Disability Employment Services Job Plans Guideline

Document change history

<table>
<thead>
<tr>
<th>Version</th>
<th>Start Date</th>
<th>Effective Date</th>
<th>End Date</th>
<th>Change and location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>29 June 15</td>
<td>29 June 15</td>
<td>4 Dec 15</td>
<td>Original version of document and includes the policy amendments (see below) in relation to the Ongoing Support and EPP trial arrangements published in the previous version of the EPP Guidelines. Policy amendment from previous EPP Guidelines Policy: Amended to reduce minimum requirements to update details of assistance to at least every six months or when a change in circumstance occurs, in relation to Participants in Ongoing Support. Amendments have also been made to outline that, EPPs must specify the mode of contact for Ongoing Support Participants. Note: These policy changes are being implemented for an 18-month trial period from 1 April 2015 to 30 September 2016 to ensure they achieve the intended outcomes and, if successful, they will be retained for the remainder of the Deed period.</td>
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Explanatory note:
All capitalised terms have the same meaning as in the Disability Employment Services Deed. In this document, ‘must’ means that compliance is mandatory and ‘should’ means that compliance represents best practice.

Disclaimer:
This document is not a stand-alone document and does not contain the entirety of the Disability Employment Services Providers’ obligations. It should be read in conjunction with the Disability Employment Services Deed and any relevant guidelines or reference material issued by Department of Social Services under or in connection with Disability Employment Services Deed.

Summary
This guideline outlines the Provider’s responsibilities and required actions when creating, reviewing and updating a Disability Employment Services (DES) Participant’s Job Plan. Providers must consult with the Participant when determining the Activities and Assistance to be included in the Job Plan.

Policy intent
In return for the safety net of receiving taxpayer-funded income support, Participants generally have Mutual Obligation Requirements such as looking for work and participating in activities that will improve their
employment prospects. The Job Plan outlines the items that will satisfy the Participant’s Mutual Obligation Requirements and help get them into paid work. Participants without Mutual Obligation/Participant Requirements **must** also have a Job Plan when referred to Disability Employment Services.

**Relevant Deed clauses**

The relevant clauses in the Disability Employment Services Deed (the Deed) are:

- Annexure A - Definitions
- Clause 39—Personal and Protected Information
- Clause 96—General requirements for a Job Plan

**Reference documents and guidelines relevant to this guideline**

Reference documents relevant to this guideline include:

