

Guideline:

# Concurrent referrals to jobactive, Transition to Work and New Enterprise Incentive Scheme Guideline

This Guideline provides information for ParentsNext Providers to manage concurrent referrals to jobactive, Transition to Work (TtW) or New Enterprise Incentive Scheme (NEIS) for Compulsory ParentsNext Participants. This enables other employment programs to also assist Participants who are being supported by their ParentsNext Provider.

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Related documents and references

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## Compulsory Participants can receive concurrent services from another employment service

While participating in ParentsNext, Compulsory Participants can be referred to the following employment services:

- jobactive
- Transition to Work (TtW)
- New Enterprise Investment Scheme (NEIS).

If a ParentsNext Participant is participating in another employment service, that other provider may also receive the fees, credits and outcomes, applicable, under that service's deed.

### Intensive Stream Volunteers cannot participate in jobactive, TtW or NEIS

An Intensive Stream Volunteer cannot be commenced in jobactive, Transition to Work or NEIS Assistance at the same time as participating in ParentsNext. If an Intensive Stream Volunteer commences in another employment service, the Department's IT Systems will Exit the Participant from ParentsNext.

(Deed reference: Clause 72.3)

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## Making concurrent referrals

Before referring a Compulsory Participant to another employment service, the ParentsNext Provider must ensure the Participant:

- meets any eligibility requirements
- understands what kind of services are offered by the other employment program
- wants to be referred and is willing to participate
- is suited to the services that will be provided
- understands that Appointments with their ParentsNext Provider will continue as usual throughout the period of concurrent servicing
- agrees to update their Participation Plan, which includes participation in the other employment service
- understands the Mutual Obligation Requirements, funding of the other services.

### Referring to jobactive, Transition to Work or NEIS

The ParentsNext Provider should search for jobactive/TtW/NEIS providers within the local area using the [Provider Search](#) function at the [jobactive website](#). The ParentsNext Provider should then discuss with the Participant which provider they would like to be referred to, before discussing and confirming the referral with the relevant provider.



**System step:** The ParentsNext Provider must refer Compulsory Participants to jobactive, TtW or NEIS in the Department's IT Systems, using the following steps:

- navigate to the Participant's Referrals screen

- choose the program the Participant is being referred to and select the 'Select Program' button—the Program Summary has a green tick to indicate this is complete
- a list of providers will be displayed
- check the radio button for the jobactive or TtW provider required and click the Select Provider button
- select a Timeslot, Duration and Start Time
- click the Save & Continue button
- select the 'Notification Method' and click the 'Submit' button
- click in the checkbox and click the Create Referral button.

(Deed reference: Annexure A1 – Definitions)

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## Managing a Compulsory Participant who is referred to another employment service

### ParentsNext Providers still need to meet regularly with these Participants

ParentsNext Providers are required still required to meet with Participants regularly (minimum every three months) throughout the period they are participating in another employment service.

### ParentsNext Provider remains responsible for the Participation Plan

The ParentsNext Provider remains responsible for negotiating and updating the Participant's Participation Plan, which can be viewed by the other provider.

The Other Provider does not develop a Job Plan (equivalent to a Participation Plan in ParentsNext) for the Participant. The individual activities a Participant undertakes with their other provider can only be included in their Participation Plan if the Participant's ParentsNext Provider updates the plan.

### Activities should be recorded in Activity Management

If the other provider (e.g. jobactive) places a ParentsNext Participant in an Activity, they can add the Activity in Activity Management.

When setting the Activity, all Providers must consider the Participant's ability to comply with any Activities they are asked to undertake.

(Deed reference: Section B1.3; Section B1.2; Section B3.2)

### Managing Compliance for Participants commenced in another service

While participating in the other employment service, Participants still have Mutual Obligation Requirements under ParentsNext and are subject to the compliance framework.

Where a Participant is participating in jobactive, TtW or NEIS as their Compulsory Activity, the ParentsNext Provider must set and monitor the Participant's participation. During a concurrent referral, the ParentsNext Provider should maintain regular contact with the other provider.

Refer to the Appointments and Activities Guideline and Targeted Compliance Framework for ParentsNext Participants Guidelines.

(Deed reference: Section B3.3; Section B1.3; Section B1.1, Clause 71; Section B3.1)

### Exiting a concurrent referral

When a Participant exits a concurrent referral, the ParentsNext Provider must update their Participation Plan to include a new Compulsory Activity.

When a Participant exits their concurrent referral earlier than indicated by their Participation Plan or Activity Management, the ParentsNext Provider must also update the activity details in the Department's IT Systems.

If a Participant decides to exit a jobactive referral early, both the jobactive and ParentsNext Provider should remind the Participant that they cannot volunteer for jobactive again (it is a once-only service) if they do not return to jobactive within 13 consecutive weeks of exiting.

