

Guideline:

# Local Jobs Program

The Local Jobs Program (LJP) supports the development and implementation of tailored approaches to accelerate reskilling, upskilling and employment across 51 Employment Regions throughout Australia, supporting Australia's economic recovery from the COVID-19 pandemic. In each of these Employment Regions the program will provide for:

- an Employment Facilitator and LJP Support Officer
- a Local Jobs and Skills Taskforce (Taskforce)
- a Local Jobs Plan tailored to local labour market circumstances
- projects or activities, including those supported through a Local Recovery Fund or the National Priority Funding Pool.

The aim of this program is to ensure that the maximum number of people are placed in appropriate employment or training opportunities as quickly as possible to meet employer needs as the labour market recovers. This will be achieved by bringing together expertise, resources and access to funding at the local level to focus on reskilling, upskilling and employment pathways as part of supporting Australia's economic recovery from the COVID-19 pandemic. A key feature of this program is bringing together key local stakeholders including employers, employment services providers and higher education and training organisations to work collaboratively to design projects that skill people to meet employer demand.

Recognising that the impact of COVID-19 has been different across labour markets, information will be provided by the National Skills Commission and National Careers Institute to each Taskforce so that they can understand the changing occupational requirements of their region, identify transferable skills and equip people to meet labour market demand.

This Guideline outlines the requirements for jobactive, New Employment Services Trial, Transition to Work and ParentsNext Providers to engage with and work with this program, including through partnering on and referring Participants to LJP Activities.

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## Changes from the previous version (1.1)

### Policy changes:

Nil.

### Wording changes:

Page 8 – Updated reference to procurement activities

Page 9 – Correction of name of organisation

Page 10 – Updated reference to Departmental activity

Page 11 – Clarification of System Step for setting up LJP Activities

Page 14-15 – Removal of reference to Intensive Stream Participants

References to ParentsNext Deed title and Deed clauses updated throughout document

## Related documents and references

[jobactive Deed 2015-2022](#)

[New Employment Services Deed 2019-2022](#)

[ParentsNext Deed 2018-2024](#)

[Transition to Work Deed 2016-2022](#)

[Privacy and Records Management Information for Providers \(jobactive\)](#)

[Privacy and Records Management Information for Providers \(New Employment Services Trial\)](#)

[Privacy Guideline \(ParentsNext\)](#)

[Privacy Guideline \(Transition to Work\)](#)

[Using the Employment Fund General Account Guideline \(jobactive\)](#)

[New Employment Services Trial Using the Employment Fund General Account Guideline](#)

[Delivering ParentsNext Guideline](#)

[Activity Management Guideline \(jobactive\)](#)

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

[Activity Management Guideline \(Transition to Work\)](#)

[Managing and Monitoring Mutual Obligation Requirements Guideline \(jobactive\)](#)

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

[Transition to Work Performance Guideline](#)

[Transition to Work Payment and Outcome Performance Target Guideline](#)

[Insurance Readers Guide \(jobactive\)](#)

[Insurance Readers Guide \(New Employment Services Trial\)](#)

[Insurance Readers Guide \(ParentsNext\)](#)

[Insurance Readers Guide \(Transition to Work\)](#)

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## 1. Background to the Local Jobs Program

The Local Jobs Program (LJP) runs until 30 June 2025 in 51 Employment Regions throughout Australia and brings together expertise, resources and access to funding at the local level to focus on the reskilling, upskilling and employment pathways for people in each region, as part of supporting Australia's economic recovery from the COVID-19 pandemic.

A Taskforce will be established in each Employment Region to identify key employment priorities and strengthen connections and linkages between employers, employment services providers and higher education institutions and training providers so that these organisations are focussed on training that aligns with jobs in demand in the local areas. The Taskforces will also facilitate local stakeholders to design projects that will address these employment priorities and be designed to maximise the number of people moving into work.

### Aim of the Program

Recognising that every Employment Region has been impacted by COVID-19 in varying ways and levels, this program seeks to provide tailored responses to support the recovery of local labour markets. A key aim of the program is to connect local employers, higher education and training organisations and employment services providers to identify ways to quickly move Australians (back) into work. Through this program, the Department of Education, Skills and Employment (the Department) will provide access to local labour market information and funding for projects to support this.

The LJP aims to place people in appropriate employment or training opportunities as efficiently as possible as the labour market recovers.

