

Guideline:

Outcomes Guideline (Intensive Stream only)

This Guideline details the Outcome Payments that Providers servicing Intensive Stream Participants may be eligible for, and the requirements to claim these Payments.

A Provider may claim an Outcome Payment when an Intensive Stream Participant:

- remains in stable Employment—that is, when a Participant remains in Employment for 12 consecutive weeks for an average of at least 15 hours per week (30 hours per fortnight) or
- attains the required level of education by completing a Qualifying Education or Training Course.

Version: 1.0

Published on: 25 June 2018

Effective from: 1 July 2018

Related documents and references

- [Concurrent referrals to jobactive, Transition to Work and New Enterprise Incentive Scheme Guideline](#)
- [Program Assurance and Performance Guideline](#)
- [Managing Wage Subsidies Guideline](#)
- [Learning Centre](#)
- [Vacancies and Placements Guideline](#)

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Summary of ParentsNext Outcomes

ParentsNext Providers can claim a \$300 Outcome Payment when an Intensive Stream Participant they are servicing achieves an Education or Employment Outcome.

Education Outcomes

Providers can receive Education Outcome Payments when a Participant successfully completes any of the following:

- Certificate III (or above) course (including Language Literacy and Numeracy)
 - Certificate III
 - Certificate IV
 - Diploma
 - Advanced Diploma
 - Associate Degree
 - Bachelor Degree
 - Postgraduate Certificate
 - Postgraduate Diploma
 - Masters Degree
- the Skills for Education and Employment (SEE) program.
- Year 12

Providers may claim for more than one Education Outcome for each Participant, as long as the Education attained is a higher level than the Participant's previous Education; including any attainment prior to participating in ParentsNext.

(Deed reference: Clause 109 & Annexure C1 – Outcomes, Outcome Payments and Participant Fund Credits)

Delivery of training

Vocational Education training must be delivered either directly by, or under the guidance/support of, a Registered Training Organisations (RTOs) included in the list of RTOs approved to deliver the specific course AT www.training.gov.au.

(Deed reference: Annexure A1 – Definitions)

Referring to a Qualifying Education Course (including Qualifying Training Courses)



System step: The Provider must enter the Activity (course) and Placement details into the Department's IT Systems within 28 calendar days of the Participant commencing in the course or training and include the following:

Activity Details

- full name of the course and course or unit code
- certificate/degree level
- the details of the training institution and the name of the contact persons

Activity Placement

- weekly hours of class contact or full-time study as defined by the training institution
- if the Participant is attending full-time or part-time
- if the training placement was arranged by the Provider or the Participant (refer to Activities Guidelines)

Lodging an Education Outcome claim



Documentary Evidence: The Provider must retain Documentary Evidence (in electronic form or hard copy) in relation to the Education Outcome at the time of submitting the claim. This must include the:

- Participant's name
- details of the Registered Training Organisation
- course/unit code (as identified on the training.gov.au website)
- confirmation the Participant has successfully completed the course/training/program
- study load (i.e. full-time or part-time) as defined by the Registered Training Organisation
- the study periods (i.e. the start and end dates).

All the above information must be contained in an acceptable form with evidence dated.

Acceptable forms with evidence dated are:

- a certificate of attainment / academic transcript issued by the Registered Training Organisation confirming the participant successfully completed the course/training/program
- a signed and dated written statement or an email from the Registered Training Organisation or Participant confirming the Participant successfully completed the course/training/program

(Deed reference: Annexure A1 – Definitions; Clause 109)



System step: A provider can upload Documentary Evidence in support of an Education Outcome claim into the Activity Management Section of the Department's IT Systems.

Employment Outcomes

Providers may claim an Employment Outcome when a Participant achieves stable Employment.

The Employment Outcome can be claimed once a Participant remains in Employment for 12 consecutive weeks excluding Permissible Breaks (see the Permissible Breaks' section of this Guideline), for an average of at least 15 hours per week (30 hours per fortnight) for:

- Employment
- Unsubsidised Self-Employment, or
- an apprenticeship or traineeship.

Lodging a Vacancy

To receive an Employment Outcome, Providers need to create a Vacancy in the Department's IT Systems and place the Participant into the Vacancy.

Refer to the Vacancies and Placements Guideline.