(Deed reference: Section B1.3)

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## Concurrent servicing with jobactive

### What is available through jobactive

Services jobactive provides to Participants include assistance to:

- access their local labour market and understand employer needs
- develop a résumé
- access self-help facilities to search for Employment online
- apply for jobs.

All volunteers in jobactive, including ParentsNext Participants, receive once-off time-limited assistance for up to six months. ParentsNext Providers should ensure Participants understand they can only volunteer for jobactive once.

Note: ParentsNext Participants referred to jobactive must not be placed into Work for the Dole. Volunteers may be referred to other activities, such as Voluntary Work, work experience, Education courses or other government programs, in accordance with jobactive program rules.

(Deed reference: Clause 85.2)

### When to refer a Compulsory Participant to jobactive

As voluntary jobactive assistance is once off, the ParentsNext Provider should only refer a Compulsory Participant to jobactive when:

- they are ready to look for work and jobactive is the most appropriate program to assist that Participant with finding a job,
- or
- their youngest child is about to turn six, meaning they are likely to soon transition to jobactive as a compulsory job seeker. Early referral may assist in providing a warm handover to jobactive for the Participant.

Note: Participants with a youngest child aged at least five years and nine months can be identified using the Department's IT Systems.

(Deed references: Clause 66; Clause 72.3; Annexure B2)

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## Concurrent servicing with Transition to Work (TtW)

### What services do TtW offer

TtW provides young people at risk of long-term unemployment with individually tailored assistance to build their work readiness. Assistance may include, but is not limited to:

- improving foundation skills such as literacy and numeracy, developing vocational skills (for example training relating to a specific job), and practical skills development such as gaining a driver's licence
- addressing Non-vocational Barriers
- providing tailored assistance in career advice, preparing a résumé and developing job applications
- coaching in interview techniques and workplace presentation
- organising work experience placements
- referring to jobs, apprenticeship and traineeship opportunities
- assisting Participants to enrol and attend Education courses to complete Year 12 or gain a Certificate III or higher qualification
- monitoring Participants' work and Education placements to ensure any issues are addressed promptly, Employer needs are being met and outcomes are sustained.

TtW generally has a service period of up to 12 months. While participating in TtW, ParentsNext Participants are expected to undertake 15 hours of Activities per week.

### Eligibility for TtW

For a Compulsory ParentsNext Participant to be eligible to participate in TtW they must:

- be aged 15–21 years on commencement in TtW
- not already participating in another employment service, besides ParentsNext.

and either be:

a) a young person who:

- does not have a Year 12 Certificate or a Certificate III or higher and
- for the last 13 weeks has not been working an average of eight hours or more per week (104 hours), and
- is not be currently enrolled in secondary Education, or is enrolled but not attended secondary Education for a period of 13 weeks, or has an approved exemption from legal requirements to attend school.

or

b) a young person who:

- is an Aboriginal or Torres Strait Islander person who has been awarded a Year 12 Certificate or a Certificate III or higher, irrespective of whether they have been engaged in education or employment for the previous six months or more.

or

c) a young person who:

- has been awarded a Year 12 Certificate or a Certificate III or higher, but has not engaged with Employment or Education for six months or more since attainment of the year 12 Certificate or Certificate III or higher.



**System Step:** Providers must add a TtW volunteer flag, before referring a ParentsNext Participant to TtW. Providers do this by navigating to the Registration Details screen, select add and choose TtW volunteer flag. If the Participant does not meet the age eligibility requirement, an error message will occur.

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## Concurrent servicing with New Enterprise Incentive Scheme (NEIS)

### What NEIS offers

NEIS helps eligible people start and run their own small businesses by providing accredited small business training, business advice, and mentoring for up to 52 weeks. NEIS is delivered in two phases: NEIS Training; and NEIS Assistance. Participants need to participate in NEIS Training to develop a NEIS business plan, and then their eligibility for NEIS Assistance is assessed. NEIS Training can be completed as part of a Participant's ParentsNext servicing.

### Eligibility for NEIS

When a ParentsNext Participant is referred to a NEIS Provider, the NEIS Provider ensures the Participant is NEIS Eligible—however, the ParentsNext Provider must only refer Participants they believe meet NEIS eligibility requirements.

For details on NEIS eligibility for ParentsNext Participants, please read relevant sections of the How people access NEIS and participant in NEIS Training Guideline.

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## Summary of required Documentary Evidence

Nil.

All capitalised terms in this guideline have the same meaning as in the ParentsNext Deed 2018–2021 (the Deed). This Guideline is not a stand-alone document and does not contain the entirety of ParentsNext Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Jobs and Small Business under or in connection with the Deed.

## ParentsNext Participants concurrently referred to jobactive

### Who are ParentsNext participants?

ParentsNext Participants referred to jobactive are parents with a youngest child under six years, who are on Parenting Payment and have mutual obligation requirements with their ParentsNext Provider. ParentsNext is a pre-employment program (not a job placement program) that assists parents to become work ready. Generally, ParentsNext Participants are referred to jobactive for assistance to undertake job searches, find employment vacancies, write résumés, and other job search related assistance.