- Learning Centre website
- Disability Employment Services—Mutual Obligation/Participation Requirements Guideline
- Disability Support Pension Recipients (Compulsory Requirements) Guideline
- Disability Employment Services—Managing and Monitoring Job Search Guideline
- Disability Employment Services—Job Seeker Compliance Framework Guidelines
- Documentary Evidence Guideline
- Compulsory Job Plan—template
- Voluntary Job Plan—template
<table>
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| **What is a Job Plan?**<br>Deed clause reference:  
- Annexure A  
- Clause 96 | The Job Plan is an individually tailored plan that considers the Participant’s employment goals and records activities the Participant will undertake to gain sustainable employment. The Job Plan is a key document which underpins provision of services to Participants. This document is an important way for participants, and if appropriate their families, to know what support and assistance they will receive.  
For Participants with Mutual Obligation Requirements, a Job Plan is an ‘employment pathway plan’ and a ‘participation plan’ for Disability Support Pension recipients with compulsory requirements, for the purposes of the Social Security Law. The Job Plan must be recorded in the Department’s IT System, as it is the key document that will set out an individually tailored employment-oriented action plan for each Participant.  
The Job Plan must be regularly updated and must take into consideration the Participant’s individual circumstances, including whether they have part-time or full-time Mutual Obligation Requirements.  
For Participants with Mutual Obligation Requirements, the Job Plan will record the activities they must undertake and the appointments they must attend to satisfy those requirements under the Social Security Law.  
Mutual Obligation Requirements need to be outlined in the Job Plan for the requirement to be enforceable. Penalties can then be applied by the Department of Human Services (DHS) under the job seeker compliance framework where those requirements are not met by Participants.  
Participants without Mutual Obligation Requirements who volunteer for Disability Employment Services will also be required to enter into a voluntary Job Plan to enable Commencement in Services.  
The Job Plan must include agreed activities that the Participant will undertake to overcome vocational or non-vocational barriers (or both) including Employment Services Assessment (ESAt)/Job Capacity Assessment (JCA) identified barriers, to assist the Participant to become work ready, gain or maintain sustainable employment.  
Note: Further information on Job Plans for Disability Support Pension recipients with compulsory requirements see the Disability Support Pension Recipients (Compulsory Requirements) Guideline. |
| **Who must have a Job Plan?**<br>Deed clause reference:  
- Annexure A  
- Clause 96 | Providers must ensure that all Participants (excluding Work Based Personal Assistance Only Participants) have a current Job Plan in place at all times.  
**Job Plans (compulsory)**  
Under the Social Security Law, job seekers receiving the following income support payments with Mutual Obligation Requirements must enter into a Job Plan to remain qualified to receive payment: |
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<thead>
<tr>
<th>Process</th>
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<tbody>
<tr>
<td></td>
<td>• Newstart Allowance</td>
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<td>• Youth Allowance (Other)</td>
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<td>• Parenting Payment Single (when the youngest child turns six (6))</td>
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<td>• Special Benefit (Nominated Visa Holders)</td>
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<td></td>
<td>• Disability Support Pension (participants under the age of 35 with compulsory participation requirements).</td>
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<td>Job Plans (voluntary)</td>
<td>Participants without Mutual Obligation Requirements (Volunteers) must also enter into a Job Plan (voluntary). The Job Plan for these cohorts should outline the appointments and activities they have agreed to undertake as part of volunteering for services; however, the Job Plan for these cohorts is not an ‘employment pathway plan’ for the purpose of the Social Security Law.</td>
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<tr>
<td>Who can negotiate, approve and vary a Job Plan?</td>
<td>Providers are Delegates of the Secretary and have the power to:</td>
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<td></td>
<td>• require a Participant with Mutual Obligation Requirements to enter into a Job Plan</td>
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<td>• approve a Job Plan</td>
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<td></td>
<td>• vary the terms of a Job Plan.</td>
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<td></td>
<td>Providers are responsible for ensuring that staff negotiating Job Plans are trained to identify and negotiate activities that are reasonable and appropriate for each Participant, and that staff understand the legal framework they are operating under as Delegates of the Secretary under Social Security Law. All Delegates must have ready access to Guidelines and reference material provided by the Department.</td>
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<td>DHS may also update a Job Plan when required. If the Participant is managed by a Provider, DHS will consult with the relevant Provider before any update(s) or may request the Provider to update the relevant Job Plan at the Participant’s next Appointment.</td>
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<tr>
<td>When must a Job Plan be created, reviewed and updated?</td>
<td>An initial Job Plan must be created at the Initial Interview with a Participant to enable Commencement in Services.</td>
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<td>Deed clause reference:</td>
<td>Providers must regularly review (and as required, update) the Job Plan, including:</td>
