



Australian Government

Guideline:

New Employment Services Trial (NEST) Points Based Activation System

In January 2018, the Government appointed an Employment Services Expert Advisory Panel to help shape the future design of employment services in Australia. Members of the panel included employers, employment service providers, welfare group representatives, as well as a labour market economist and an expert in business transformation.

The panel's report recommended the introduction of a Points Based Activation System that gives Participants greater ownership of their pathway to work. The Government agreed that the New Employment Services Trial (NEST) would include a points based approach allowing Participants more self-direction to meet their Mutual Obligation Requirements.

The Department of Education, Skills and Employment introduced the Points Based Activation System (PBAS) for Participants registered in NEST from December 2020.

PBAS is a new and flexible approach by which Participants can meet their Mutual Obligation Requirements. Under the new approach, Participants will be able to meet their Mutual Obligation Requirements by undertaking sufficient tasks to meet a specified Points Target each Points Reporting Period.

This Guideline sets out Trial Providers' engagement with and management of Participants under PBAS and must be read in conjunction with other Guidelines that outline a job seeker or Participant's Mutual Obligation Requirements.

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Changes from the previous version: (2.0)

Policy changes:

Updates have been made to reflect a new approach to Voluntary Work for Participants with a Points Requirement.

Wording changes:

References to Voluntary Work have been updated to distinguish between Provider Sourced Voluntary Work and Participant Sourced Voluntary Work.

A full document history is available at [Provider Portal](#)

Related documents and references

[New Employment Services Trial \(NEST\) Job Plan and Mutual Obligation Requirements Guideline](#)

[New Employment Services Trial \(NEST\) Activity Management Guideline](#)

[New Employment Services Trial \(NEST\) Targeted Compliance Framework: Mutual Obligation Failures Guideline](#)

[New Employment Services Trial \(NEST\) Capability Interview Guideline](#)

[New Employment Services Trial \(NEST\) Capability Assessment Guideline](#)

[New Employment Services Trial \(NEST\) Work Refusal Failures and Unemployment Failures Guideline](#)

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1. What is the Points Based Activation System?

The Points Based Activation System (PBAS) allows Participants to meet their Mutual Obligation Requirements by undertaking and reporting sufficient tasks to meet a specified Points Target each Points Reporting Period.

The maximum Points Target each Points Reporting Period is 100 points, however, all Participants will have a personalised Points Target based on their location, personal circumstances and current Activities.

Participants can meet their Points Target by undertaking a range of Job Search Related Tasks such as job applications, job interviews and paid work.

While PBAS provides greater flexibility in how Participants meet their Mutual Obligation Requirements, Job Search remains a core component of PBAS.

Who can use PBAS?

Trial Providers should consider PBAS for all new and existing Participants and have the discretion to transition Participants to PBAS where the Trial Provider has confirmed that the Participant has the ability to successfully engage in PBAS. Where the Participant has the ability to successfully engage with PBAS, Providers are encouraged to move the Participant to PBAS.

From December 2020, new Digital Participants will automatically commence in PBAS, and Digital Participants who were already commenced are able to opt in to PBAS by calling the Digital Services Contact Centre. Participants who opt out, or are transferred out, of Digital Services may have already commenced in PBAS at the time of referral to a Trial Provider. Trial Providers may consider if these Participants should remain in PBAS when commencing the Participant into Enhanced Services.

Role of the Trial Provider in PBAS

Determining if PBAS is right for the Participant

Participants should be able to navigate and report online to use PBAS in Enhanced Services.

Trial Providers must assess whether the Participant is:

- capable of taking personal responsibility for planning, managing and reporting their requirements under PBAS
- able to use the online service themselves, or with appropriate support, by navigating their Dashboard and inbox on the jobactive website and reporting their Job Search Related Tasks.

This assessment should reflect the current practice of taking personal responsibility to record Job Searches, report attendance at Activities or undertake training towards employment.

If a Participant is not capable of navigating and reporting online, the Participant should not be moved to PBAS and the Trial Provider should consider including in the Participant's Job Plan Activities to improve digital literacy, or to overcome other

barriers preventing the Participant's capability to engage in PBAS. When the Participant's digital literacy has sufficiently improved and/or barriers overcome, the Trial Provider may reconsider if PBAS is right for the Participant.

If a Trial Provider is progressing a Participant to Digital Services, they must move the Participant to PBAS while in Enhanced Services. This is to ensure that the Participant is capable of servicing and reporting online before moving to a purely digital platform.

Note: Early School Leavers who are meeting their requirements by undertaking full-time education or training, or a combination of part-time education or training and part-time work for a total of 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week), must not have a Points Requirement. See the [New Employment Services Trial \(NEST\) Job Plan and Mutual Obligation Requirements Guidelines](#).

See [New Employment Services Trial \(NEST\) Job Plan and Mutual Obligation Requirements Guideline](#) for further information on tailoring a NEST Job Plan with a Job Search requirement.