The LJP allows local stakeholders to design solutions to local issues. These include, but are not limited to, those that provide:

- significant improvements in labour market outcomes for the Employment Region
- strong connections between local stakeholders, including employment services providers, employers and higher education and training organisations
- collaboration between the Australian Government, state government, local government and community driven skills and employment initiatives
- skills and employment initiatives that meet local labour market and employer needs
- processes to transition people into new roles by reskilling and upskilling in the skills needed in the Employment Region
- opportunities to take advantage of current and upcoming employment
- improved awareness of local labour market needs during the recovery stage.

### Employment Regions

The LJP operates in 51 Employment Regions across Australia. A list of Employment Regions by State can be found on the [Department's website](#).

## The Employment Facilitator

The role of the Employment Facilitator is to support the delivery of the LJP. Employment Facilitators are contracted by the Department and are responsible for liaising with the wider community to connect people with employment and training programs, including employment services providers, and to work with employers to maximise outcomes.

The Employment Facilitator's role includes, but is not limited to:

- fulfilling the role of Chair of the Local Jobs and Skills Taskforce in their Employment Region
- convening the Taskforce on a regular basis
- in conjunction with the Local Jobs and Skills Taskforce, creating and maintaining a Local Jobs Plan for their Employment Region
- accessing and using data and information specific to the labour market, local job seekers and employee skills that are in demand in the Employment Region, to drive the development of the Local Jobs Plan
- sharing and ensuring the application of National Skills Commission (NSC) and National Careers Institute (NCI) labour market information and tools to assist the Taskforce develop a comprehensive and high-quality Local Jobs Plan
- driving the employment priorities of the Employment Region by building and sustaining productive and collaborative working relationships with employment services providers, training and industry/employer peak body organisations, community organisations and education providers to maximise support for all job seekers
- regular communication with the Department regarding upcoming large-scale recruitment exercises to enhance employment opportunity alerts, including for online job seekers
- working with Taskforce members and other local stakeholders to identify, develop and drive LJP Activities that address the priorities identified in the Local Jobs Plan and are paid for through the Local Recovery Fund
- enhancing co-ordination between Australian Government, State, council and community driven employment and recovery initiatives and leveraging them as appropriate, in order to minimise duplication
- supporting Australian Government responses to large scale retrenchments
- facilitating the participation in the LJP for those job seekers on the digital caseload, which may extend to the provision of risk assessments, in accordance with any Guidelines
- proactively developing employment activities in accordance with government initiatives and in consultation with key stakeholders including Australian Government, state and local government agencies
- working with local stakeholders, including employers, to improve and leverage local employment opportunities for both employment services provider and digitally serviced job seekers
- facilitating the provision of local labour market supply information to the Department through the submission of monthly reports to the Department
- the promotion of labour market data and tools available through the NCI and NSC to the Taskforce, local job seekers and relevant local stakeholders to inform

their access to and generation of local training, current and emerging employment opportunities

- providing feedback to the Department regarding employment services provider engagement with the Taskforce and associated activities through the submission of monthly reports to the Department
- engaging constructively with the LJP Support Officer to ensure effective use of the LJP Support Officer resource in achieving the objectives of the LJP
- overseeing and reporting to the Department on LJP Activities.

### LJP Support Officer

The LJP Support Officer will assist the Employment Facilitator with key tasks; including but not limited to:

- maintaining and updating the Local Jobs Plan
- analysing labour market data and information
- engaging and managing stakeholder relationships
- assisting proponents to develop LJP Activities
- collating and drafting monthly reports to the Department

The LJP Support Officer will also provide secretariat services to the Taskforce.

### The Local Jobs and Skills Taskforce

Each Employment Region will have a Taskforce comprising a maximum of 10 members, with the Employment Facilitator as Chair. There will be opportunities to refresh the membership of the Taskforce across the life of the program.

The role of the Taskforce is to work together in developing solutions to move as many people as possible (back) into work quickly by putting local employer needs at the centre of their actions and addressing the employment barriers of local cohorts. The Taskforce will play a central role in connecting, coordinating and leveraging existing programs and aligning efforts on the ground to ensure collaboration is maximised, duplication is minimised, and outcomes are achieved. The Taskforce will encourage close collaboration with employment services providers and will provide feedback on the quality of their engagement with projects and activities.

