



Australian Government



# Period of Service, Suspension and Provisional Exit Guidelines

V 4.0

**Disclaimer**

This document is not a stand-alone document and does not contain the entirety of Job Services Australia Providers' obligations. It should be read in conjunction with the Employment Services Deed 2012-2015 and any relevant guidelines or reference material issued by the Department of Employment under or in connection with Employment Services Deed 2012-2015.

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# Period of Service, Suspension and Provisional Exit Guidelines

## Document Change History

Version	Start Date	Effective Date	End Date	Change & Location
4.0	27 Mar 14	27 Mar 14		<b>Content:</b> Document rationalisation (red tape initiative). Consolidated information from former Period of Service Guidelines and Exits Guidelines.
3.4	16 Nov 12	27 Nov 12	27 Mar 14	<b>P 16</b> – clarify change in Provisional Exit process. <b>Terminology:</b> References to Centrelink updated to Department of Human Services (DHS).
3.3	1 Jul 12	1 Jul 12	15 Nov 12	<b>Policy:</b> <ul style="list-style-type: none"> <li>References to Employment Services Deed 2012-2015 Deed Clauses updated throughout the document.</li> <li>Removal of JTS references/instructions from the document.</li> <li>Addition of Provisional Exits</li> </ul> <b>Formatting:</b> Updates throughout the document.
3.2	Oct 11	Oct 11	30 Jun 12	<b>Narrative:</b> For clarity, inclusion of the term JTS A or B participant in all places where reference is made to this group.
3.1	5 Aug 11	5 Aug 11	Oct 11	<b>Policy:</b> Job Transition Support clarified due to addition of third participant category (Category C). (p 3, 5-8, 10,12-15).
3.0	29 Jul 11	29 Jul 11	5 Aug 11	<b>Terminology:</b> References to Job Capacity Assessments updated to Employment Services Assessment.
2.1	28 Mar 11	28 Mar 11	29 Jul 11	<b>Policy:</b> Updates to Job Transition Support (p 4-5). Updated for changes to Job Transition Support eligibility requirements and the process for JTS participant eligibility changes from Category A to Category B and vice versa (p 14-16).
2.0	5 Jul 10	5 Jul 10	28 Mar 11	<b>Policy:</b> Updated to include Job Transition support participants (p 3-5 - Summary). Inserted Step 1c and update Steps 2, 3, 6 and 7 (page 6 - Flow Chart). Addition of Clause 87A – Job Transition Support (p 7 - Employment Services Deed Clauses). Addition of Step 1c and updates to Steps 2, 3, 5, 6 and 7 (p 8-12, 16, 17 - Calculation of job seekers' Period of Service). Inserted Flowchart (p 14 - JTS changes eligibility from Category A to Category B or vice versa). Inserted table (p 15 - 16 - JTS table for participants changing their eligibility from Category A to Category B or vice versa).
1.0	1 Jul 09	01 Jul 09	5 Jul 10	Original version of document

## Background

These Guidelines explain the calculation of a Fully Eligible Participant's ('job seeker') Period of Service in Stream Services and identifies reasons a job seeker may be Suspended from Stream Services, including Provisional Exits. The Guidelines also detail the actions the Job Services Australia (JSA) provider is required to undertake when a job seeker is Suspended from Stream Services or wishes to volunteer to participate in additional activities while on a Suspension.

## Period of Service

A job seeker's Period of Service begins when a job seeker Commences in a Stream, is paused during a Suspension or Provisional Exit, and ends when the job seeker is either Exited from Stream Services or moves into another Stream.

The exception to this is when Vulnerable Youth job seekers are Commenced in Stream 4 but are subsequently assessed by the Job Seeker Classification Instrument, or where required an Employment Services Assessment, as not being eligible for Stream 4 services. These job seekers will then be moved to a different Stream however their Period of Service will continue as if the Vulnerable Youth had Commenced in the new Stream originally.

A job seeker's Period of Service is calculated daily and is displayed in weeks on the job seeker's *caseload details*.

## Suspensions

The Period of Service and Payment Period will be halted during a Suspension or Provisional Exit, however the job seeker's Period of Unemployment will continue.

