



Australian Government



Guideline:

Participant Service Period, Suspensions and Exits

The Service Period is the time a Participant spends in Transition to Work. It is affected by periods of Suspension and when Participants are Exited.

Suspensions are periods when Participants are not required to participate in Transition to Work services unless they volunteer to do so.

Participants may be Exited if they no longer wish to participate, are failing to participate in the services appropriately or are no longer eligible for Transition to Work services. This will usually happen automatically but there are some instances when Providers can manually Exit Participants.

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Changes from the previous version (Version 5.1)

Policy changes:

Nil

Wording changes:

Page 7 – Clarification of which ESSWeb screen contains the ‘Manage Referral’ button.

Document Change History:

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

Related documents and references

[Eligibility, Referral, Commencement and Caseload Guideline](#)

[Participant Requirements Guideline](#)

[Vacancies and Outcomes Guideline](#)

[Servicing Participants with Challenging Behaviours Guideline](#)

[Wage Subsidy Guideline](#)

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Service Period for Transition to Work Participants

Participants, aged 15—24 years, will generally have a Service Period of up to 18 months. Participants in Transition to Work who turn 25 within their Service Period can continue to receive Transition to Work services for up to 18 months.

Where a Group One, Group Three and activity-tested Group Two Participant is tracking toward an Outcome at 18 months, the Participant's Transition to Work Service Period will continue until either the Outcome is achieved or the Participant stops progressing toward the Outcome.

A Group Two Participant (who is not on activity-tested income support) is automatically exited at 18 months, even if they are tracking toward an Outcome. These Outcomes will continue to track and where the requirements are met providers will be able to claim the Outcome. Post-Placement Support must be provided to these Participants.

Refer to the [Vacancies and Outcomes Guideline](#) for the definition of 'tracking toward an Outcome' and further information regarding the Outcome requirements and claims.

Refer to the [Eligibility, Referral, Commencement and Caseload Guideline](#) for information on the movement of participants at the end of a Service Period.

The Service Period is calculated by the Department's IT systems

The Service Period:

- starts when a Participant Commences in Transition to Work
- pauses while a Participant is Suspended and restarts when the Suspension ends
- ends when the Participant is Exited.

(Deed references: Annexure A1)

A Suspension affects Services to Participants

Providers must not deliver services to Suspended Participants unless the Suspended Participant advises they want to voluntarily participate in Services.

A Provider must resume delivery of Services to a Participant once the Suspension period has ended.

(Deed references: Clause 87)

Participants may be Suspended for a range of reasons

Group One, Group Three and Activity-tested Group Two Participants

Participants, who are in receipt of an activity tested Income Support Payment, are Suspended from Services when an Exemption is applied by the Services Australia.

Details of any Exemptions applied by Services Australia can be viewed on the Suspensions screen in ESS Web.

Non Activity-Tested Group Two Participants

Group Two Participants who are not in receipt of an activity-tested income support payment may be Suspended from Services if, the Provider determines a Participant is unable to participate for a specified time due to their circumstances. The Suspension period will end when the Provider determines the Participant is able to participate.

ParentsNext Participants

A ParentsNext Participant in Transition to Work may be Suspended if:

- the Participant has an Exemption recorded by the ParentsNext Provider, or
- the Provider identifies the Participant has experienced circumstances which prevent them from participating in Services for a specified period of time, in accordance with any Guidelines, and the Participant's ParentsNext Provider agrees to their Suspension.

The ParentsNext Participant will remain Suspended until:

- the Exemption has reached its end date and the Participant's ParentsNext Provider lifts the Suspension, or
- the Provider determines the Participant is able to participate in the Services and the Participant's ParentsNext Provider agrees to their Suspension ending.

(Deed references: Clause 86, Annexure A1)

Who applies a Suspension

Group One, Group Three and Activity-tested Group Two Participants

Suspensions can be applied by Services Australia for Participants with Mutual Obligation Requirements.

The Provider should direct a Participant to Services Australia to test their eligibility for an Exemption where the Provider determines an activity-tested Participant is experiencing circumstances that prevent them from participating in Services for a period of time. Participant circumstances that may warrant an Exemption include:

- major personal crisis such as domestic violence, death of an immediate family member, family dislocation or physical, emotional and/or sexual abuse
- housing instability or homelessness
- declared natural disaster such as bushfire, flood or cyclone.

Non Activity-Tested Group Two Participants

Suspensions can be applied by Providers when a Group Two Participant who is not in receipt of an activity-tested income support payment is experiencing a situation that affects their ability to participate for a specified period.

A Suspension period can be recorded for up to 13 weeks. The Provider should consider if the Participant will continue to benefit from Services if the Suspension period is likely to continue beyond 13 weeks.

ParentsNext Participants

Suspensions can be applied by Providers when the Participant is a ParentsNext Volunteer and the ParentsNext Provider agrees to the Suspension if:

- the ParentsNext Provider notifies the Transition to Work Provider the ParentsNext Volunteer has an Exemption; or
- the Transition to Work Provider identifies the ParentsNext Volunteer has experienced circumstances which prevent them from participating in Services for a specified period of time.

(Deed references: Clause 86)

Recording a Provider Suspension



System Step: Where a Provider Suspends a Participant, the Provider must record the reason for the Suspension and the start and end dates for the Suspension in the Department's IT System.

Voluntary participation of Suspended Participants

The Provider must provide Transition to Work services to a Suspended Participant if they advise they want to voluntarily participate in Services.