Participant must be able to use online tools to navigate PBAS

To assess the Participant's capability to plan, manage and record their Job Search Related Tasks each Points Reporting Period, Trial Providers need to consider if the Participant has:

- daily, reliable access to technology such as a computer or smartphone that would allow them to plan, undertake and record their completed requirements,
- the ability to plan, undertake and record their completed Points Requirements, including an understanding of:
 - how and why to link their MyGov account and jobactive website account
 - how to log on to the jobactive website and/or JobSeeker App
 - how to view and understand their dashboard
 - what requirements they need to report and where they can find information on how to report points
 - how and when to report their completed requirements to receive points
 - the need to record or report completed requirements before the end of their Points Reporting Period
 - what to do and who to contact if they cannot report their Points Requirement by the end of their Points Reporting Period
 - what to do and who to contact if their circumstances may prevent them from meeting their Points Requirement, or if their circumstances change
 - the consequences of not reporting their Points Requirements before the end of their Points Reporting Period each month.

2. The PBAS Job Plan

To commence a Participant in PBAS, Trial Providers must create a new Job Plan with the Participant to include the Points Based Requirement Job Plan code (PA09 - Points Based Requirement), which reads:

I agree to meet my points requirement outlined on my jobactive dashboard and I must plan, undertake and record the tasks and activities I complete, for each reporting period, on my dashboard.

Trial Providers must consider the Participant's individual circumstances when setting requirements in a PBAS Job Plan, refer to the [New Employment Services Trial \(NEST\) Job Plan and Mutual Obligation Requirements Guidelines](#).

Note: the Job Plan does not include the Points Target the Participant is required to meet. Refer to the section [Participant notified when PBAS Job Plan is agreed](#) in this document for further information on how a Participant is notified of the number of points they must meet each Points Reporting Period.

Personal responsibility to record attendance at Activities must be included

Participants with a PBAS Job Plan must be able to record their own attendance at any Activities included in the Job Plan in order to self-service and report online.

Therefore, where a Participant has a PBAS Job Plan (with the inclusion of PA09), the personal responsibility code – PA03 – must always be included.

Job Plan includes Mutual Obligation Requirements

As with any Job Plan, it is the Trial Provider's responsibility to ensure all compulsory and voluntary Activities or other requirements the Participant will undertake in order to meet their Mutual Obligation Requirement are negotiated with the Participant and included in the Job Plan. This includes Activities, third party appointments and Provider appointments as appropriate. Refer to the [New Employment Services Trial \(NEST\) Activity Management Guideline](#) for further information on setting Activities.

NOTE: The Activities included in the Job Plan will give the Participant a credit towards their Points Target. See [Activities included in the Job Plan](#) section in this document for information on Activity credits.

Job Plan codes that cannot be included in a PBAS Job Plan

The following Job Plan codes cannot be included in a PBAS Job Plan for Participants, noting most of these requirements can be reported as a Job Search Related Task to obtain points by the Participant:

- JS09 – job search contacts – Monthly
- PA04 – Job Referrals
- EM56 – Paid Work and EM54 – Self Employment
- EM52 – NEIS and ET58 – NEIS Training
 - These codes are excluded because undertaking NEIS or NEIS training fully meets a Participant's Mutual Obligation Requirements. The system will prompt removal of the PA09 code where the Trial Provider is attempting to insert EM52 or ET58. This means if the Participant is undertaking NEIS or NEIS Training they will not have a Points Requirement. If the Participant remains in employment services

following the completion of NEIS or NEIS Training, Trial Providers should renegotiate the Job Plan.

The following Job Plan codes are digital-specific codes. They are excluded because they are not relevant to Participants who are not serviced through Digital Employment Services. If a Participant transfers to the Trial Provider and has any digital-specific codes in their Job Plan, they should be removed, and, where appropriate, replaced with codes that are not digital-specific.

- JS11 - job search contacts – Monthly (digital)
- JS12 – Job Interviews (digital)
- PA06 – Personal Responsibility (digital)

Participant agreeing to the Job Plan online

Participants are encouraged to agree to their Job Plan online to reflect their ability to service themselves online. However, where convenient for the Participant to do so, they may sign a hardcopy of the Job Plan.

Please refer to [New Employment Services Trial \(NEST\) Job Plan and Mutual Obligations Requirements Guideline](#) for information on creating and approving a Job Plan.

Determining the Points Reporting Period

The Participant's Points Reporting Period is one calendar month and will automatically be set by the Department's IT Systems. The reporting date is determined either based on the Participant's past Job Search Reporting Period date (if applicable), or, if the Participant is new to employment services, the Points Reporting Period will be set from the date the PBAS Job Plan is agreed to by the Participant.

Participant notified when PBAS Job Plan is agreed

Participants will receive an automatic notification in their jobactive website inbox once they have agreed to their PBAS Job Plan online.

The notification is a notice under Social Security Law. It instructs the Participant on where and how to find all the information required to meet their Points Requirement, including that:

- the Participant's dashboard shows their Points Target at all times, that is, the number of points they have to report.
- the Participant's points reporting is due on the same day each month, and this date is displayed on their dashboard.
- if the Participant does not report sufficient Job Search Related Tasks to meet their Points Target by the end of their Points Reporting Period, their payment may be put on hold, they may get a demerit and they may have to reengage.
- the Participant reports their points on the jobactive website.
- if the Participant cannot meet their Points Target or has a change in their circumstances, to immediately advise their Trial Provider.