(Deed reference: Section B1.4)

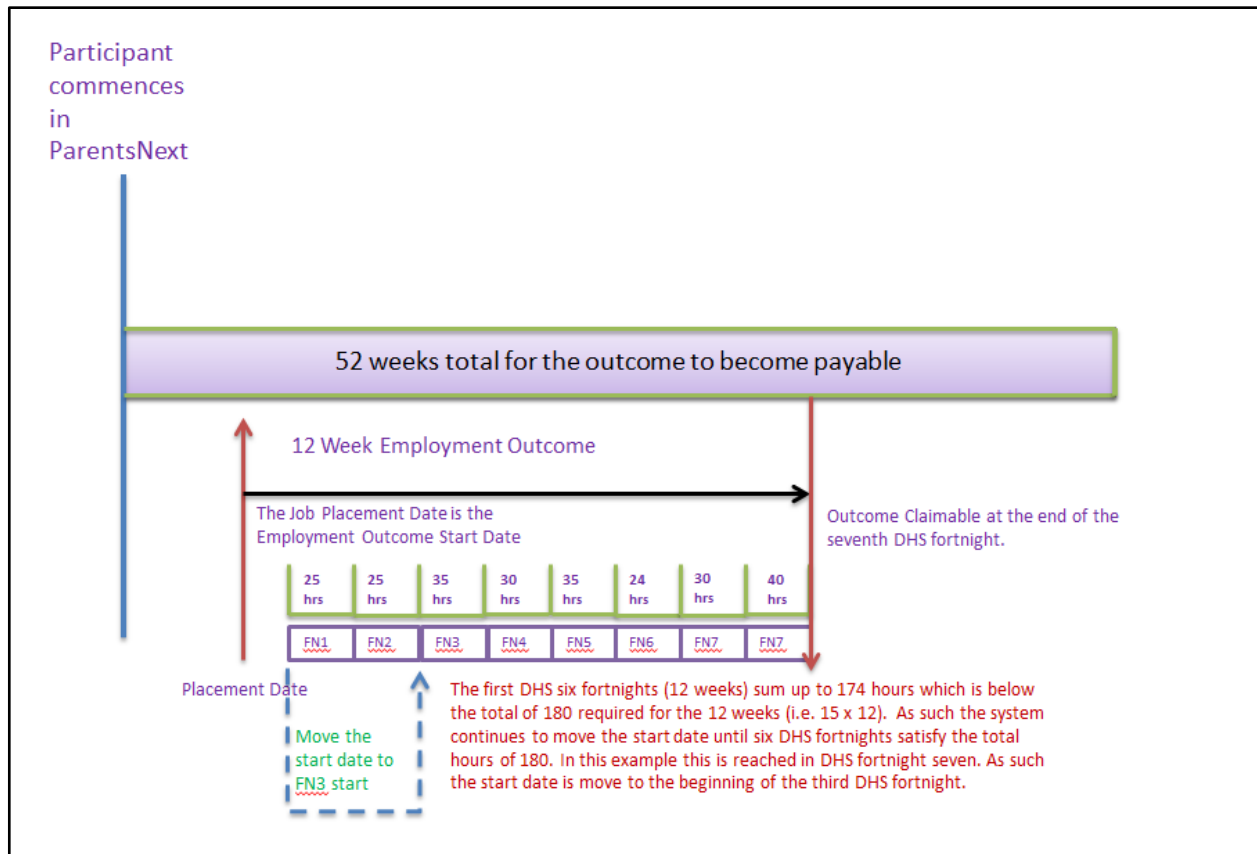
Claiming Employment Outcomes for Participants referred to jobactive

ParentsNext Providers may refer Participants to jobactive, Transition to Work or New Enterprise Intensive Scheme. This referral results in concurrent participation in both programs. Refer to the Concurrent referrals to jobactive, Transition to Work and New Enterprise Incentive Scheme Guideline for further information.

If a Participant is Commenced in both ParentsNext and jobactive, both Providers may be eligible for an Employment Outcome if the Participant is placed into Employment and meets the Outcome eligibility requirements for their respective deeds. Either Provider can enter the Vacancy and Placement into the Department's IT Systems.

Understand how the Employment Outcome Start Date is set

The Department’s IT Systems will set the Employment Outcome Start Date to be the first day of the Participant’s first full DHS Fortnight on or after the job placement date. The Department’s IT Systems will recalculate the Employment Outcome Start Date until the Participant remains in Employment for 12 consecutive weeks (excluding Permissible Breaks) and works on average at least 15 hours per week (30 hours per fortnight). This recalculation will occur for a maximum of 52 weeks. Providers need to re-enter the Placement after 52 weeks if a 12-week Employment Outcome is not claimable.