System Step: Where a Participant elects to volunteer while Suspended, the provider must record in the Department's IT system:

- the agreed start and end dates for the volunteering period
- the agreed voluntary Activities in the Job Plan.



System Step: The Provider must immediately record the end of the Suspension or volunteering period in the Department's IT System. No additional Documentary Evidence is required.

Transition to Work services resume when a Suspension ends

Providers must resume delivery of Transition to Work services when a Suspension ends.



System Step: Providers receive a noticeboard message when a Suspension is applied and when it ends.

(Deed references: Clauses 86, 87 and Annexure A1)

Youth Bonus Wage Subsidy Allowance Suspension

The Department's IT Systems will identify Participants who are eligible for a Youth Bonus Wage Subsidy. For more information on the Youth Bonus Wage Subsidy see the [Wage Subsidy Guideline](#).

If a Participant is placed into a job and both the young person and the employment position are eligible for a Youth Bonus Wage Subsidy, and the Participant subsequently stops receiving income support payments for employment-related reasons, the Participant's record will be marked in the system as a "Youth Bonus Wage Subsidy Allowance Suspension." This suspension will apply for a 26 week

period. These circumstances will result in an Effective Exit of the Participant from Transition to Work.

This Youth Bonus Wage Subsidy Allowance Suspension means that if the Participant loses their job, through no fault of their own, within 26 weeks of being exited, they can then be reinstated with their Transition to Work Provider and immediately be eligible for another Youth Bonus Wage Subsidy.

Participants may Exit from Transition to Work for a range of reasons

Exits happen automatically (Effective Exit)

Participants can be exited automatically from Transition to Work ending the Participant's Service Period. This is called an Effective Exit. An Effective Exit will be triggered in the system for Participants who have:

- stopped receiving an Income Support Payment
- commenced in another employment service such as Disability Employment services or Community Development Programme
- changed allowance type from Youth Allowance (other) or JobSeeker Payment to Youth Allowance (student) or Youth Allowance – Australian Apprentice
- reached 18 months Transition to Work Service Period (Group Two Participants who are not in receipt of an activity tested income support payment only).

An Effective Exit will also occur on advice from Services Australia that a Participant:

- is deceased
- has been imprisoned
- has moved permanently overseas.

Deed references: Clauses 88, and Annexure A1 Definitions)

Some Exits can be actioned by Providers (Provider Exit)

Providers can action a manual Exit for a Participant in Transition to Work services or who has been referred and does not commence in Transition to Work services.

A Provider must action a Provider Exit for any Participant who:

- is referred and does not commence in Transition to Work
- does not meet the activity test as determined by the Provider (see Eligibility, Referral, Commencement and Caseload Guideline)
- advises they no longer wish to participate in Transition to Work
- is not participating in line with requirements set out in the Participant Requirements Guideline
- they determine has a Work Refusal Failure of an Unemployment Failure (see the [Participant Requirements Guideline](#) for more details on how to Exit and refer Participants in these circumstances)
- is not tracking toward an Outcome at 18 months Transition to Work Service Period (activity-tested Participants only).

Providers must refer the Participant to a jobactive provider or NEST provider in line with requirements set out in the [Eligibility, Referral, Commencement and Caseload](#)

[Guideline](#) prior to Exiting an activity-tested Participant. The [Eligibility, Referral, Commencement and Caseload Guideline](#) also provides guidance in relation to the handover of Participants who have completed their 18 months of Transition to Work services.

Participants who engage in challenging behaviours may be exited upon consultation with the relevant contract manager. For more information refer to the [Servicing Participants with Challenging Behaviours Guideline](#).

Please note: Participants in receipt of an activity-tested income support payment who participate for six months or more in Transition to Work, will commence in the Work for the Dole Phase of jobactive or with a NEST provider upon Exit from Transition to Work.

A Participant does not need to be Exited from Transition to Work once a Provider claims an Outcome if the Participant is still within their Service Period.

ParentsNext Participants

Providers must Exit a ParentsNext Volunteer if they assess they are unsuitable for Transition to Work.

Where a Provider Exits a ParentsNext Participant, the Provider must notify the Participant's ParentsNext Provider as soon as practicable.

Recording a Provider Exit



Providers must action a Provider Exit, record the reason and make a comment in the Department's IT Systems.



System Step: Providers can action a manual Exit by selecting Manage Referral on the Job Seeker Personal Summary screen in ESS Web.

Failure to Exit a Participant, who is not tracking to an Outcome, will be monitored and any Outcome Payments claimed after this date will be considered invalid.

(Deed reference: Clause 88, Annexure A1 Definitions)

Providers should inform Participants requesting to Exit of implications

If a Participant advises their Provider they wish to Exit Transition to Work, the Provider should ensure the Participant understands:

- in the case of activity-tested Participants, they must be referred to jobactive or a NEST provider (see [Eligibility, Referral, Commencement and Caseload Guideline](#) for more details).
- they may not be able to access Transition to Work services in the future; Group One Participants cannot be referred back from jobactive or a NEST provider to Transition to Work.
- they will receive Post-Placement Support if they are currently tracking towards an Outcome Payment.

(Deed references: Clause 88 and Annexure A1)

Summary of required Documentary Evidence

Nil

All capitalised terms in this guideline have the same meaning as in the Transition to Work Deed 2016–2022 (the Deed).

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