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<td>• when the Participant’s circumstances change</td>
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<td>• when the Participant completes an Activity that was in their Job Plan</td>
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<td>• when the Participant undertakes an ESA or JCA;</td>
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<td>• if a Participant’s mutual obligations/participation requirements change.</td>
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<td>Process</td>
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<td>after a Participant has a Comprehensive Compliance Assessment (CCA); and</td>
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<td>if the Participant decides to undertake a Compliance Activity in order</td>
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<td>to avoid an eight-week non-payment penalty under the job seeker compliance</td>
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<td>framework. DES providers must update, at least quarterly, the details of the</td>
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<td>assistance to be delivered, purchased or organised for the Participant throughout</td>
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<td>their Period of Service. Without limitation to the requirements set out in the Deed and</td>
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<td>these Guidelines, for Participants in Ongoing Support, DES providers must:</td>
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<td>update, at least every six months, details of assistance to be provided</td>
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<td>to Participants receiving Moderate Ongoing Support or High Ongoing Support; and</td>
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<td>update, at least every six months, details of assistance to be provided</td>
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<td>to Participants receiving Flexible Ongoing Support, except in the circumstances</td>
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<td>where no instances of Flexible Ongoing Support have occurred. Note: For avoidance of doubt, the quarterly/six monthly updates are minimum requirements; they are not intended to reduce obligations placed on providers (under the Deed and Guidelines) to review and amend Job Plans as appropriate. DES providers should also make the Participant aware of their right to have a support person present at a Job Plan update. Even if there is no obvious change in a Participant’s circumstances, the content of their Job Plan should be reviewed regularly to ensure that all requirements are up to date and remain relevant.</td>
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<thead>
<tr>
<th>What must be considered in negotiating/setting the terms of a Job Plan?</th>
<th>What can be included in a Job Plan</th>
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<tr>
<td><strong>Deed clause reference:</strong></td>
<td>For Participants with Mutual Obligation Requirements, under the Social Security Law, a Job Plan must contain the terms that the Participant is required to comply with and that are suitable for the person. When setting and approving the terms of a Participant’s Job Plan (including those without Mutual Obligation Requirements), the Provider must take into account the following:</td>
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<tr>
<td>- Annexure A</td>
<td>- the Participant’s individual circumstances, in particular their assessed work capacity (where relevant), their capacity to comply with the requirements and their personal needs</td>
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<td>- Clause 96</td>
<td>- the impact of any disability, illness, mental condition or physical condition of the person on the person’s ability to work, to look for work or to participate in activities</td>
</tr>
<tr>
<td>Guide to Social Security Law What can be included in a Job Plan</td>
<td>- the Participant’s education, experience, skills and age</td>
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<td>Process</td>
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<td>• the state of the local labour market and the transport options available to the person in accessing that market</td>
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<td>• the participation opportunities available to the person</td>
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<td>• the family and caring responsibilities of the person (including availability of child care)</td>
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<td>• the length of travel time required to comply with the requirements (90 minutes each way or 60 minutes if the Participant is a principal carer parent or has a Partial Capacity to Work)</td>
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<td>• the financial costs (such as travel costs) of complying with the requirements, and the person’s capacity to pay for such costs; where the activity would result in unreasonable costs to the Participant it should not be included in the Job Plan.</td>
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<td>• any other matters that the Provider considers relevant in the circumstances (including if they disclose that they are a victim of family violence)</td>
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<td>• if the Participant has any vulnerabilities or vulnerability indicators (as identified by DHS) such as homelessness, psychiatric problems or mental illness, severe drug or alcohol dependency, traumatic relationship breakdown, etc</td>
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<td>• any history of the Participant not complying with their Mutual Obligation Requirements</td>
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<td>• cultural factors.</td>
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**Note:** Providers should be aware that some Participants may also be NDIS participants and have regard to any NDIS support plans that may be in place, to ensure assistance does not duplicate NDIS supports to the Participant.