The notification will also contain links to relevant information on how a Participant earns and reports points, as well as user guides and IT demonstrations.

Participant is reminded to report their Points Target

PBAS Participants also receive reminders to report their Job Search Related Tasks via SMS or email and inbox at 15 days before the end of their Points Reporting Period, and again at five days before the end of their Points Reporting Period.

3. The Points Target

Determining the Points Target

The maximum Points Target each Points Reporting Period is 100, however, this will be lower based on a Participant's individual circumstances. The Department's IT Systems will do this through the application of credits based on:

- any labour market adjustment based on the area or region the Participant lives in
- any personal circumstances (cohort rules) recorded in the Department's IT Systems
- any Activities included in the Participant's Job Plan.

Trial Providers can apply further credits manually to ensure the Points Target is tailored to the level of the Participant's capability and personal circumstances as appropriate.

Labour Market Adjustments

The Department can allocate different credits based on the region/location a Participant resides to reflect the current labour market circumstances. These are reviewed regularly and routine changes to Labour Market Adjustments are communicated via the Provider Portal and Participant Dashboard. Labour Market Adjustments are automatically applied by the Department's IT Systems.

Personal Circumstances (Cohort rules)

The Department's IT Systems automates the following reductions based on personal circumstances:

Personal Circumstance	Automated Reduction
Age 60+	Points Target is halved (after Labour Market Adjustment)
Principal Carer Parent (youngest child <6 years of age)	Points Target reduced to nil
Partial Capacity to Work (<15 hours)	Points Target reduced to nil

Where the Participant is able to fully meet their Mutual Obligation Requirements through approved combinations of paid work, Provider Sourced Voluntary Work and/or approved study, and these Activities are included in the Participant's Job

Plan, the Trial Provider must ensure that the Points Target is set to nil. Where it is not, the Trial Provider must add additional credits to reduce to nil.

See [Attachment A](#) for the treatment of Participants who can fully meet their Mutual Obligation Requirements with combinations of paid work, Provider Sourced Voluntary Work and approved study.

See [New Employment Services Trial \(NEST\) Job Plan and Mutual Obligation Requirements Guideline](#) for further information on Participants who can fully meet requirements with combinations of paid work, Provider Sourced Voluntary Work and approved study.

Activities included in the Job Plan

Where the Job Plan includes Activities, the Department's IT Systems will apply a credit for each Points Reporting Period the Activity Job Plan code appears in the Job Plan.

Points credits are attributed to each Activity, either 10 points, 20 points or 30 points. See [Attachment B](#) for a table of credits applied for Activities.

Irrespective of the number of Activities in the Job Plan, the Department's IT Systems will apply a single credit for the Activity with the greatest credit level. For example, if a Participant has both an Activity with a 30 point credit and an Activity with a 10 point credit included in their Job Plan, the Department's IT Systems will apply only the 30 point credit to reduce the Points Target. Trial Providers must apply further credits where appropriate as described in the section of this document [Provider Reduction Credits](#).

Trial Provider must apply additional Activity credits for some Activities

There are some Activities where Trial Providers must apply additional credits. This includes where Participants are undertaking:

- a combination of paid work, Provider Sourced Voluntary Work and/or approved study to fully meet their Mutual Obligation Requirements.
- program-specific Activities that share a Job Plan code, but the credit of the Activity is different.
- Activities without a stand-alone Job Plan code.

In these cases, the Trial Provider must add additional credits to reduce the Points Target as appropriate. See sections in this document [Participant is undertaking Approved Non-Government Program or Local Jobs Program](#); [Participant is undertaking Launch into Work](#) and [Participant is undertaking PaTH Industry Pilot or PaTH Business Partnership](#) for more information.

Use of Free Text Job Plan Code (FTXT)

The level of Activity credit is derived by the Department's IT Systems reading the details of the Job Plan codes from the Job Plan. If a Free Text code (FTXT) is used to add an Activity to the Job Plan, the Department's IT Systems will not automatically apply a credit in these cases. Any Activities included in the Job Plan under a Free

Text Job Plan code will need to have any credits manually applied by the Trial Provider.

This includes where Participants are undertaking PaTH Industry Pilot or PaTH Business Partnerships that fully meets their Mutual Obligation Requirements. See section in this document [Participant undertaking PaTH Industry Pilot or PaTH Business Partnership](#).

For information and system steps on placing the Participant in an appropriate Activity, refer to the [New Employment Services Trial \(NEST\) Activity Management Guidelines](#).

Provider Reduction Credits

Trial Providers can apply further credits in 10 point increments, based on their knowledge of the Participant's capacity and personal circumstances. The credit can be applied for a singular Points Reporting Period, or set to apply for a Points Reporting Period of up to six months (six consecutive Points Reporting periods).