Each Taskforce will establish a Local Jobs Plan identifying key employment priorities for their Employment Region. Funding will be available from the Local Recovery Fund to support projects that address issues identified in the Local Jobs Plan, where funding is not accessible through other avenues.

The Taskforces will strengthen collaboration between local stakeholders and ensure people are better skilled to meet employer demand. They will also be central in working with employment services providers and employers to understand and disseminate information on the jobs or training opportunities available in the Employment Region. The Department will support this through access to local skills data that will identify shortages and predicted future trends to drive a local training response informed by evidence. The Taskforces will also provide information to the Department on skill mismatches and skill needs to enable the rapid adjustment of training packages and the accreditation of new short courses as needed.

## Local Recovery Fund

A Local Recovery Fund will be available across the 51 Employment Regions for LJP Activities, as part of projects, that meet the priorities identified in the Local Jobs Plan, tailored to the opportunities and needs identified in each Employment Region.

The Taskforce will work with local stakeholders including employers, local and state government, higher education and training organisations, employment services providers, Regional Development Australia Committees, Indigenous organisations and communities, Entrepreneurship Facilitators, the National Bushfire Recovery Agency and other community organisations to develop employment-related Activities to assist people.

All LJP Activities must have an employment services provider as a partner. For the purposes of this program, employment services providers include jobactive, New Employment Services Trial, Transition to Work and ParentsNext Providers.

## National Priority Funding Pool

A National Priority Funding Pool was established from 1 July 2021. This funding is separate to the Local Recovery Fund. The funding will assist in complementing job creation strategies and address structural barriers to employment, such as transportation.

## Employment Services Providers

Employment services providers should collaborate and work proactively with their Taskforce representatives and other stakeholders to meet the needs of job seekers and employers in the Employment Region and ensure the success of the LJP. This includes working closely with higher education and training organisations to make sure Participants have the appropriate skills to move into current and upcoming job opportunities. The Taskforce Chair will provide feedback to the Department on employment services providers' engagement with the program.

Collaboration with the Employment Facilitators, Taskforces, and support of and participation in LJP Activities, will form part of the Department's regular formal performance feedback through performance assessments.

The LJP Activity Partnering Provider is required to partner on each LJP Activity, prior to the LJP Activity proposal being submitted for consideration. Section 4 - [Role of the Local Jobs Program Activity Partnering Provider](#) details the role of the LJP Activity Partnering Provider. This includes participating in the development phase of LJP Activities, risk assessments, managing the distribution of attendance information and any incident reports.

Other Employment Services Providers (and the Department) may also refer Participants to approved LJP Activities, where required.

LJP Activities offer these employment services providers the opportunity to improve their local connections and create pathways to employment for Participants on their caseload.

(Deed reference: jobactive Deed clauses 8, 107, 109H, 110, 111 and Annexure A1 Definitions, New Employment Services Trial Deed clauses 8, 105, 112A, 113, 114 and Attachment 1

Definitions, Transition to Work Deed clauses 8, 99, 100E, 101, 102 and Annexure A1 Definitions, ParentsNext Deed clauses 8, 94, 96A, 97, 98 and Annexure A1 Definitions)

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## 2. Local Jobs Program Activities

A Request for Proposals will be released by the Department to fund projects that meet the priorities identified in the Local Jobs Plan. This will be a tender process. In addition, the Taskforce in each Employment Region will also identify and work with local organisations to develop LJP Activities for consideration.

The Taskforce, or its members, may also approach other local stakeholders to provide wrap around services to support local people prepare for and find work as part of the project development phase.

A LJP proponent will drive and develop a proposal with consideration of the Local Jobs Plan and local labour market and employer knowledge and will submit a tender for Local Recovery Fund funding. Successful proponents (LJP Activity Hosts) will be responsible for delivering the LJP Activity in accordance with their services contract.

It is recommended that LJP proponents consult with the Taskforce before a proposal is submitted to the Department for assessment. If the proposal is approved by the Department's State Manager, the Department will procure these services under a contract with the organisation.

### Eligible Participants

Participation in LJP Activities is voluntary.

Participants on a jobactive, New Employment Services Trial, ParentsNext or Transition to Work caseload are eligible to participate in LJP Activities.

Participants registered for Online Employment Services may be eligible to participate in LJP Activities where the Participants could benefit from involvement and can be provided with the necessary support to ensure Work Health and Safety requirements are met.