A Suspension period may occur when:

- An Activity Tested job seeker is identified as being unable or not required to participate on a compulsory basis in Stream Services for a specified period, as notified by the Department of Human Services; or
- A Volunteer (Non-activity Tested) job seeker experiences a situation which affects his or her capacity to participate in voluntary activities, as identified by the JSA provider or notified by the Department of Human Services; or
- When a job seeker is placed in employment that is expected to result in a Full Outcome and a Provisional Exit is recorded by a JSA provider; or
- A Vulnerable Youth job seeker's Eligibility for Stream 4 has not been determined/confirmed under Clause 49.1 and in accordance with the *Vulnerable Youth and Vulnerable Youth (Student) Direct Registration Guidelines*; or
- A Volunteer (Non-activity Tested) job seeker is Exited as a result of not attending an Appointment, or where required participating in a Work Experience Activity, and returns to Stream Services less than 13 weeks after being Exited (refer to the *Volunteer (Non-activity Tested) Guidelines and Supporting Document* for further information).

## Provisional Exits

A Provisional Exit can be recorded at any time the JSA provider determines that an employment placement is expected to result in a Full Outcome. This will result in the job seeker being Suspended from Stream Services.

The Provisional Exit will become an Effective Exit when the job seeker achieves a Full Outcome or otherwise meets the requirements of an Effective Exit. The Provisional Exit must

be ended by the JSA provider when they no longer anticipate that the placement will lead to a Full Outcome. The Provisional Exit will also be cancelled where more than 145 days have passed and the job seeker has not achieved a Full Outcome or where the job seeker chooses to volunteer to participate in additional activities.

### **Volunteering during a Suspension Period**

A job seeker may elect to volunteer to participate in additional activities during the period of their Suspension or Provisional Exit. Where the job seeker is eligible to participate during this period they will participate as a Volunteer (Activity Tested) job seeker or a Volunteer (Non-Activity Tested) job seeker.

The job seeker's Period of Service and Payment Period will resume from the date that the provider records the volunteer period in the Department's IT Systems. The JSA provider must deliver Stream Services to the job seeker as per the *Employment Services Deed 2012–2015* during this volunteer period.

### **Exits**

When a job seeker is Exited, the current Period of Service, Payment Period (if still current), and Period of Unemployment for the job seeker end.

Where an Exit occurs for a Fully Eligible Participant, but the Fully Eligible Participant returns to the Services less than 13 Consecutive Weeks after the date of the Exit, the Fully Eligible Participant's Period of Service, Payment Period (if still current) and Period of Unemployment continue from the date of the Fully Eligible Participant's return.

## **Employment Services Deed Clauses:**

Clauses 40.6, 45 – 49.1 Suspensions and Exits

## **Reference documents relevant to these guidelines:**

Exits Guidelines

Vulnerable Youth and Vulnerable Youth (Student) Direct Registration Guidelines

Eligibility, Referral and Commencement Guidelines

Contacts Guidelines

Service Fee Guidelines

Records Management Instructions Guidelines

Documentary Evidence for Claims for Payment Guidelines

## **Explanatory Note:**

1. All capitalised terms have the same meaning as in Employment Services Deed 2012-2015.
2. In this document, 'must' means that compliance is mandatory and 'should' means that compliance represents best practice.

**Table 1 – Period of Service and Suspensions**

Who is Responsible:	What is Required:
<p><b>1. The Department of Employment</b></p> <p><b>A job seeker is Suspended from Stream Services.</b></p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> <li>○ Clause 45.1</li> <li>○ Clause 46.2(a)(i)</li> <li>○ Clause 46.2 (a)(iv)</li> </ul>	<p>When a job seeker is Suspended from Stream Services, their current Period of Service and Payment Period are paused.</p> <p>JSA providers will receive a noticeboard message informing them when an Activity Tested job seeker has been Suspended.</p> <p>JSA providers will be able to see details of Suspensions on the <i>Suspension and Volunteering</i> screen in a job seeker’s individual record.</p>
<p><b>2a. Department of Human Services</b></p> <p><b>Activity Tested job seeker is Exempt from Activity Test Requirements.</b></p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> <li>○ Clause 46.1-46.2</li> </ul>	<p>The Department of Human Services may grant job seekers an Exemption depending on the job seeker’s individual Activity Test Requirements. When the Department of Human Services records an Exemption for an Activity Tested job seeker, they will be automatically Suspended from Stream Services for the period of the Exemption.</p> <p>JSA providers will be able to see details of Suspensions on the <i>Suspension and Volunteering</i> screen in a job seeker’s individual record.</p>
<p><b>2b. JSA provider</b></p> <p><b>Volunteer (Non-activity tested) job seeker is unable to participate in Stream Services for a set period.</b></p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> <li>○ Clause 46.11-46.12</li> </ul>	<p>When a Volunteer (Non-activity tested) job seeker experiences a situation that temporarily impacts on his or her ability to participate in Stream Services, the JSA provider must manually Suspend the job seeker for the period that they cannot participate. Whilst there is no restriction on the number of Suspensions that can be recorded, each Suspension period can be no longer than 13 weeks.</p> <p>In order to manually Suspend the Volunteer (Non-activity Tested) job seeker the JSA provider must record the period and reasons that the job seeker cannot participate in the Suspensions and Volunteering section of the job seeker’s record in the Department’s IT Systems. On this screen the provider can click ‘Add Suspension’ and record the following details:</p> <ul style="list-style-type: none"> <li>● the Suspension reason;</li> <li>● the Suspension Start Date; and</li> <li>● the Expected End Date.</li> </ul> <p><b>Note:</b> <i>the start date cannot be backdated from the date on which it is being recorded and the end date cannot be more than 13 weeks into the future.</i></p> <p>Reasons that a Volunteer (Non-activity tested) job seeker may require a break in participation include, but are not limited to:</p> <ul style="list-style-type: none"> <li>○ illness</li> <li>○ travel</li> <li>○ family responsibilities</li> <li>○ school holidays</li> <li>○ personal issues.</li> </ul>