The ParentsNext Provider should contact the jobactive Provider before making any referral. ParentsNext Participants are referred to a jobactive provider through ESS Web. The ParentsNext Provider gives the parent an overview of jobactive services before referring them. ParentsNext Participants continue to meet with their ParentsNext Provider while they participate in jobactive services.

### Servicing ParentsNext Participants as jobactive Stream A Volunteers

ParentsNext Participants are serviced by jobactive as Stream A Volunteers, with the jobactive Provider eligible for the applicable Outcome Fees, Administration Fees and Employment Fund credits.

#### Commencement

To commence ParentsNext Participants in jobactive, the jobactive provider must conduct an initial interview and record the attendance in the Department's IT Systems. At the initial interview, the jobactive Provider must explain the services they can offer to the ParentsNext Participant.

The jobactive Provider does not complete a Job Plan for Participants referred by a ParentsNext Provider as Participants will have a Participation Plan with their ParentsNext Provider (see [ParentsNext Participants' Participation Plan](#) below).

#### Activities

The jobactive Provider needs to agree with the ParentsNext Participant and their ParentsNext Provider on the activities the Participant will undertake while they are receiving jobactive services and, where relevant, record these activities in Activity Management.

#### Reporting

The jobactive Provider must regularly report to the ParentsNext Provider on the ParentsNext Participant's participation in the agreed activities. When the jobactive Provider determines a ParentsNext Participant has failed to attend or participate appropriately in an activity, the jobactive Provider must notify the ParentsNext Provider as soon as practicable.

#### Exit from ParentsNext

When a Participant exits ParentsNext but remains eligible for jobactive, the Participant can continue to participate as a Stream A Volunteer for as long as they remain eligible and do not exceed their six months of Volunteer assistance.

### ParentsNext Participants' Participation Plan

The jobactive Provider does not complete a Job Plan for Participants referred by a ParentsNext Provider.

The ParentsNext Provider records that the Participant is required to fully participate in jobactive within a Participation Plan (similar to a Job Plan). However, the Participation Plan does not generally include specific details of each activity the Participant undertakes with their jobactive Provider.

The jobactive Provider can view the Participation Plan in the Job Plan section of ESS web.

*For further information, please talk with the referring ParentsNext Provider or your Account Manager.*



## ParentsNext Participants concurrently referred to Transition to Work

### Who are ParentsNext participants?

ParentsNext Participants referred to Transition to Work are parents with a youngest child under six years, who are on Parenting Payment and have mutual obligation requirements with their ParentsNext Provider. ParentsNext is a pre-employment program (not a job placement program) that assists parents to become work ready. Transition to Work complements ParentsNext. Generally, parents in ParentsNext are referred to Transition to Work services for additional assistance to build their work readiness and prepare for work.

The ParentsNext Provider will contact the Transition to Work Provider before making any referral. ParentsNext Participants are referred to a Transition to Work Provider through ESS Web. The ParentsNext Provider will give the parent an overview of Transition to Work services before referring them. ParentsNext Participants continue to meet with their ParentsNext Provider while they participate in Transition to Work.

### Servicing ParentsNext Participants in Transition to Work

In Transition to Work, the ParentsNext Participant is serviced as a voluntary participant who is expected to undertake 15 hours of activities per week. Transition to Work Providers are required to offer the same services as they would to all participants.

#### Commencement

To commence ParentsNext Participants in Transition to Work, the participant needs to attend the initial appointment with the Transition to Work Provider. At the initial appointment, the Transition to Work Provider must explain the services they can offer to the ParentsNext Participant.

#### Activities

The Transition to Work Provider needs to agree with the ParentsNext Participant and their ParentsNext Provider on the activities the Participant will undertake while they are receiving Transition to Work services and, where relevant, record these activities in Activity Management.

#### Reporting

The Transition to Work Provider must regularly report to the ParentsNext Provider on the ParentsNext Participant's participation in the agreed activities. When a Transition to Work Provider determines a ParentsNext Participant has failed to attend or participate appropriately in an activity, the Transition to Work Provider must notify the ParentsNext Provider as soon as practicable.

#### Exit from ParentsNext

When a Participant exits ParentsNext, but remains eligible for Transition to Work, the Participant can continue to participate in Transition to Work for as long as they remain eligible.

### ParentsNext Participants' Participation Plan

The Transition to Work Provider does not complete a Job Plan for Participants referred by a ParentsNext Provider. The ParentsNext Provider records that the Participant is required to fully participate in Transition to Work within a Participation Plan (similar to a Job Plan). However, the Participation Plan does not generally include specific details of each activity the Participant undertakes with their Transition to Work Provider.

The Transition to Work Provider can view the Participation Plan in the Job Plan section of ESS web.

*For further information, please talk with the referring ParentsNext Provider or your Account Manager.*