LJP participation will count toward the Participant's relevant Annual Activity Requirements (jobactive), Mutual Obligation Requirements (New Employment Services Trial) or Participation Requirements (ParentsNext and Transition to Work).

(Deed reference: jobactive Deed clause 109H and Annexure A1 Definitions, New Employment Services Trial Deed clause 112A and Attachment 1 Definitions, Transition to Work Deed clause 100E and Annexure A1 Definitions, ParentsNext Deed clause 96A and Annexure A1 Definitions)

### LJP Activities

Activities will be locally driven initiatives that are aligned to the Employment Regions' employment related priorities, as identified in the Local Jobs Plan, and complement existing skills and employment programs. Eligible activities may include, but are not limited to:

- those that will result in significant improvements in labour market outcomes for the Employment Region
- wrap around servicing such as working with Registered Training Organisations (RTOs), employers and employment services providers to design projects that



train Participants to meet medium-large scale employment needs, such as infrastructure investments

- training and re-skilling to better align skills to local jobs in demand, such as in aged care
- helping unemployed displaced workers return to the workforce, including re-skilling where the structure of the labour market has changed
- tailored non-accredited training or professional development activities
- improving access to education or training and making it easier for learners to complete their training or education (e.g. access to IT equipment, facilities and workshops to achieve better completion rates)
- mentoring and support services
- innovative capacity building and employment initiatives
- non vocational assistance or interventions
- employment pathway and internship programs
- hosting of employment related events, such as forums, workshops and conferences
- working to address skills mismatch by partnering with employers and local industry
- identifying ways to improve the operation and future capacity of the local labour market.

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### 3. Management of Local Jobs Program Activities

#### LJP Activity Hosts

The LJP Activity Host will be responsible for delivering the LJP Activity in accordance with their Commonwealth Contract – LJP Activity , including providing Supervision, ensuring that a safe system of work is in place, and reporting attendance and any incidents to the LJP Activity Partnering Provider (who will manage distribution to any relevant Employment Services Providers or the Department).

(Deed reference: jobactive Deed clause 111 and Annexure A1 Definitions, New Employment Services Trial Deed clause 114 and Attachment 1 Definitions, Transition to Work Deed clause 102 and Annexure A1 Definitions, ParentsNext Deed clause 98 and Annexure A1 Definitions)

#### The Department of Education Skills and Employment

The Department is responsible for the overall management of the Employment Facilitator and Support Services contracts and administration of the Local Recovery Fund (including approval of expenditure). The Department will work closely with Employment Facilitators through the proposal development process. The Department may also initiate ideas or proposals for development in consultation with Employment Facilitators and the Taskforce.

It is expected that a representative from the Department will attend all Taskforce meetings.

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## 4. Role of the Local Jobs Program Activity Partnering Provider

The role of the LJP Activity Partnering Provider is to support projects that meet the local priorities as identified by the Taskforce.

Each LJP Activity Partnering Provider should collaborate and work proactively with the Employment Facilitator, LJP Support Officer, LJP Activity Host, the Taskforce, other employment services providers and other stakeholders to meet the needs of Participants and employers in the Employment Region and ensure the success of the LJP program.

LJP Activity Hosts should notify the LJP Activity Partnering Provider once a LJP proposal has been approved.

Each LJP Activity Partnering Provider must perform a risk assessment on each partnered LJP Activity and advise the Department and LJP Activity Host on completion (refer to [section 7 - Risk Management](#) of this Guideline).



**System Step:** The LJP Activity Partnering Provider must set up the LJP Activity in the Department's IT Systems. The Activity Type for LJP Activities in the Department's IT Systems is Local Jobs – COVID-19 Recovery Program.

The LJP Activity Partnering Provider is also responsible for distributing necessary information in a timely manner to employment services providers with a Participant placed onto a LJP Activity. This includes:

- making the LJP Activity Risk Assessment available to employment services providers seeking to refer Participants into a LJP Activity
- sharing the Activity ID with employment services providers seeking to refer Participants into a LJP Activity where relevant
- passing on attendance information and any incidents from the LJP Activity Host to other participating employment services providers
- advising the LJP Activity Host when a Participant has been referred to their LJP Activity

Additional responsibilities of the LJP Activity Partnering Provider include:

- working with the Employment Facilitator and LJP Support Officer to help ensure that the LJP Activity meets the needs of Participants in the Employment Region
- providing advice in the development phase of LJP Activities
- referring Participants on its caseload to LJP Activities and ensuring this is recorded in the Department's IT system
- provide manual attendance timesheets weekly to the Department for instances where the Participant is unable to lodge their attendance on the Job Seeker App
- collaborating with other employment services providers in the Employment Region where relevant, including sourcing suitable Participants and managing referral numbers to maximise participation
- helping to ensure that the integrity of the LJP (and consequently the good reputation of the Australian Government) is maintained.