	<p><b>End of Suspension</b></p> <p>Where it is necessary to end a Suspension period early, for example due to the Volunteer (Non-activity Tested) job seeker requesting services, the provider should navigate to the <i>Suspensions and Volunteer Period</i> screen in ESS. The provider should select 'Update Suspension' and record the end date in the 'Actual End Date' field.</p> <p>The provider will receive a Noticeboard message advising them that the job seeker's Suspension has ended. If at the expected end date of a Suspension, the job seeker is not ready to resume Stream Services, the JSA provider must consider whether to record another Suspension or whether an Exit may be appropriate (refer to Exits Guidelines). The JSA provider should discuss with the job seeker any circumstances that may have changed or if they are likely to change in the near future.</p>
<p><b>2c. Employment Services Assessor, the Department of Employment</b></p> <p><b>Activity Tested job seeker is assessed as having Temporary Reduced Work Capacity or a Partial Capacity to Work.</b></p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> <li>o Clause 46.7-46.8</li> </ul>	<p>When an Employment Services Assessor assesses a job seeker as having a temporary reduced work capacity or a Partial Capacity to Work with a current and future capacity of less than 15 hours per week, the job seeker will be Suspended in Stream Services by the Department for the period specified in their Employment Services Assessment (ESAt) or Job Capacity Assessment as recorded in the Department's IT Systems.</p>
<p><b>2d. Department of Human Services</b></p> <p><b>Activity Tested job seeker with part-time Activity Test Requirements fully meets requirements.</b></p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> <li>o Clause 46.3-46.4</li> </ul>	<p>When a job seeker with part-time Activity Test Requirements fully meets those requirements through Employment or Education, as assessed and recorded by the Department of Human Services, they will be Suspended in Stream Services for the period of the activity.</p>
<p><b>2e. Mature Aged (55+) job seeker, Department of Human Services</b></p> <p><b>Activity Tested Mature Aged (55+ years) job seeker satisfies their requirements through paid and/or voluntary work.</b></p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> <li>o Clause 46.1-46.2</li> </ul>	<p>When a Mature Aged (55+ years) job seeker is satisfying their requirements by undertaking 30 hours of paid and/or voluntary work a fortnight and this is recorded by the Department of Human Services, they will be automatically Suspended in Stream Services.</p>
<p><b>2f. The Department of Employment</b></p> <p><b>Activity Tested Youth job seeker is fully engaged in youth approved activities.</b></p>	<p>When a job seeker on Youth Allowance (Other) is fully engaged in youth approved activities and/or programmes and therefore fully meeting their Activity Test Requirements and this is recorded by the Department of Human Services, they will be automatically Suspended in Stream Services.</p>