Note: multiple Placements will contribute to the one Employment Outcome. The first of these Placements will set the Employment Outcome Start Date. Subsequent jobs will then contribute to the tracking of an Employment Outcome.

The 12-week period must be continuous with the exception of Permissible Breaks, which are a valid break in the 12-week period. Permissible Breaks extend the period 12-week period.

For example, four weeks of Permissible Break would extend the period to 16 weeks. (Refer to Permissible Breaks section of this Guideline)



System step: To be able to track for an Employment Outcome, a Provider must record a Vacancy in the Department’s IT Systems and record the Participant Placement Start Date. Recording the Participant Placement Start Date triggers the Department’s IT Systems to commence tracking of the Employment Outcome.

The Department’s IT Systems capture the Participant’s earnings and hours information as declared to Department of Human Services. The Department’s IT Systems use this information to calculate the requirements for an Employment Outcome.

Overlapping claims

Providers will not be able to claim more than one Employment Outcome for a particular period; Employment Outcome periods cannot overlap. Providers will only be able to claim multiple Employment Outcome Payments for a Participant if the relevant Outcome periods do not overlap.

(Deed reference: Section C1.3)

Permissible Breaks

Where a Participant is working towards a 12-week Employment Outcome, a break or breaks (Permissible Break) in Employment includes:

- up to two fortnights
- an additional Permissible Break of up to eight weeks (four fortnights) over the long school holiday.

The Permissible Break must meet the following requirements:

- the break in the Participant's continuous attendance in Employment would otherwise result in them not meeting the requirements of a 12-week Employment Outcome
- the break is outside the control of the Provider or the Participant
- after the break, the Participant returns to the same Employment position with the same Employer
- the length of the Employment Outcome period will be extended to include the Permissible Break period.

Permissible Breaks that are considered to be acceptable are:

- Christmas breaks and shutdowns
- other Employer initiated shutdowns
- breaks due to the Participant's illness or major personal crisis
- child care or carer emergencies
- declared natural disasters

For example a state of emergency due to natural disaster or a major disaster (as declared by the Australian Government)

- culturally significant events for Aboriginal and Torres Strait Islander persons.

Examples of breaks that are not considered acceptable as Permissible Breaks include the Participant leaving a job inappropriately and unapproved leave.



System step: Providers should be aware that when lodging a Permissible Break on the Outcome Details screen in the Department's IT Systems, the minimum Permissible Break lodged is for a full two-week period, even if the Participant was only on break for a shorter period.

(Deed reference: Annexure A1 - Definitions)



Documentary Evidence: The Provider must retain Documentary Evidence (in electronic form or hard copy) of the Permissible Break at the time of submitting the claim. Documentary Evidence must contain information provided by the Participant or Employer which confirms:

- the Permissible Break in Employment, including the reason for the Permissible Break
- the duration of the Permissible Break, including the start and end dates
- that the Participant is employed in the same position following the Permissible Break.

All of the above information must be contained in a signed and dated written statement or in an email from the Employer or Participant.

Verification of Employment Outcomes

There are two ways that Employment Outcomes can be verified – by information from the Department of Human Services or by Documentary Evidence through Pay Slip Verification.

- For Participants, 12-week Employment Outcomes are based on the earnings and hours declared to the Department of Human Services each fortnight. This information is used by the Department's IT System to automatically calculate whether an Outcome is achieved
- Where a Provider considers that a Participant has met the required hours and remuneration to achieve an Outcome, but Department of Human Services information does not support this, the Provider may lodge a claim for the Employment Outcome as a Pay Slip Verified Outcome Payment.

Providers must notify the Department of Human Services of any changes in the circumstances of a Participant, including in relation to claims made for a Pay Slip Verified Outcome.

(Deed reference: Section C1.3)

Lodging an Employment Outcome claim based on Department of Human Services data



System step: If the Outcome requirements have been met, the Department's IT Systems will present the Employment Outcome claim so that it can be lodged by the Provider.

The Department's IT Systems will prevent Providers from claiming Employment Outcomes where a Participant has stopped receiving an Income Support Payment for a reason that the Department deems is not related to Employment.

For example, 'unapproved overseas absence' or 'Departure Overseas Permanently'.