Where the activities are extended to include online employment services caseload, the LJP Activity Partnering provider must work with the Support Officers (and the department) to ensure they have all the material required to engage online services

Participants safely. More information about risk assessment is included at [section 7 – Risk Management](#) below.

(Deed reference: jobactive Deed clauses 8, 109H, 110 and Annexure A1 Definitions, New Employment Services Trial Deed clauses 8, 112A, 113 and Attachment 1 Definitions, Transition to Work Deed clauses 8, 100E, 102 and Annexure A1 Definitions, ParentsNext Deed clauses 8, 96A, 101 and Annexure A1 Definitions)

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## 5. Management of Local Job Program Participants

Participation in an LJP Activity is voluntary and must be reflected in Participant Job Plans or Participation Plans as Voluntary.

Depending on the LJP Activity they are involved in, Participants will benefit from improved connections with employers and/or having the opportunity to gain the skills and experience required to help them find and keep a job.

### Employment Services Provider responsibilities

Responsibilities of employment services providers include:

- referring, placing and commencing Participants in LJP Activities
- monitoring placements
- updating Participant Job Plans or Participation Plans
- undertaking and updating individual risk assessments, as required, for Participant changes in circumstances and advising the LJP Activity Partnering Provider and/or LJP Activity Host
- recording participation
- following up non-attendance of Participants
- reporting incidents to the Department
- working with the LJP Activity Partnering Provider to:
  - advise them when they are referring a Participant to the LJP Activity
  - manage the replacement of Participants to maximise utilisation.

### Placing a Participant onto a LJP Activity

It is a priority to ensure that available places in a LJP Activity are fully utilised.

The LJP Activity Partnering Provider will have the first opportunity to place Participants onto the LJP Activity they are connected to.

Either in advance of the LJP Activity commencing or following its commencement, the LJP Activity Partnering Provider should consider if the LJP Activity is shared with other employment services providers in the Employment Region to maximise success.

If the LJP Activity Partnering Provider does not have enough suitable Participants on their caseload they must share the LJP Activity with other employment services providers to ensure Participant engagement and success of the Activity. This can be done through negotiation with the other employment services providers in the Employment Region, including through the Employment Facilitator.

Where a LJP Activity is shared, the LJP Activity Partnering Provider will provide the Activity ID to other employment services providers to allow them to refer their Participants to the LJP Activity.

The Department will monitor the utilisation of LJP Activity places and may request the Employment Facilitator to liaise with employment services providers to ensure utilisation is maximised. This could include promotion to those job seekers receiving online services.

### Commencing and managing a Participant in a LJP Activity

Refer to the relevant program guideline for instructions on commencing and managing a Participant in a LJP Activity:

- [Activity Management Guideline \(jobactive\)](#)
- [Activity Management Guideline \(New Employment Services Trial\)](#)
- [Delivering ParentsNext Guideline](#)
- [Activity Management Guideline \(Transition to Work\)](#)

### Annual Activity and Participation Requirements

The LJP is an approved activity for the purposes of meeting a Participant's Annual Activity Requirement (jobactive), Mutual Obligation Requirements (New Employment Services Trial) or participation requirement (ParentsNext and Transition to Work).

For jobactive, the Participant will fully meet their fortnightly Annual Activity Requirement (AAR) based on their participation in the Activity, regardless of their hours of participation.

For ParentsNext, Transition to Work and New Employment Services Trial, participation in a LJP Activity will contribute towards the Participant meeting the requirements set out in their Participation Plan or Job Plan.

Employment services providers may combine a LJP Activity with other supporting Activities where the LJP Activity provides insufficient hours to fully engage the Participant.

### Activity Attendance Records

The LJP Activity Host will be responsible for recording attendance on a LJP Activity.

Participants should self-report their attendance using the Job Seeker App.