**Capacity of a Participant to undertake activities**

Some Participants may have vocational or non-vocational barriers or an assessed partial or reduced work capacity. These will generally be identified by an Employment Services Assessment (ESAt), or a Job Capacity Assessment (JCA). The provider will need to review the Participant’s identified barriers and determine activities which will best assist them to address these barriers.

For Participants with Mutual Obligation Requirements, the Provider must review the Participant’s identified barriers and determine activities that will best help them address or sufficiently manage these barriers and ensure the Participant can simultaneously meet their Mutual Obligation Requirements. See **Mutual Obligation Requirements Guideline** for additional information.

For Participants who are accessing Services on a voluntary basis, the Provider must consider the Participant’s individual circumstances, personal needs and capacity to undertake activities. For further information see below - What should be included in a voluntary Job Plan?
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<th>Process</th>
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<tr>
<td>Providers <strong>must</strong> also consider the Participant’s assessed work capacity. The activities in the Job Plan <strong>must</strong> not place unreasonable demands on the Participant. The Participant <strong>must</strong> be capable of undertaking any Activity, appointment or requirements included in a Job Plan. If a Participant cannot reasonably undertake an Activity (or a combination of activities), then that Activity (or combination of activities) <strong>must</strong> not be included in their Job Plan.</td>
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<tr>
<td><strong>What must not be included in a Job Plan</strong></td>
<td>Under the Social Security Law, the following items <strong>must</strong> not be included in a Job Plan:</td>
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<td>• an Activity that would aggravate an illness, disability or injury</td>
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<td>• a requirement that the Participant undertake an Activity where the appropriate support or facilities (that take account of a person’s illness, disability or injury) are unavailable</td>
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<td>• a requirement that the Participant involuntarily undergo medical, psychiatric or psychological treatment (<strong>Note</strong>: The initial assessment can be included as compulsory but ongoing treatment may only be included as voluntary.)</td>
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<td>• an Activity involved in the sex or adult entertainment industry</td>
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<td>• an unlawful activity, including an activity that would contravene Commonwealth, state or territory laws relating to discrimination or workplace health and safety</td>
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<td>• an Activity outside of Australia</td>
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<td>• a requirement that the Participant participate or otherwise be involved in a criminal activity</td>
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<td>• any other terms contrary to the Social Security Law.</td>
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<td></td>
<td>Job Plans <strong>must</strong> not include irrelevant information, such as detailed personal medical information, specific details of medical conditions and medications.</td>
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<td>• <strong>Note</strong>: Job Plans for Early School Leavers <strong>must</strong> not contain compulsory Job Search. For further information refer to <a href="#">Mutual Obligation Requirements Guideline</a>.</td>
</tr>
<tr>
<td><strong>What are appropriate activities for inclusion in a Job Plan?</strong></td>
<td>Providers <strong>must</strong> ensure that a Job Plan contains Appointments, Activities (including Job Search Requirements as appropriate) and any other activities that will enable the Participant to meet their Mutual Obligation Requirements under the Social Security Law.</td>
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<tr>
<td><strong>Deed clause reference:</strong></td>
<td>Each Job Plan <strong>must</strong>;</td>
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<td>• contain ESAt recommended intervention, the details of Provider assistance and other activities as appropriate to address current ESAt identified barriers. Where the Provider determines that the ESAt recommended interventions is not required, for example if the</td>
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<tr>
<td>Process</td>
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<td>relevant barrier has already been addressed, or another intervention is suitable to address the barrier and is already included in the Job Plan, then the Provider must document these comments in the Department’s IT system;</td>
<td>• specify any immediate interventions required to address Participant’s barriers to employment;</td>
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<tr>
<td>• contain the details of the Provider assistance for each Participant during their Period of Service and while in Ongoing Support;</td>
<td>• Providers should use the ‘Status assistance tool’ available in the manage assistance component of the Job Plan;</td>
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<td>• Specify the frequency of contact that the Participant must have with the DES Provider during the Participant’s Period of Service or while the Participant is receiving Ongoing Support, as relevant;</td>
<td>• Specify the mode of contact in the DES Ongoing Support Appointment code (face-to-face, video conference, phone, instant chat or email) for Participants in Ongoing Support;</td>
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<td>• be amended to include details of additional voluntary activities, if he or she is:</td>
<td>• be in a form approved by the Department.</td>
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<tr>
<td>o fully meeting his or her mutual obligation/participation requirements; and</td>
<td>Most Participants will need to undertake a range of activities to meet their Mutual Obligation Requirements, depending on their circumstances: whether they have part-time or full-time Mutual Obligation Requirements, and their capacity to comply.</td>
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<td>o volunteers to participate in additional activities</td>
<td>Participants without Mutual Obligation Requirements can undertake the same sorts of activities, however these activities <strong>must</strong> be included as voluntary items in the Volunteer’s Job Plan, and take into account the Participant’s circumstances.</td>
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<td>and</td>
<td>The types of items that may be suitable for inclusion in a Job Plan include, but are not limited to:</td>
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<td>• Provider Appointments</td>
<td>• Provider Appointments</td>
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<td>• Job Search Requirements</td>
<td>• Job Search Requirements</td>
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<td>• referrals to jobs</td>
<td>• referrals to jobs</td>
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<td>• activities designed to develop job search and job interview skills or soft skills needed in the workplace</td>
<td>• activities designed to develop job search and job interview skills or soft skills needed in the workplace</td>
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<td>• activities that address non-vocational barriers including ESA</td>
<td>• activities that address non-vocational barriers including ESA</td>
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<td>Process</td>
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<td></td>
<td>identified barriers</td>
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<td>• Part-Time work</td>
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<td>• National Work Experience Programme</td>
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<td>• Voluntary Work</td>
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<td>• Skills for Education and Employment (SEE) programme</td>
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<td>• Adult Migrant English Program</td>
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<td>• training or education activities</td>
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Participants with Mutual Obligation Requirements may have compulsory and voluntary activities in their Job Plan; however, there **must** be at least one compulsory item. Voluntary activities are not subject to the job seeker compliance framework and Participants will not be at risk of incurring a penalty if they do not participate in such activities.