<p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> <li>○ Clause 46.1 -46.2</li> </ul>	<p>The approved activities that the Youth job seeker may be engaged in include:</p> <ul style="list-style-type: none"> <li>● Youth Pathways</li> <li>● Australian Apprenticeship Access Program</li> <li>● Youth Connections</li> <li>● A combination of activities at the Department of Human Services' discretion (for example, part-time work, study or voluntary work, which equates to a full-time level of participation).</li> </ul>
<p><b>2g. Employment Services Assessor, JSA provider</b></p> <p><b>Vulnerable Youth has not had eligibility confirmed within 90 days of servicing.</b></p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> <li>○ Clause 40.3-40.8</li> </ul>	<p>If a Vulnerable Youth's Assessment by the Department of Human Services has not been completed within 90 days of their Commencement in Stream 4, their Period of Service will be Suspended with the payment of further Service Fees pending the outcome of this assessment. See the <i>Vulnerable Youth and Vulnerable Youth (Student) Direct Registration Guidelines</i> for further information.</p> <p><b>Note:</b> If after 10 weeks of servicing the Vulnerable Youth's eligibility for a Stream is still not confirmed, the JSA provider needs to follow up with the Employment Services Assessor and/or Department of Human Services to avoid the risk of the job seeker being Suspended at the 90 day mark.</p>
<p><b>2h. JSA provider</b></p> <p><b>A job seeker advises their JSA provider they have gained employment or a JSA provider places job seeker into employment.</b></p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> <li>○ Annexure E Definitions 'Provisional Exit' and 'Full Outcome'</li> <li>○ Clause 45.1</li> </ul>	<p>When a job seeker is in an Employment placement that the JSA provider determines is expected to result in a Full Outcome, the JSA provider can, at any time, record a Provisional Exit. The JSA provider can make this decision at the time that the job seeker is placed into employment or at any time after if the job seekers employment circumstances change.</p> <p>➤ <b>Refer to Table 2 – Provisional Exits</b> below for further information</p>
<p><b>3. JSA provider</b></p> <p><b>Job seeker elects to volunteer whilst Suspended</b></p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> <li>○ Clause 46.2, 46.5 and 46.8</li> </ul>	<p>Job seekers may elect to volunteer for Stream Services during a Suspension. When a job seeker has been Suspended, the JSA provider may identify that they wish to volunteer through one of the following:</p> <ul style="list-style-type: none"> <li>● JSA providers may contact job seekers who are Suspended in Stream Services to discuss with them the option of volunteering and the job seeker may agree to volunteer;</li> <li>● The Department of Human Services may book a Contact or call a job seeker's JSA provider to inform them that a job seeker wishes to volunteer; or</li> <li>● Job seekers may contact their JSA provider to request services and elect to volunteer.</li> </ul> <p>If a job seeker, at any stage whilst on a Suspension, advises their JSA provider that they wish to volunteer in Stream Services, the JSA provider must agree with the job seeker the period which they elect to volunteer and must record this period in the Department's IT Systems. The JSA provider can do this by navigating to the <i>Suspensions and Volunteer</i></p>

	<p><i>Period</i> screen, selecting 'Add Volunteer Period' and entering the start and end date.</p> <p>The start date cannot be backdated from the date recorded and the end date cannot be more than 12 weeks after the start date nor longer than the actual Suspension end date.</p> <p><b>Note:</b> Some job seekers may elect to volunteer during a Provisional Exit. The JSA provider must record the volunteer period in the Department's IT Systems which will end the Provisional Exit. If the period of volunteering during a Provisional Exit ends before the requirements for a Full Outcome has been satisfied, JSA providers must review whether the Provisional Exit needs to be re-applied.</p>
<p><b>4. JSA provider</b></p> <p><b>Servicing a job seeker during a volunteer period</b></p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> <li>○ Clause 46.2, 46.5 and 46.8</li> <li>○ Annexure E Definition 'Volunteer (Activity Tested)'</li> </ul>	<p>The JSA provider must deliver Stream Services to the volunteer job seeker during this period, as per the <i>Employment Services Deed 2012-2015</i>.</p> <p>The JSA provider and the job seeker must agree on the volunteer activities the job seeker is able to participate in and for what period the job seeker wishes to volunteer. Once the details are agreed upon, the JSA provider must update the job seeker's Employment Pathway Plan (EPP). This must include the agreed dates and activities in which the job seeker will be participating.</p> <p>If the job seeker is on a Suspension because they are fully meeting their Activity Test Requirements, the activities/employment he or she is participating in to meet those requirements will remain the compulsory activity in the EPP.</p> <p>The job seeker's Period of Service and Payment Period resume for the period the job seeker elects to volunteer.</p> <p><b>Note:</b> A job seeker on a Preclusion Period may also volunteer for Stream Services, however, if the job seeker has not elected to participate in a Compliance activity, that job seeker is only eligible to volunteer for Stream 1 (Limited).</p> <p><b>Multiple Volunteer Periods and Extensions</b></p> <p>Job seekers may elect to have numerous periods of volunteering during a Suspension. If a period of volunteering ends and the job seeker is still Suspended, JSA providers should discuss with the job seeker whether they wish to continue volunteering. If they elect to continue, then another period of volunteering may be recorded with an end date no longer than the Suspension end date. Volunteering periods can only be recorded one at a time.</p> <p>If a Suspension date is extended, the job seeker may wish to also extend their volunteering period. The JSA provider should discuss with the job seeker and update the volunteering end date accordingly.</p> <p>The JSA provider can extend the volunteer period by navigating to the <i>Suspensions and Volunteer Period</i> screen. The provider should select the</p>