Where a Participant is unable to record their attendance on the Job Seeker App, manual time sheets will be kept by the LJP Activity Host. This information will be provided to the LJP Activity Partnering Provider at the end of each week, who is then required to provide these to the Department each week via the Contract Manager and will also distribute to other relevant employment services providers, if necessary.

Attendance records will indicate if a Participant attended or did not attend for a given day, including hours of attendance.

Prior to referral, Transition to Work Providers should establish with the LJP Activity Partnering Provider any requirements for monitoring participant attendance on a LJP Activity. Refer to the relevant program guideline for additional information:

- [Activity Management Guideline \(jobactive\)](#)
- [Activity Management Guideline \(New Employment Services Trial\)](#)
- [Delivering ParentsNext Guideline](#)
- [Activity Management Guideline \(Transition to Work\)](#)

## Recording Participant Attendance in the Department's IT Systems

Employment services providers should update LJP Activity Referrals in the Department's IT Systems when a Participant leaves or completes a LJP Activity. The Department will be monitoring LJP Activity attendance.

For jobactive Participants, the employment services provider will use the Monthly AAR Hours field in the Department's IT Systems to record the Participant as having met their AAR requirement for the respective period relating to their participation in a LJP Activity.

For ParentsNext, New Employment Services Trial and Transition to Work, participation in a LJP Activity will be considered as contributing towards meeting the requirements set out in the Participant's Participation Plan or Job Plan.

(Deed reference: jobactive Deed clauses 8, 107, 109H, 110 and Annexure A1 Definitions, New Employment Services Trial Deed clauses 8, 105, 112A, 113 and Attachment 1 Definitions, Transition to Work Deed clauses 8, 99, 100E, 101 and Annexure A1 Definitions, ParentsNext Deed clauses 8, 94, 96A, 97 and Annexure A1 Definitions)

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## 6. Use of the Employment Fund (jobactive and New Employment Services Trial), Participation Fund (ParentsNext) or Upfront Payments (Transition to Work)

Employment services providers must discuss the use of the Employment Fund, Participation Fund and Upfront Payments with LJP Activity Hosts to establish what support may be available to assist Participants on their caseload to participate in a LJP Activity (e.g. Participant equipment or transport). This should be discussed and agreed prior to referral and commencement of Participants in a LJP Activity.

Where the Employment Fund or Participation Fund is not appropriate, funding from the Local Recovery Fund can be used for purchases that are related to LJP Activities, where they were approved as part of the Activity. This can include items that are normally eligible under the Employment Fund or Participation Fund. Any purchases already covered through the Local Recovery Fund cannot be reimbursed through the Employment Fund, Participation Fund or Upfront Payments.

The use of the Employment Fund or Participation Fund remains at the discretion of the jobactive, New Employment Services Trial and ParentsNext Providers, in accordance with the relevant program principles and guidelines.

Where a Participant requires items to participate in a LJP Activity and the purchase of these items is a requirement for referral of a Participant to that LJP Activity, employment services providers must ensure their Participants are equipped with

any clothing, materials or other Personal Protective Equipment (PPE) to participate in the activity. This should be discussed and agreed with the LJP Activity Host prior to commencement in the LJP Activity.

Transition to Work Providers should use the Upfront Payment (paid on a quarterly basis) to fund any services or activities (such as a LJP Activity) that will support a Participant whilst in Transition to Work.

Refer to the following Guidelines for further information:

- [Using the Employment Fund General Account Guideline](#)
- [New Employment Services Trial Using the Employment Fund General Account Guideline](#)
- [Delivering ParentsNext Guideline](#)
- [Payment and Outcome Performance Target Guideline](#) (Transition to Work).

(Deed reference: jobactive Deed clause 88 and Annexure A1 Definitions, New Employment Services Trial Deed clauses 120 and Attachment 1 Definitions, ParentsNext Deed clause 77 and Annexure A1 Definitions)

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## 7. Risk Management

Work health and safety is a fundamental requirement of the LJP program. A safe system of work must always be in place when people participate in Activities. Work health and safety needs to be assessed at the outset when contemplating whether a LJP Activity is suitable and monitored throughout the LJP Activity to ensure ongoing safety.

### Conducting Risk Assessments – LJP Activity Partnering Provider

The LJP Activity Partnering Provider must ensure that a Competent Person conducts and documents a risk assessment before a LJP Activity commences and provides to the LJP Activity Host and any other referring employment services providers. If the LJP Activity Partnering Provider does not itself have a Competent Person, it must engage a Competent Person for this purpose.