Providers **must** consult with the Participant to understand the Activities the Participant is interested in or prefers to undertake, and any personal issues that may affect their employability. While the Provider **should** take this into account wherever possible, the Provider will have the final decision on what **should** go into the Job Plan.

**Participants fully meeting their Mutual Obligation Requirements**

Any Participant (voluntary) who is fully meeting their requirements and has decided to access Services on a voluntary basis has a compulsory rather than voluntary Job Plan. This is because these Participants are fully meeting their Mutual Obligation Requirements in approved activities and those approved activities need to be included in their Job Plan on a compulsory basis. Any additional items they agree to be included in their Job Plan while voluntarily accessing Services **must** be included in their Job Plan only on a voluntary basis.

**What should be included in a voluntary Job Plan?**

Volunteers and Participants exempt from their Mutual Obligation Requirements will have a voluntary Job Plan.

The voluntary Job Plan will include voluntary activities discussed and agreed to based on the individual’s circumstances and reason for registering for Services. In most cases, this will include Appointments with the Provider and other voluntary activities such as Job Search, education or other skills development, or other activities to improve their employability including activities to address ESAt identified barriers.

All items **must** be included as voluntary items in the Job Plan, and will not be subject to the job seeker compliance framework if they do not participate in these activities.
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<th>Process</th>
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| **What must be explained to the job seeker?** | Providers **must** explain the Job Plan to each Participant including:  
- the purpose of the Job Plan  
- the Participant’s rights and responsibilities under the Job Plan  
- what the Participant needs to do if they have a change in circumstances that affects their ability to meet the requirements in their Job Plan  
- the consequences of failing to meet those requirements, and any impact on the Participant’s income support payment  
- the consequences of the Participant failing to give prior notice (with a Valid Reason) when they cannot attend compulsory Appointments or participate in compulsory activities  
- their right to appeal decisions and where they can find assistance  
- how the Provider intends to support the Participant  
- the **Service Guarantee** and the **Employment Services Code of Practice**  
- the section entitled Information You Need to Know  
- how their information is protected under privacy legislation and under the Social Security Law.  
As appropriate, Providers **must** use an interpreter to ensure that each Participant understands their requirements before the Participant agrees to or signs the Job Plan.  
**Note:** Participants may bring a support person to the negotiation of the Job Plan if they wish.  
Under the Social Security Law, Participants **must** be formally notified of the date, time, location and other additional requirements for attending Appointments and participating in activities. See the **Job Seeker Compliance Framework Guideline** for additional information. |
| **How is a Job Plan created and updated?** | **Using the Department’s IT Systems**  
The Job Plan **must** be created and recorded using the Department’s IT Systems unless the Department’s IT Systems are temporarily unavailable or there is no computer access. In this case, Providers **must** use the compulsory/voluntary Job Plan template (whichever is applicable) available on the Provider Portal.  
Details of the items included **must** be entered into the Department’s IT Systems as soon as possible after the Job Plan is created.  
The contents of the Job Plan recorded in the Department’s IT Systems **must** be exactly the same as the hardcopy Job Plan. |
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<td><strong>Using Job Plan codes</strong></td>
<td>Providers must use the comprehensive list of available codes, as they have been developed to be consistent with legislative requirements. This will enable pre-population and linkages through the Department’s IT Systems, the Participant’s personal page on the Australian JobSearch website (AJS) and also the DHS IT system. When setting compulsory Job Search Requirements, Providers should use the Job Search Requirements (JS09) code. The JS09 code will populate in AJS for Participant reporting and enable Providers to self-monitor the setting of Job Search Requirements across their caseload. Where applicable, Providers must also use the JS05 and JS06 (Job Search with Disability) codes, as these trigger the higher rate of Mobility Allowance. Free text can only be used where no available code covers an item that the Provider has decided to include.</td>