	<p>volunteer period and click 'Update Volunteer Period' and enter the new end date.</p> <ul style="list-style-type: none"> <li>➤ When the job seeker's Suspension Period ends, JSA providers must <b>proceed to Step 6.</b></li> </ul>
<p><b>5. JSA provider</b></p> <p><b>A JSA provider may Exit the Suspended job seeker from Stream Services if they are eligible for Exit.</b></p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> <li>○ Clause 47.1</li> <li>○ Clause 48</li> </ul> <p>Other Reference:</p> <ul style="list-style-type: none"> <li>○ <i>Exit Guidelines</i></li> </ul>	<p>A job seeker on a Suspension may advise their JSA provider that they wish to Exit from Stream Services. Only certain job seekers will be eligible to Exit. See <i>Exit Guidelines</i>.</p> <ul style="list-style-type: none"> <li>➤ If the job seeker is not Exited from Stream Services, <b>proceed to Step 6.</b></li> <li>➤ If the job seeker is Exited - <b>End of Process.</b></li> </ul>
<p><b>6. The Department of Employment</b></p> <p><b>A Suspension ends – Period of Service and Payment Period resume.</b></p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> <li>○ Clause 47</li> <li>○ Clause 48</li> </ul>	<p>JSA providers will receive a noticeboard message when a job seeker's Suspension ends. JSA providers should action Suspension notifications immediately:</p> <ul style="list-style-type: none"> <li>➤ <b>Proceed to Step 7.</b></li> </ul> <p><b>Note:</b> Once the Suspension has ended, the Period of Service and Payment Period resume and the JSA provider must continue to provide Stream Services to the job seeker in their Stream.</p>
<p><b>7. JSA provider</b></p> <p><b>When a Suspension for an Activity Tested job seeker or Volunteer (Non-activity tested) job seeker ends.</b></p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> <li>○ Clause 46.12</li> <li>○ Clause 51</li> </ul>	<p>When a Suspension for an Activity Tested job seeker or Volunteer (Non-activity Tested) job seeker ends the JSA provider must make a regular Contact Appointment for the job seeker and must resume the delivery of Stream Services.</p> <p>If an Activity Tested job seeker volunteered for Stream Services during their Suspension period, the JSA provider should first check to see if any future Appointments have already been booked for them.</p> <p>As Activity Tested job seekers resume their Activity Tested status and have experienced a change in circumstances, they will require an immediate update to their EPP.</p> <p><b>Note:</b> If a Volunteer (Non-activity tested) the job seeker is still experiencing circumstances that prevent him or her from participating, the JSA provider must record another Suspension (as per <b>Step 2b</b>) or discuss Exiting the job seeker from Stream Services, if requested by the job seeker (as covered in <b>Step 5</b>).</p> <ul style="list-style-type: none"> <li>➤ <b>End of Process.</b></li> </ul>