The categories for the application of a further credit are:

- undertaking Activities
 - the Participant is undertaking multiple Activities, for example, and their level of capability meant they needed a further reduction in their Points Target.
- caring duties
 - the Participant has caring responsibilities for children or immediate family member/s and this impacts their capacity.
- cultural responsibilities
 - the Participant observes cultural or religious beliefs that reduces their capacity to undertake requirements.
- legal requirement (e.g. a community service order)
 - the Participant has, for example, a series of court appearances or a community service order that reduces their capacity to participate in requirements.
- personal circumstances
 - personal circumstances unique to the Participant, such as a short-term, family emergency, or the Participant is in their last three months of pregnancy, or is participating in drug or alcohol treatment which means they are unable to meet their usual requirements.
- other
 - other circumstances, that either the Trial Provider or Participant consider relevant, other than the above that impacts the Participant's level of capability requires a further reduction of their Points Requirement.



System Step: To apply the reduction credit, the Trial Provider navigates to the “reporting requirements” screen in the Department’s IT Systems and identifies the Participant’s current Points Reporting Period. A “Provider Credits” link at the top right appears. This link will take the user to the “Provider Credit page” which

contains an Add button. This button will take the user to the “Provider Credits Add page” to add the Provider reduction credit.

Where the application of a manual credit reduces the Points Target to below 10 points, the Trial Provider must record a reason for setting a low Points Target, or, where applicable, a reason for reducing the Points Target to nil.

Recording a reason when Points Target is reduced to Low Points

Where the Points Target is being set to 10 points or fewer, the Trial Provider must record one of the following reasons in the Department’s IT Systems:

- exceptional circumstances
- significant non-vocational barriers
- very limited labour market
- undertaking course for significant LLN issues
- significant caring responsibilities
- experiencing domestic violence
- homelessness/emergency housing
- undertaking Drug & Alcohol treatment or rehabilitation.

Recording a reason for No Points, or recording Points No Longer Required

Where the Points Target is being set to nil, such as where the Trial Provider determines the Points Requirement that period is no longer required, the Trial Provider must record one of the following reasons in the Department’s IT Systems:

- exceptional circumstances
- last three months of pregnancy
- English as a second language undertaking appropriate Activities
- undertaking Drug & Alcohol treatment or rehabilitation.

Participant is undertaking Approved Non-Government Program or Local Jobs Program

Where a Participant is undertaking an Approved Non-Government Program or Local Jobs Program, the Trial Provider includes the ET64 Job Plan code (“Work Preparation”) in the Job Plan.

Because the Departments’ IT Systems will only apply a 10 point credit for the ET64 Job Plan code – and these Activities garner a higher credit of 30 – Trial Providers will apply an “undertaking Activities” Provider Reduction Credit of 20 points for each Points Reporting Period the Participant is undertaking an Approved Non-Government Program or Local Jobs Program with ET64 in the Job Plan.

Participant is undertaking Launch into Work

Where a Participant is undertaking Launch into Work with the ET64 Job Plan code in the Job Plan, this fully meets their Mutual Obligation Requirements.

Because the Department’s IT Systems will only apply a 10 point credit, where the Participant is undertaking Launch into Work, Trial Providers will reduce the Points Target to nil by applying an “undertaking Activities” Provider Reduction Credit and

recording the reason for reducing the Points Target to nil as “exceptional circumstances”.

Participant is undertaking PaTH Industry Pilot or PaTH Business Partnership

Participants undertaking PaTH Industry Pilot or PaTH Business Partnership will fully meet their Mutual Obligation Requirements. PaTH Industry Pilot and PaTH Business Partnership are included in the Job Plan using the FTXT (Free text) Job Plan code.

Because the Department’s IT Systems does not apply Activity credits for the FTXT Job Plan code, where the Participant is undertaking PaTH Industry Pilot or PaTH Business Partnership, Trial Providers will reduce the Points Target to nil by applying an “undertaking Activities” Provider Reduction Credit and recording the reason for reducing the Points Target to nil as “exceptional circumstances”.

Participant is undertaking Skills for Education and Employment (SEE) or Adult Migrant English Program (AMEP)

Participants of SEE and AMEP may still be able to participate in PBAS if they have a working knowledge of English. Trial Providers must take particular care to ensure Participants undertaking SEE or AMEP have sufficient language and digital skills before moving them to PBAS. See the section in this document [Determining if PBAS is right for the Participant](#).

Where a Participant is undertaking SEE (with the Skills for Education and Employment ET56 Job Plan code in the Job Plan) or AMEP (with the Adult Migrant English Program ET52 Job Plan code in the Job Plan), the system will automatically record a 30 point credit. Trial Providers should consider whether to apply further credits – or reduce the Points Target to nil – based on the SEE or AMEP Participant’s capability.

Where the Points Target for a SEE or AMEP Participant is to be reduced to fewer than 10 Points, Trial Providers record “undertaking course for significant LLN issues”. If reducing the Points Target to nil, Trial Providers record “English as a second language undertaking appropriate Activities”.

Participant is undertaking Exploring Being My Own Boss Workshop

Where the Participant is participating in an Exploring Being My Own Boss Workshop, the Trial Provider must manually apply points using the add Provider task page. When the Exploring Being My Own Boss Workshop drop down is selected, the Department’s IT Systems will apply 30 points to the Participant’s Points Reporting Period. See [Reporting tasks when participant is unable](#) section in this document for information on the Provider Tasks page functionality.