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<tr>
<td>Employment Services provider assistance</td>
<td>Providers must detail the assistance they will be providing to the Participant in the Job Plan. This may include financial or other assistance. DES Providers must update, at least quarterly, the assistance to be delivered, purchased or organised for the Participant during their Period of Service. For Participants in Ongoing Support the details of the assistance must be updated at least every six months for Participants receiving Moderate Ongoing Support or High Ongoing Support and updated, at least every six months, for Participants receiving Flexible Ongoing Support, except in the circumstances where no instances of Flexible Ongoing Support has occurred.</td>
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**How is a Job Plan approved?**

*Deed clause reference:*
- Annexure A
- Clause 96

Once the terms of the Job Plan have been negotiated, and the Job Plan created in the Department’s IT Systems, the Job Plan must be provided to the Participant for their agreement. Providers can choose whether Participants:
- agree to their Job Plan online
- sign a hard copy of the Job Plan.

**Participant agreement—online**

Providers may send a Job Plan to the Participant’s AJS personal page for the Participant to review and agree online. If Providers elect to use this option they must ensure that the Participant has access to AJS and is aware of how to agree to the terms of the Job Plan through their AJS personal page or AJS smartphone application. For all Participants (including those without Mutual Obligation Requirements), Providers must inform the Participant (either face to face or over the phone) that the Job Plan has been sent to their AJS personal page.
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<td>for their agreement within two Business Days of sending the Job Plan. Providers <strong>must</strong> record this in the Department’s IT Systems or notify the Participant via their preferred notification method that the discussion with the Participant occurred. <strong>Note</strong>: If the Job Plan is being discussed over the phone, a script is available (see <strong>Job Seeker Compliance Framework Guideline</strong>) to guide the discussion. This includes a compliance warning that <strong>must</strong> be given to the Participant (with Mutual Obligation Requirements) if they do not agree to the Job Plan within two Business Days. When the Participant agrees to the Job Plan, this will automatically result in the Job Plan’s status being set to ‘approved’ in the Department’s IT Systems. <strong>Participant agreement—hard copy</strong> Providers <strong>must</strong> approve the Job Plan in the Department’s IT Systems as soon as the Participant and the Provider have signed the Job Plan. Providers <strong>must</strong> provide a copy of the signed Job Plan to the Participant. <em>(Note: once their Job Plan has been approved, the Participant can access it on AJS).</em></td>
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<tr>
<td>What happens if the Participant refuses to enter into a Job Plan?</td>
<td>If the Job Plan is not approved, no action is possible under the compliance framework for failure to meet compulsory items recorded in the Job Plan. Therefore, if the Participant refuses to sign a Job Plan (and does not wish to use ‘consideration time’, see below), the Provider <strong>should</strong> record in the Department’s IT Systems the discussion with the Participant and consider submitting a <strong>Participation Report</strong>, if appropriate. <strong>Reasonable Consideration Time</strong> Participants may have 48 hours ‘reasonable consideration time’ to consider the proposed requirements of the Job Plan or to discuss them with a third party before signing or agreeing to the Job Plan. If the Participant requests to have 48 hours ‘reasonable consideration time’ the Provider <strong>should</strong> book another appointment in 48 hours’ time. If the Participant has not agreed to the Job Plan within the 48 hours ‘reasonable consideration time’ or does not attend the appointment, the Provider <strong>should</strong> consider whether submitting a Participation Report is appropriate. <strong>See the <strong>Job Seeker Compliance Framework Guideline</strong> for more information on submitting Participation Reports.</strong></td>
</tr>
</tbody>
</table>

