterprise Incentive Scheme Services.
- One Part C (iv) – Bidding for Business HLS (PDF form) for each Harvest Area in which they wish to conduct Harvest Labour Services.
- One Part C (v) – Bidding for Business NHLIS (PDF form).
- One Part D – Criterion 1 - Governance (PDF form).
- One Part E (i) – Criteria 3 & 4 Employment Provider – Organisation level (PDF form).
- One Part E (ii) – Criteria 2 3 & 4 Employment Provider – Region level (PDF form) for each Employment Region in which they wish to conduct Employment Provider Services.
- One Part F (i) – Criteria 3 & 4 Work for the Dole Coordinator – Organisation level (PDF form).
- One Part F (ii) – Criteria 2 3 & 4 Work for the Dole Coordinator – Region level (PDF form) for each Employment Region in which they wish to conduct Work for the Dole Coordinator Services.
- One Part G (i) – Criteria 2 & 3 NEIS – Organisation level (PDF form).
- One Part G (ii) – Criterion 4 NEIS – Region level (PDF form) for each Employment Region in which they wish to conduct New Enterprise Incentive Scheme Services.
- One Part H – Criteria 2 3 & 4 Harvest Labour Services (PDF form) for each Harvest Area in which they wish to conduct Harvest Labour Services.
- One Part I – Criteria 2 3 4 & 5 National Harvest Labour Information Service (PDF form)
- One Financial and Credentials Information Form (Excel form).
  - If tendering as a Tendering Group, each member of the Tendering Group, including the lead member if applicable, must complete a separate Financial and Credentials Information Form and should provide supporting documentation relevant to their individual organisations.
- One Subcontractors Credentials Information Form (Excel form) (if applicable).
  - Each Subcontractor must complete a separate Subcontractor Credentials Information Form and should provide supporting documentation relevant to their organisation.

More information regarding saving and zipping files can be found in Section 9.4 of the Tenderer Checklist.

If any of the individual zip files exceeds 20 megabytes, Tenderers should call the AusTender Help Desk to seek advice on a suitable time to lodge the response to AusTender.

**Contact details and useful resources**

**Contact details**

**Employment Services Purchasing Hotline**

Requests for further information regarding the Employment Services 2015-2020 RFT process should be directed to the Hotline:

Telephone: 1300 733 514

Email: Employment Services Purchasing Hotline (espurchasing@employment.gov.au)

The Hotline operates 9.00 am to 5.00 pm, Monday to Friday, Canberra time, (except for ACT and national public holidays).

**AusTender Help Desk**

All queries and requests for technical or operational support must be directed to:

Telephone: 1300 651 698

Email: AusTender (tenders@finance.gov.au)

The AusTender Help Desk is available 9.00 am to 5.00 pm, Monday to Friday, Canberra time, (except for ACT and national public holidays).
### Table H.1 Useful resources

<table>
<thead>
<tr>
<th>Website</th>
<th>Information available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment Services Procurement website</td>
<td>Questions and Answers</td>
</tr>
<tr>
<td>(<a href="http://www.employment.gov.au/employment-services-procurement-information">www.employment.gov.au/employment-services-procurement-information</a>)</td>
<td>Information Session presentation</td>
</tr>
<tr>
<td></td>
<td>Guidelines</td>
</tr>
<tr>
<td>Labour Market Information Portal (lmi.gov.au)</td>
<td>Labour Market Information including:</td>
</tr>
<tr>
<td></td>
<td>• Employment Regions</td>
</tr>
<tr>
<td></td>
<td>• ABS Labour Force Regions (SA4)</td>
</tr>
<tr>
<td></td>
<td>• Employment Projections</td>
</tr>
<tr>
<td>Australian Bureau of Statistics (<a href="http://www.abs.gov.au">www.abs.gov.au</a>)</td>
<td>Statistical information</td>
</tr>
<tr>
<td></td>
<td>AusTender Help including the AusTender Public User Guide and Frequently Asked Questions</td>
</tr>
<tr>
<td></td>
<td>Addenda</td>
</tr>
</tbody>
</table>
APPENDIX I

PRO FORMA OF ELECTRONIC TENDER APPLICATION

Appendix I can be found as separate documents in the Request for Tender pack downloaded from AusTender. The pack contains the following forms:

- Audit History.pdf
- Part A – Tender Declaration.pdf
- Part B – Tender Information.pdf
- Part C (i) – Bidding for Business Employment Provider.pdf
- Part C (ii) – Bidding for Business Work for the Dole Coordinator.pdf
- Part C (iii) – Bidding for Business NEIS.pdf
- Part C (iv) – Bidding for Business HLS.pdf
- Part C (v) – Bidding for Business NHLIS.pdf
- Part D – Criterion 1 - Governance.pdf
- Part E (i) – Criteria 3 & 4 Employment Provider – Organisation level.pdf
- Part E (ii) – Criteria 2 3 & 4 Employment Provider – Region level.pdf
- Part F (i) – Criteria 3 & 4 Work for the Dole Coordinator – Organisation level.pdf
- Part F (ii) – Criteria 2 3 & 4 Work for the Dole Coordinator – Region level.pdf
- Part G (i) – Criteria 2 & 3 NEIS – Organisation level.pdf
- Part G (ii) – Criterion 4 NEIS – Region level.pdf
- Part H – Criteria 2 3 & 4 Harvest Labour Services.pdf
- Part I – Criteria 2 3 4 & 5 National Harvest Labour Information Service.pdf
- Financial and Credentials Information Form.xlsx
- Subcontractors Credentials Information Form.xlsx
APPENDIX J

DRAFT EMPLOYMENT SERVICES DEED

Appendix J will be published on the Employment Services Procurement Information website (www.employment.gov.au/employment-services-procurement-information) on Thursday 9 October 2014. An addendum will be issued through AusTender to advise Tenderers when the Deed has been published.
APPENDIX K

DRAFT WORK FOR THE DOLE COORDINATOR SERVICES DEED

Appendix K will be published on the Employment Services Procurement Information website (www.employment.gov.au/employment-services-procurement-information) on Thursday 9 October 2014. An addendum will be issued through AusTender to advise Tenderers when the Deed has been published.