The risk assessment is to identify potential risks and hazards associated with the tasks that will be undertaken during the LJP Activity.

The risk assessment should take into account the role of the LJP Activity Host and the tasks that Participants will be undertaking on the LJP Activity, with regard to the following factors:

- the nature of the tasks to be undertaken
- an adequate and appropriate level of Supervision
- the nature of the risk
- the cause of the risk
- consequences of an incident.

In undertaking the risk assessment, the LJP Activity Partnering Provider must consider the working environment, including whether the placement is:

- in a non-public area (such as a private residence worksite with a trades person)
- with a sole trader (such as a butcher or hairdresser who operates from a small shop or private residence)

- working alone with another person
- with alternative hours of work (for example, early starts, night work)
- working in a labour hire environment in one or more different workplaces.

The LJP Activity Partnering Provider must review risks throughout the period of activity and take appropriate action on those risks where required. The LJP Activity Partnering Provider and LJP Activity Host must determine and implement appropriate methods to mitigate the identified risks after conducting the risk assessment.

Where a risk assessment identifies significant work health and safety concerns that cannot be mitigated to create a safe working environment and/or cannot be adequately managed by the LJP Activity Partnering Provider and/or the LJP Activity Host, the LJP Activity must not proceed.

The LJP Activity Partnering Provider must retain Records of each risk assessment and any action taken in accordance with each risk assessment. The LJP Activity Partnering Provider must provide these Records to the Department on request.

[Further information on conducting Risk Assessments is available on the Provider Portal.](#)



**Documentary Evidence:** Employment services providers have the discretion to determine how they document their risk assessments.



**Documentary Evidence:** The LJP Activity Partnering Provider must retain Records of each risk assessment and any action taken in accordance with each risk assessment. The LJP Activity Partnering Provider must provide these Records to the Department on request.

## Participant Risk Assessment

Prior to referring a Participant to a LJP Activity, employment services providers must assess the Participant's personal circumstances (that is, working capabilities, any health or other personal issues and level of experience) before placing them onto the LJP Activity.



**Documentary Evidence:** Employment services providers have the discretion to determine how they document their risk assessments.



**Documentary Evidence:** The employment services provider must retain Records of each risk assessment and any action taken in accordance with each risk assessment. The employment services provider must provide these Records to the Department on request.

If an Online Employment Services Participant is referred to a LJP Activity the Employment Facilitator (and/or Support Officer) must ensure (in consultation with the LJP Activity Host and LJP Activity Partnering provider) that a Competent Person is engaged to undertake the individual risk assessment and takes responsibility for the ongoing risk management for this Participant (where required). The LJP Activity proponent should include any costs associated with this risk management within their Local Recovery Fund proposal.



## Additional Considerations

Refer to the following Guidelines for further information on your responsibilities relating to work health and safety measures and conducting background checks:

- [Activity Management Guideline \(jobactive\)](#)
- [Activity Management Guideline \(New Employment Services Trial\)](#)
- [Delivering ParentsNext Guideline](#)
- [Activity Management Guideline \(Transition to Work\)](#)

(Deed reference: jobactive Deed clauses 8, 107, 109H, 110 and Annexure A1 Definitions, New Employment Services Trial Deed clauses 8, 105, 112A, 113 and Attachment 1 Definitions, Transition to Work Deed clauses 8, 99, 100E, 101 and Annexure A1 Definitions, ParentsNext Deed clauses 8, 94, 96A, 97 and Annexure A1 Definitions)

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## 8. Insurance and Incident Reporting

### Insurance coverage for Participants

The Department purchases personal accident insurance and combined public and/or product liability insurance to cover Participants undertaking Activities, including LJP Activities. However, these policies have exclusions. See the Insurance Reader's Guide and insurance policies on the [Provider Portal for further details](#).

The LJP Activity Host and employment services providers must be aware of what is covered by the Department's insurance to ensure there is adequate coverage of the LJP Activity and the Participants. If the insurance coverage is insufficient, the LJP Activity and the Participant(s) must not commence in the LJP Activity.

Employment services providers must ensure any jobactive, New Employment Services Trial, Online Employment Services, ParentsNext or Transition to Work Participants referred to a LJP Activity are adequately insured.