**Additional information**

| Intervention Management Tool | The Intervention Management Tool (IMT) in the Job Plan section of the Department’s IT System is an optional tool for Providers. It can be used to review and manage a Participant’s personal circumstances that may affect their capacity to participate in activities or result in identifying specific |
vocational or non-vocational barriers, including ESAt barriers and any identified by the Participant.

The IMT can help Providers to:

- ensure that the Participant has activities in the Job Plan appropriate to their circumstances
- meet requirements to include ESAt recommended Interventions in the Job Plan to address ESAt identified barriers
- record additional vocational or non-vocational barriers.

**Note:** In case Participants request access to their Records contained in the IMT, Providers **should** familiarise themselves with relevant provisions (see clause 43 of the Deed).

### Participant information

**Deed clause reference:**
- **Clause 39**

Providers must comply with legislation, including the Privacy Act 1988, the Social Security (Administration) Act 1999 and the Disability Services Act 1986, as it applies to the handling and use of Participant information. In accordance with the relevant legislation, a Participant’s personal information can only be used or disclosed for a purpose other than it was collected for when the Participant gives permission or where Commonwealth laws allow it. Providers should seek independent legal advice if they have any concerns regarding their obligations under the relevant legislation.

### Job Plan codes

<table>
<thead>
<tr>
<th>Job Plan code and descriptor</th>
<th>Compulsory/voluntary</th>
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<tbody>
<tr>
<td><strong>Appointment</strong></td>
<td></td>
</tr>
<tr>
<td>AI01 - Attend Appointment</td>
<td>C,V</td>
</tr>
<tr>
<td>AI09 - Attend DES Appointments</td>
<td>C,V</td>
</tr>
<tr>
<td>AI13 – Attend DES Ongoing Support Appointments</td>
<td>C,V</td>
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<tr>
<td><strong>Job Search</strong></td>
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<tr>
<td>JS02 - Job Search Skills Advice</td>
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<tr>
<td>JS04 - Job Search Contacts Voluntary</td>
<td>V</td>
</tr>
<tr>
<td>JS05 - Job Search with Disability - Activity Tested</td>
<td>C</td>
</tr>
<tr>
<td>JS06 - Job Search with Disability - Non activity tested</td>
<td>V</td>
</tr>
<tr>
<td>JS07 - Research and Prepare Applications</td>
<td>C,V</td>
</tr>
<tr>
<td>JS08 - Use Australian JobSearch</td>
<td>C,V</td>
</tr>
<tr>
<td>JS09 - Job Search monthly</td>
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<tr>
<td>JS10 - Job Interviews</td>
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<tr>
<td><strong>Employment</strong></td>
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<tr>
<td>EM52 - NEIS</td>
<td>C,V</td>
</tr>
<tr>
<td>EM54 - Self Employment</td>
<td>C,V</td>
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<tr>
<td>EM56 - Paid Work</td>
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<tr>
<td><strong>Participation activities</strong></td>
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<tr>
<td>ET52 - Adult Migrant English</td>
<td>C,V</td>
</tr>
<tr>
<td>ET53 - Apprenticeship/Traineeship</td>
<td>C,V</td>
</tr>
<tr>
<td>ET56 - SEE or ESL course</td>
<td>C,V</td>
</tr>
<tr>
<td>Job Plan code and descriptor</td>
<td>Compulsory/voluntary</td>
</tr>
<tr>
<td>-------------------------------------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>ET57 - SEE and/or ESL assessment</td>
<td>C,V</td>
</tr>
<tr>
<td>ET58 - NEIS Training</td>
<td>C,V</td>
</tr>
<tr>
<td>ET59 - Study - Part-Time or Full-Time</td>
<td>C,V</td>
</tr>
<tr>
<td>ET60 - Updating work related licences/quals/m-ships</td>
<td>C,V</td>
</tr>
<tr>
<td>ET64 - Work preparation</td>
<td>C,V</td>
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<tr>
<td>WE12 - Work for the Dole</td>
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<tr>
<td>WE11 - Voluntary Work</td>
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<tr>
<td>WE09 - Temporary Relocation to Undertake an Activity</td>
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<tr>
<td>WE17 - Green Army</td>
<td>C,V</td>
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<tr>
<td>WE18 - National Work Experience Programme</td>
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### Provider assistance codes