Participant meets the Points Target by reporting tasks

The Participant meets their Points Target by the end of their Points Reporting Period by reporting sufficient Job Search Related Tasks.

Points values for Job Search Related Tasks

Participants will be able accrue points for Job Search Related Tasks, including:

- job search effort – 5 points per effort
- career profile – 5 points each Points Reporting Period the online career profile is updated
- attend an interview – 10 points per interview attended
- commence a job – 10 points for commencing in a new job
- paid work – 5 points per 10 hours worked (rounded up).
- Participant Sourced Voluntary Work – 5 points per 10 hours worked (rounded up) up to a maximum of 10 points per reporting period.

All Job Search Related Tasks are reported by the Participant via their Points Reporting page, which is accessed via the Participant's jobactive website Dashboard or the JobSeeker App.

Trial Provider to consider quality of a Participant's Job Search efforts

A Trial Provider must be satisfied that the Participant's Job Search efforts submitted to meet, or partially meet, the Points Target are of sufficient quality.

When assessing the quality of job search efforts reported by the Participant, Trial Providers should consider whether the jobs applied for:

- are at a variety of levels of seniority or remuneration suitable for the Participant
- are in a variety of fields and occupations that the Participant is suitably qualified for or has experience in, if that work is suitable for the Participant, and
- used a variety of methods to contact potential employers.

These are not criteria a Participant must meet in every Points Reporting Period, however, should be considered holistically taking into account the Participant's individual circumstances.

A Trial Provider should consider, and discuss, a Participant's Job Search efforts at regular Appointments. This may include, but is not limited to:

- a general discussion
- a review of individual Job Search efforts for a Points Reporting Period
- encouraging the Participant to diversify their Job Search efforts or alternatively focus their Job Search efforts during a period in a particular field in which they are qualified (rather than in a range and variety of fields and occupations).

Where a Trial Provider identifies concerns with the quality of a Participant's Job Search efforts during an Appointment they should review any Job Search effort submitted in the Department's IT Systems, considering the above criteria, within five business days after the end of the next Points Reporting Period. A Trial Provider should continue to review the Job Search effort submitted in the Department's IT Systems until such time that they are satisfied with the quality of the Participant's Job Searches.

See section in this document [Unsatisfactory Job Search assessment recorded](#) for information on recording an unsatisfactory assessment.

Voluntary Work

Participants with a Points Requirement can undertake either Provider Sourced Voluntary Work or Participant Sourced Voluntary Work.

Provider Sourced Voluntary Work is arranged by a Trial Provider and included in a Participant's Job Plan, where a 30 point Activity credit will be applied to the Participant's Points Target.

Participant Sourced Voluntary Work is Voluntary Work that a Participant with a Points Requirement has identified and secured for themselves. Participants can report the hours retrospectively as a Job Search Related Task up to a maximum of 10 points per Reporting Period. Documentary Evidence is not mandatory for Participant Sourced Voluntary Work but where available should be uploaded when reporting hours.

Participant Sourced Voluntary Work cannot be used in combination with paid work and/or approved study to fully meet their Mutual Obligation Requirements.

Trial Providers must ensure Participants are not reporting hours for Provider Sourced Voluntary Work as a Job Search Related Task.

Trial Providers should, if aware that Participants are undertaking Participant Sourced Voluntary Work, discuss with the Participant that the Participant Sourced Voluntary Work is of benefit and contributes to improved employment prospects. Where appropriate Trial Providers should encourage Participants to diversify their job search efforts where the Participant Sourced Voluntary Work is not, or stops, contributing to their employment prospects.

For further information on Voluntary Work refer to the New Employment Services Trial (NEST) Activity Management Guidelines.

Reporting tasks when a Participant is unable

There may be circumstances where a Trial Provider will need to report Job Search Related Tasks in the Department's IT Systems on a Participant's behalf. This may be to assist the Participant during initial Points Reporting Periods if required or include situations where the Participant has, for example, damaged their device or has insufficient data to report their tasks online.

When a Participant contacts the Trial Provider to advise they are unable to report their Job Search Related Tasks, or require additional initial support, the Trial Provider should report these tasks on the Participant's behalf by close of business on the day they are advised by the Participant.

The Trial Provider should reconsider the Participant's ability to engage with PBAS if this is a continual practice by the Participant.

When the Trial Provider enters tasks on the Participant's behalf, the Participant will see these tasks entered by the Trial Provider. Trial Providers will also be able to view what the Participant has already reported when recording Job Search Related Tasks on the Participant's behalf.

Trial Providers are able to remove/delete Provider added Job Search Related Tasks. Before deleting a Provider added Job Search Related Task, the Trial Provider will be required to confirm deletion via a confirmation message displayed on the screen.



System Step: To add Job Search Related Tasks (excluding Paid Work and Participant Sourced Voluntary Work – see below) on a Participant’s behalf, navigate to the Participant’s current Points Reporting Period in the “reporting requirements” screen in the Department’s IT Systems. The “Provider added activation tasks” panel containing an “add Provider task” button appears. This button will take the user to the “add Provider task page”. Select the Job Search Related task to be reported on the Participant’s behalf from the drop down menu.