Documentary Evidence: Providers do not need to hold Documentary Evidence for Employment Outcomes where the Department's IT System are able to use Department of Human Services data to verify that an Employment Outcome is payable.

(Deed reference: Section C1.3 & Clause 109)

Lodging a Pay Slip Verified Outcome Payment claim

Providers may need to submit a claim for a Pay Slip Verified Outcome Payment where:

- the Provider considers the data provided by the Department of Human Services does not correctly reflect the number of hours worked or income received by the Participant, or
- the Participant is in Unsubsidised Self-Employment.

Calculating average hours

If a Participant is receiving a salary or wage (including apprenticeships and traineeships), Providers calculate the average hours worked per fortnight by:

- adding up the number of hours a Participant worked over a relevant period (three months)
- divide the figure by the number of fortnights in that period (six fortnights over a three-month period).

If a Participant is undertaking self-employment, commission or piece work, Providers either:

- calculate the number hours as advised by the Participant, as for calculating a salary or wage (as described above)
- dividing the amount earned over a reference period (three months) by the National Minimum Wage or relevant award, if this is known, to get the number of hours worked during that period (the current National Minimum Wage amount is at the [FairWork Ombudsman](#) website)
- then divide by the number of fortnights in the reference period (six fortnights over a three-month period) to get an average amount of hours worked per fortnight.

For example, if a Participant earned \$4,000 for ongoing casual work over three months, calculate $\$4,000/\$18.29 = 219$ (equivalent hours worked over three months) and divide by six fortnights = average 36.5 hours per fortnight. In this case, 12-week Employment Outcome is claimable.



System step: Providers are required to enter the total hours for the 12-week period. A 12-week Employment Outcome will be claimable if the Department's IT Systems calculates this to be on average 15 hours per week or 30 hours per fortnight.

Documentary Evidence required to support a stable Pay Slip Verified Outcome Payments



Documentary Evidence: Providers must obtain documentary evidence for Pay Slip Verified Outcomes. Relevant documents include:

- pay slips
- employer payroll summary



System step: Documentary Evidence for Pay Slip Verified Outcome Payments should be uploaded onto the Department's IT Systems at the time of making the claim.

The following information should be included in the pay slips or Employer payroll summary/ies:

- Employer's and Participant's name
- Employer's Australian Business Number (ABN) (if applicable)
- Payment Period
- date of payment
- gross and net pay
- if the Participant is paid an hourly rate
 - the ordinary hourly rate
 - the number of hours worked at that rate
 - the total dollar amount of pay at that rate

Pay slip

A pay slip is a record, generated by an Employer, which satisfies the requirements of the *Fair Work Act 2009* and *Fair Work Regulations 2009*, of the Employer's payment to a Participant in relation to the performance of work.


Employer payroll summary

The Employer payroll summary report must be a print-out of the Participant's official payment history, generated by the Participant's Employer, not a spreadsheet/tracking tool implemented or prepared by the Provider.

Deriving information

Providers can derive the following information from available pay slips or payroll summaries without being required to seek supplementary information from the Employer:


- hourly rate - where the pay slip or payroll summary shows the number of hours worked and wages earned for that period
- gross amount - where the pay slip or payroll summary shows the hourly rate and the number of hours worked for that period
- net amount - where the pay slip or payroll summary shows the gross amount, tax payable and other deductions for that period
- payment period - where the pay slip or payroll summary shows the payment date and frequency of payment (i.e. fortnightly, weekly etc)
- date of payment - where the pay slip or payroll summary shows the payment period and the frequency of the payment (i.e. fortnightly, weekly, etc).

 **Documentary Evidence:** Where Providers have derived information from pay slips or payroll summaries, they should retain evidence and be able to provide the evidence to the Department on request.

Additionally, where the Employer name or ABN pay slip details do not match the information in the ESSWeb Vacancy screen, Providers may use an ABN look up function to confirm that the Participant's Employer is the same legal entity. Where this tool has been used, Providers must upload evidence of this when they make a claim.

(Deed reference: Section C1.3 – Clause 109 & Section A2.2, Clause 11)

Summary of required Documentary Evidence

-  The Provider must retain documentary evidence for:
- Permissible Breaks - a signed and dated written statement or in an email from the Employer or Participant.
 - Pay Slip Verified Outcomes - relevant documents include pay slips or employer payroll summary

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.