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<th>Provider assistance descriptor</th>
<th>Code</th>
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<td>Health and Allied Services Assistance</td>
<td>AS02</td>
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<tr>
<td>Psychological Assistance</td>
<td>AS19</td>
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<tr>
<td>On the job assistance</td>
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<tr>
<td>Ongoing Support Assistance</td>
<td>AS20</td>
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<td>Interpreter Services Assistance</td>
<td>AS03</td>
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<tr>
<td>Non-Vocational Assistance</td>
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<td>Provider Services Assistance</td>
<td>AS05</td>
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<tr>
<td>Relocation Assistance</td>
<td>AS06</td>
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<tr>
<td>Self-Employment Assistance</td>
<td>AS07</td>
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<tr>
<td>Short Term Child Care Assistance</td>
<td>AS08</td>
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<tr>
<td>Provided JET CCFA information and Assistance</td>
<td>AS09</td>
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<tr>
<td>Training – Books and Equipment Assistance</td>
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<tr>
<td>Training – Courses Assistance</td>
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<td>Transport and Licensing Assistance</td>
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<td>Wage Subsidy Assistance</td>
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<td>Work Experience Activities Assistance</td>
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<td>Work Related Clothing and Presentation Assistance</td>
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<tr>
<td>Work Related Tools and Equipment</td>
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<td>Other Assistance</td>
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### Job Plan code and descriptor

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<thead>
<tr>
<th>Job Plan code and descriptor</th>
<th>Compulsory/ Voluntary</th>
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<tbody>
<tr>
<td>Non-Vocational</td>
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<tr>
<td>NV02 - Counselling</td>
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<tr>
<td>NV04 - Non-Vocational Training</td>
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<tr>
<td>NV05 - Parenting Skills Program</td>
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<tr>
<td>NV07 - Drug and Alcohol Rehabilitation</td>
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<tr>
<td>NV09 - Self-help Group or Support Group</td>
<td>C,V</td>
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<tr>
<td>NV10 - Undertake an Assessment</td>
<td>C,V</td>
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<tr>
<td>NV12 - Child Care</td>
<td>C,V</td>
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<tr>
<td>NV13 - Intervention – Non Specific</td>
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<tr>
<td>NV14 - Health Maintenance Program</td>
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<td>Free-text</td>
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<td>FTXT - Free-text</td>
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<tr>
<td>DHS only</td>
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<td>A102 - Attend Quarterly Appointment</td>
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<tr>
<td>A108 - Reduced Capacity Requirements</td>
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<tr>
<td>ET63 - Youth Activities</td>
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<tr>
<td>WE16 - Community Services Order</td>
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<td>EMS1 - Disability Supported Employment</td>
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