System Step: To report Paid Work on a Participant’s behalf, navigate to the “reporting period activation tasks” panel on the “reporting period page” in the Department’s IT Systems. The “Paid Work Summary” panel containing an “Add Employer” button appears. This button will take the user to the “Add a Paid Work Employer page”.



System Step: To report Participant Sourced Voluntary Work on a Participant’s behalf, navigate to the “reporting period activation tasks” panel on the “reporting period page” in the Department’s IT Systems. The “Volunteering Tasks Summary” panel containing an “Add Organisation” button appears. This button will take the user to the “Add organisation page”.

Automated Points for ‘Commencing a job’ apply when job placement is confirmed

The Department’s IT Systems will automate the allocation of the 10 points to the Participant’s Points Reporting Period when a Trial Provider has confirmed a job placement via the Job Placement Details screen in the Department’s IT Systems.

This means where the Trial Provider has confirmed a job placement in the Department’s IT Systems, neither the Participant or the Trial Provider will need to report the Job Search Related Task. Trial Providers should therefore confirm a job placement even when it is not expected to achieve an Outcome Payment.

Participant change of circumstances affecting their Points Target

There will be situations where a Participant’s circumstances change during a Participant’s Points Reporting Period. This may include, for example, where there is a change in the Participant’s age that affects their Mutual Obligation Requirements.

If, as a result of the Participant’s change in circumstances, there is:

- a decrease to the Participant’s Points Target, the Department’s IT Systems will apply this to the Participant’s current Points Reporting Period
- an increase to the Participant’s Points Target, the Department’s IT Systems will apply this for the Participant’s next active Points Reporting Period.

Participants can bank additional reported points

When a Participant reports points that exceed the Points Target for their current Points Reporting Period, these points are banked.

Participants can only bank half of their individual Points Target at any time. For example, if a Participant's Points Target is 80, then they can only bank an additional 40 points for the next Points Reporting Period.

Banked points will only carry over to the next active Points Reporting Period, after which they will expire. The Department's IT Systems will attribute the banked points at the start of the next active Points Reporting Period.

4. The Targeted Compliance Framework in PBAS

The Targeted Compliance Framework (TCF) applies to all Participants in PBAS and failing to meet scheduled requirements in a Job Plan or meet a points requirement is a mutual obligation failure. Further, if a Participant refuses suitable work or becomes voluntarily unemployed, their payment may be cancelled. See [New Employment Services Trial \(NEST\) Work Refusal Failures and Unemployment Failures Guidelines](#) for more information.

Refer to Attachment D of the [New Employment Services Trial \(NEST\) Targeted Compliance Framework: Mutual Obligation Requirements Guideline](#) for information and workflow when the Trial Provider determines that the Participant has been non-compliant but the TCF cannot be applied.

Demerits for scheduled requirements

When a Participant does not attend or acts in an inappropriate manner at an Activity, a Provider appointment, a third party appointment or a job interview that the Trial Provider has scheduled in the electronic diary and notified the Participant of, they will be subject to the TCF, including demerits and reengagement requirements.

If the Participant fails to attend or acts in an inappropriate manner at an Activity, the Activity credit is still applied. If the participant fails to attend or acts in an inappropriate manner at a scheduled and notified job interview (i.e. a job interview the Trial Provider has compelled the Participant to attend, not a job interview the Participant has reported independently), the Participant will not receive those points, as points for job interviews are based on attendance.

This means the Participant will incur a TCF Fast-Track demerit for non-attendance or for acting in an inappropriate manner at the scheduled job interview, and, if the Participant does not report sufficient points by the end of their Points Reporting Period, they will incur a Points Based Failure.

See next section in this document [Demerits for Points Based](#) failures for more information on Points-Based Failures under the TCF.

For further information on the TCF, refer to the [New Employment Services Trial \(NEST\) Targeted Compliance Framework: Mutual Obligation Failures Guideline](#).

Demerits for Points Based Failures

Points-Based Failures will occur where:

- The Participant reports insufficient points to meet their Points Target by the end of their Points Reporting Period, or
- The Trial Provider records an Unsatisfactory assessment of the Job Search efforts submitted by the Participant (and the Participant has insufficient banked points to meet the shortfall – see section in this document [Reengagement following a Points Based Failure](#)).

Where a Points Based Failure occurs, the Department's IT Systems may put the Participant's income support payment on hold and the Participant may need to reengage to have their payment restored. See section in this document [Reengagement following a Points Based Failure](#).

For further information on the TCF, refer to the [New Employment Services Trial \(NEST\) Targeted Compliance Framework: Mutual Obligation Failures Guideline](#).

Insufficient Points reported

Where a Participant does not record sufficient points to meet their Points Target by the end of their Points Reporting Period, a confirmed demerit for a Points Based Failure is automatically applied by the Department's IT Systems.

Unsatisfactory Job Search assessment recorded

An unsatisfactory assessment can only be completed after the end of the Participant's reporting period and can be completed no more than five days after the Participant's reporting period has ended.

If the Participant has already recorded points in their new Points Reporting Period before the Trial Provider records an unsatisfactory assessment, the Department's IT Systems will use these points to offset or partially offset any Points removed when the Trial Provider records that the quality of job search efforts is unsatisfactory. If the points already recorded fully meets the shortfall, a Points-Based Failure is prevented. If the points don't fully meet the shortfall, a Points-Based Failure will occur.