### Sourcing additional insurance coverage

If alternative additional insurance is in place tasks excluded under the Department's policies may be delivered, providing there is adequate insurance.

Employment services providers must confirm with the LJP Activity Host that there is appropriate insurance coverage, or where coverage is insufficient, the employment services provider can decide to purchase additional insurance. Where the Provider decides to not purchase the required additional insurance, and the insurance coverage remains insufficient, the Participant must not be referred and commenced in the LJP Activity.

If a Participant or member of the public is injured during a LJP Activity, the employment services provider should encourage the injured person to seek appropriate medical attention or call emergency services depending on the nature of the incident.

### When to report an incident

Should an incident occur on a LJP Activity, the LJP Activity Host is responsible for managing the incident, in collaboration with the Supervisor of the LJP Activity. The LJP Activity Host is responsible for advising the Employment Facilitator (for Online



Employment Services Participants) or LJP Activity Partnering Provider of any incidents which involve Participants.

It is the LJP Activity Partnering Provider's responsibility to ensure that the Participant's relevant employment services provider is notified.

The Participant's employment services provider must notify their Department Account Manager of an incident within 24 hours of occurring, complete the relevant incident report, and record the incident in the Department's IT Systems in the 'Job Seeker Participant Event' screen.



**Work Health & Safety content:** If an incident results in the death or serious injury of a Participant, the LJP Activity Supervisor must immediately notify the work health and safety regulator of the incident in accordance with laws of the relevant state or territory.

The employment services provider must notify the insurer, the insurance broker and their Department Account Manager within 24 hours of any incident and/or near miss that occurs during a LJP Activity that is covered by insurance, including those that result in accident, injury or death, of:

- any Participant (including where the incident occurred while the Participant was travelling to or from a LJP Activity)
- any Personnel involved in the delivery or Supervision of the LJP Activity
- members of the public.

If an Online Employment Services participant is involved in an incident the Employment Facilitator will notify the Department who will then complete any reporting or notifying that is required.

### Completing incident reports – both Personal Accident and Public and Products Liability



**Documentary Evidence:** Employment services providers must complete an incident report as outlined in the Insurance Reader's Guide, giving full details of the incident (irrespective of whether a claim is being made at the time). These forms are available on the Insurance page of the Provider Portal.

The incident report must identify if the incident was caused by misconduct by a Participant. Misconduct is something that would, if the Participant was a paid employee, normally result in the paid employee being terminated from paid employment.

It is important that Participants have access to reporting mechanisms if they wish to report an incident, lodge a complaint or provide positive/constructive feedback confidentially. The employment services provider must ensure Participants can easily access an internal, impartial complaints mechanism regardless of the nature of the complaint.

For further information in relation to the process for reporting incidents and completing incident forms refer to the Insurance Reader's Guide.

## Recording incidents in the Department's IT Systems



**System step:** The employment services provider must record details of incidents or accidents in the 'Job Seeker Participant Event' screen in the Department's IT Systems. The employment services provider is also able to report any instances of misconduct or threatening behaviour on the 'Job Seeker Incident Report' screen, whether or not the incident is associated with a police report.

## Summary of required Documentary Evidence



**Documentary Evidence:** Employment services providers have the discretion to determine how they document their risk assessments.



**Documentary Evidence:** The employment services provider must retain Records of each risk assessment and any action taken in accordance with each risk assessment. The employment services provider must provide these Records to the Department on request.



**Documentary Evidence:** Employment services providers must complete an incident report as outlined in the Insurance Reader's Guide, giving full details of the incident (irrespective of whether a claim is being made at the time). These forms are available on the Insurance page of the Provider Portal.

(Deed reference: jobactive Deed clauses 69.6, 69.7, 107, 109H, 110 and Annexure A1 Definitions, New Employment Services Trial Deed clauses 71.6, 71.7 105, 112A, 113 and Attachment 1 Definitions, Transition to Work Deed clauses 69.6, 69.7 99, 100E, 101 and Annexure A1 Definitions, ParentsNext Deed clauses 60.5, 60.6, 94, 96A, 97 and Annexure A1 Definitions)

All capitalised terms in this Guideline have the same meaning as in the jobactive Deed 2015–2022, ParentsNext Deed 2018-2024, Transition to Work Deed 2016-2022 and the New Employment Services Deed 2019-2022, (the Deeds).

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