**Table 2 – Provisional Exit**

Period of Service, Suspension and Provisional Exit Guidelines  
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Who is Responsible:	What is Required:
<p><b>1. JSA provider</b></p> <p><b>A job seeker advises their JSA provider they have gained employment or a JSA provider places job seeker into employment.</b></p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> <li>• Annexure E Definitions ‘Provisional Exit’ and ‘Full Outcome’</li> <li>• Clause 45.1</li> </ul>	<p>A job seeker may advise their JSA provider at any time that they have gained employment. JSA providers may directly assist the job seeker in achieving employment through screening, matching, referring and placing the job seeker in a Vacancy or Assignment.</p> <p>The JSA provider should assess whether the job is likely to lead to a Full Outcome and if so, record a Provisional Exit. The JSA provider can make this decision at the time that the job seeker is placed into Employment or at any time after if the job seeker’s Employment circumstances change.</p> <ul style="list-style-type: none"> <li>○ If the JSA provider decides that a Provisional Exit should be recorded, <b>proceed to Step 2.</b></li> <li>○ If the JSA provider decides not to record a Provisional Exit, <b>proceed to Step 3.</b></li> </ul>
<p><b>2. JSA provider</b></p> <p><b>Record a Provisional Exit.</b></p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> <li>➤ Annexure E Definitions ‘Provisional Exit’ and ‘Full Outcome’.</li> <li>➤ Clause 45.2</li> </ul>	<p>Following the decision of the likelihood of the Employment placement leading to a Full Outcome, the JSA provider must record the Provisional Exit in the Department’s IT Systems.</p> <p>To record a Provisional Exit, the provider can navigate to the <i>Suspensions and Volunteer Period</i> screen and select ‘Add Suspension’. The suspension reason that should be selected is ‘Provisional Exit’. The start date will automatically set to the current date and the expected end date is set to the current date plus 145 days.</p> <p><b>Note:</b> The JSA provider may deliver post-placement support during the Provisional Exit period.</p> <ul style="list-style-type: none"> <li>○ If a Full Outcome for employment is achieved <b>proceed to Step 4.</b></li> <li>○ If the employment does not lead to a Full Outcome, <b>proceed to Step 5</b></li> </ul> <p>Note: If the at any time a Volunteer (Non-activity Tested), Principal Carer Parent or Partial Capacity to Work job seeker wishes to volunteer for Stream Services, the JSA provider must record that the job seeker wishes to volunteer, record the agreed period of volunteering in the Department’s IT Systems and resume the delivery of Stream Services to the job seeker. <b>Refer to Table 1 – Period of Service and Suspensions</b> above, particularly Step 4.</p>
<p><b>3. JSA provider</b></p> <p><b>Continue to deliver Stream Services.</b></p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> <li>➤ Clause 45.2</li> </ul>	<p>If the JSA provider assesses that a Full Outcome for Employment is not likely to be achieved, the JSA provider must continue to deliver the relevant Stream Services to the job seeker.</p> <ul style="list-style-type: none"> <li>○ <b>End of Process.</b></li> </ul>
<p><b>4. The Department of Employment</b></p> <p><b>Effectively Exit job seeker from Stream Services. <i>This is an</i></b></p>	<p>If the requirements for a 13 Week Full Outcome are satisfied the job seeker will be Exited from Stream Services by the Department’s IT Systems.</p>

Who is Responsible:	What is Required:
<p><b>automated process.</b></p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> <li>➤ Annexure E Definitions 'Effective Exit' and 'Full Outcome'</li> </ul>	<p>Department's IT Systems will send a message to the Department of Human Services to advise that the job seeker has Exited.</p> <p><b>Allowable Break</b></p> <p>If the job seeker's Provisional Exit ceases to be Provisional and becomes an Effective Exit or a JSA Provider Exit, the allowable break will be recognised from the date the Provisional Exit was recorded. That is, the 13 week period in which the job seeker can return to JSA from the point in which they left off is calculated from the start of the Provisional Exit, not the date of the Effective Exit or Provider Exit.</p> <p>Where the Provisional Exit ends due to a volunteer period or the job seeker does not achieve a Full Outcome (or the Employment placement is no longer anticipated to achieve a Full Outcome) this allowable break trigger at the start of the Provisional Exit will cease.</p> <p>○ <b>End of Process.</b></p>
<p><b>5. JSA provider</b></p> <p><b>Record end of Provisional Exit period and resume delivery of Stream Services.</b></p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> <li>➤ Clauses 45.2 and 49.</li> </ul>	<p>If at any time during the Provisional Exit period a job seeker's employment ends, or the JSA provider assesses that a Full Outcome for employment is not likely to be achieved, the JSA provider must end of the Provisional Exit in the Department's IT Systems and continue to deliver relevant Stream Services to the job seeker.</p> <p>The job seeker's Period of Service and Payment Period will resume from the date that the Provisional Exit was recorded.</p> <p>To end a Provisional Exit, the provider should navigate to the <i>Suspensions and Volunteer Period</i> screen, select the Provisional Exit record, and click 'Update Suspension'. The Update a Suspension dialogue will display with the actual end date set to the current date (this cannot be edited). To confirm, the provider should select 'Save'.</p> <p><b>Note:</b> If the Provisional Exit remains in place for 145 days with no Full Outcome achieved it is automatically ended by the Department's IT Systems.</p> <p>○ <b>End of Process.</b></p>