See section in this document [Trial Provider to consider quality of a Participant's Job Search efforts](#).



System Step: To record an Unsatisfactory Assessment, the Trial Provider navigates to the Points Reporting Page in the Department's IT Systems and selects "assessment". The user is then shown the Job Application Effort Assessment Screen where the Unsatisfactory assessment is recorded.

Participant is notified of a Points Based Failure

When a demerit is applied for a Points Based Failure, the Participant is notified:

- their payment is on hold until reengagement is met;
- they have accrued a demerit;
- of their reengagement requirement to report points to meet reengagement;
- to check their dashboard to know how many points to report to meet their reengagement requirement;

- to contact their Trial Provider if they had a good reason for not meeting their Points Requirement by the end of the Points Reporting Period.

Reengagement following a Points Based Failure

To meet the re-engagement requirement for a Points-Based Failure, the Participant must report sufficient points to make up the shortfall. For example, if the Participant had a Points Target of 80 points, but only reported 60 by the end of their Points Reporting Period and incurred a failure, their reengagement requirement would be to report the shortfall of 20 points.

NOTE: If the Participant has points banked, the Department's IT Systems puts the points towards the shortfall from the previous period.

NOTE: If the Points-Based Failure was applied due to an unsatisfactory assessment and the Participant has recorded points in their new Points Reporting Period, the Department's IT Systems puts the points towards the shortfall arising from the unsatisfactory assessment. See section in this document [Unsatisfactory Job Search assessment recorded](#).

Summary of required Documentary Evidence

Nil.

Attachment A – Treatment of Participants meeting requirements with combinations of paid work, Provider Sourced Voluntary Work and/or study

There are instances where a Trial Provider will need to apply manual credits for a Participant who is fully meeting their Mutual Obligation Requirements through approved combinations of paid work, Provider Sourced Voluntary Work and/or study.

- If the Participant is aged between 60 and the age pension age, they can fully meet their Mutual Obligation Requirements if they undertake at least 30 hours per fortnight of paid work, approved Provider Sourced Voluntary Work or a combination of the two Activities.
 - The Department's IT Systems will halve the Participant's Points Target (after Labour Market Adjustment).
 - If the Participant is undertaking Provider Sourced Voluntary Work, the WE11-Voluntary Work Job Plan code is included in the Job Plan and a 30 point Activity credit applies.
 - The Participant reports their paid work hours via their Points Reporting page.
 - Trial Providers must ensure that the Points Target is reduced to nil where the combined hours in the WE11 code and hours of paid work reported are equal to or greater than 30 hours per fortnight (60 hours per Points Reporting Period).
 - Trial Providers record the reason "exceptional circumstances" to reduce the Points Target to nil.
- If the Participant is 55 – 59 years of age and in their first 12 months of receiving payment, they can fully meet their Mutual Obligation Requirements by completing 30 hours per fortnight of paid work. This can also be met by completing 30 hours per fortnight of a combination of approved Provider Sourced Voluntary Work and paid work. However, this must include at least 15 hours per fortnight of paid work.
 - If the Participant is undertaking Provider Sourced Voluntary Work, the WE11-Voluntary Work Job Plan code is included in the Job Plan and a 30 point Activity credit applies.
 - The Participant reports their paid work hours via their Points Reporting page – if paid work hours reported equates to 30 hours per fortnight (60 hours per Points Reporting Period), the system will set the Points Target to nil and no further action is required by the Trial Provider.
 - If not, Trial Providers must ensure that the Points Target is reduced to nil where paid work hours reported equate to at least 15 hours per fortnight (30 hours per Points Reporting Period) AND the hours in the WE11 code combined with the reported paid work hours are equal to or greater than 30 hours per fortnight (60 hours per Points Reporting Period).
 - Trial Providers record the reason "exceptional circumstances" to reduce the Points Target to nil.
- If the Participant is 55 – 59 years of age and has been receiving payment for more than 12 months, they can fully meet their Mutual Obligation Requirements

if they undertake at least 30 hours per fortnight of paid work, approved Provider Sourced Voluntary Work or a combination of the two Activities.

- If the Participant is undertaking Provider Sourced Voluntary Work, the WE11-Voluntary Work Job Plan code is included in the Job Plan and a 30 point Activity credit applies.
 - The Participant reports their paid work hours via their Points Reporting page – if paid work hours reported equates to 30 hours per fortnight (60 hours per Points Reporting Period), the system will set the Points Target to nil and no further action is required by the Trial Provider.
 - If not, Trial Providers must ensure that the Points Target is reduced to nil where the combined hours in the WE11 code and hours of paid work reported are equal to or greater than 30 hours per fortnight (60 hours per Points Reporting Period).
 - Trial Providers record the reason “exceptional circumstances” to reduce the Points Target to nil.
- Principal Carer Parents usually have part-time Mutual Obligation Requirements and can fully meet their requirements through 30 hours per fortnight of paid work (including self-employment), approved study, Provider Sourced Voluntary Work (as described in the NEST Managing and Monitoring Mutual Obligation Requirements Guideline), or a combination of these Activities.
 - If the Participant is undertaking Provider Sourced Voluntary Work, the WE11-Voluntary Work Job Plan code is included in the Job Plan. If the Participant is undertaking approved study, the ET59-Study Job Plan code is included in the Job Plan. A single 30 point Activity credit applies.
 - The Participant reports their paid work hours via their Points Reporting page – if paid work hours reported equates to 30 hours per fortnight (60 hours per Points Reporting Period), the system will set the Points Target to nil and no further action is required by the Trial Provider.
 - If not, Trial Providers must ensure that the Points Target is reduced to nil where the combined hours in the WE11 code, the ET59 code and hours of paid work reported are equal to or greater than 30 hours per fortnight (60 hours per Points Reporting Period).
 - Trial Providers record the reason “exceptional circumstances” to reduce the Points Target to nil.
 - Participants with an assessed Partial Capacity to Work of 15-29 hours per week usually have part-time Mutual Obligation Requirements and can fully meet their requirements through 30 hours per fortnight of paid work including self-employment, approved study, or a combination of these Activities.
 - If the Participant is undertaking approved study, the ET59-Study Job Plan code is included in the Job Plan and a 30 point Activity credit applies.
 - The Participant reports their paid work hours via their Points Reporting page – if paid work hours reported equates to 30 hours per fortnight (60 hours per Points Reporting Period), the system will set the Points Target to nil and no further action is required by the Trial Provider.
 - Trial Providers must ensure that the Points Target is reduced to nil where the combined hours in the ET59 code and hours of paid work reported are equal to or greater than 30 hours per fortnight (60 hours per Points Reporting Period).

- Trial Providers record the reason “exceptional circumstances” to reduce the Points Target to nil.
- Participants who are undertaking approved study or training, in a course of high skill demand that is not more than 12 months in duration, in combination with paid work for 70 hours per fortnight are taken to be fully meeting their Mutual Obligation Requirements.
 - If the Participant is undertaking approved study, the ET59-Study Job Plan code is to be included in the Job Plan and a 30 point Activity credit applies.
 - The Participant reports their paid work hours via their Points Reporting page to meet their requirements.
 - Trial Providers must ensure that the Points Target is met - where the combined hours in the ET59 code and hours of paid work reported are equal to or greater than 70 hours per fortnight (140 hours per Points Reporting Period).
 - If the Points Target has not been met, but the Participant has met their requirement, Trial Providers must record the reason “exceptional circumstances” to reduce the Points Target to nil.

Attachment B – Activity Credits for Points Based Activation System

10 point credit per reporting period		
Code	Title	Description / Examples
ET60	Work related licences / qualifications / memberships	Forklift Licence, First Aid Certificate
ET64	Work Preparation	Includes programs run in-house by Trial Providers to upskill participants to search and apply for work. Also includes Non-Government Programs, Launch Into Work and Local Jobs Program.
NV09	Self Help or Support Group	
PA08	Digital Service Foundation Training	Includes programs run in-house by Trial Providers to improve digital skills to search and apply for work.
WE15	Defence Force Reserves	
WE10	Unpaid Work Experience	Used for Work Experience (Other) Activities
ET57	LLNP or ESL Assessment	
ET70	Undertake other Training	Activities that are not in high demand or have low hours (available for Digital Services Participants only)
NV13	Intervention Non-Specific	
NV14	Health Maintenance Program	Participation in programs to improve/address non-vocational barriers to employment
20 point credit per reporting period		
Code	Description	
NV04	Non Vocational Training	Participation in non vocational training, this could include budgeting, life skills etc.
NV05	Parenting Skills Program	Included in a Job Plan when a parent agrees to participate in a parenting skills program
NV02	Counselling	Participation in counselling services
30 point credit per reporting period		
Code	Description	
ET52	Adult English Migrant Program	Up to 510 hours of English language tuition to eligible migrants and humanitarian entrants
ET56	SEE or ESL courses	SEE: Up to 650 hours of language, literacy and numeracy training through a SEE Provider ESL: any qualifying course as run by an RTO that qualified as an ESL Course (e.g. Cert III in Advanced English for Further Study)
ET68	PaTH Employability Skills Training	Program for participants aged 15 to 24 years
PA05	Career Transition Assistance	Program for participants aged 45 years and over
PA07	Employment Preparation Activity	Intensive employment preparation course delivered by an EPA Provider to participants in Digital Services.
WE11	Voluntary Work	This code is to be used for 'Provider Sourced Voluntary Work' meaning Voluntary Work that the Provider has identified and secured for a Participant, including Voluntary Work that the Provider provides itself or arranges with an Activity Host Organisation.
WE12	Work for the Dole	
WE18	National Work Experience Program	
NV07	Drug and Alcohol Rehabilitation	
ET59	Study	Accredited or unaccredited training, normally associated with an Activity placement created by the Trial Provider
ET67	PaTH Internship	

All capitalised terms in this Guideline have the same meaning as in the New Employment Services Trial Deed 2019–2022 (the Deed).

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Trial Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Education, Skills and Employment under or in connection with the Deed.