

# jobactive Outcomes COVID-19 Update

As advised in the Provider Portal notice of 27 March 2020, all normal jobactive Deed and Guideline arrangements continue to apply in relation to Outcome Payments. The Department has made provisions to support flexible arrangement already in place, including:

- Allowing 12 weeks of additional Permissible Breaks for COVID-19 impacted Outcomes where a participant has been in isolation or quarantine and unable to work, has lost their job or is working reduced hours.
- Removing the requirement for participants to return to the same employer after their Permissible Break.
- Relaxing Documentary Evidence requirements where Employment Outcomes are affected by the impacts of COVID-19.

For further details on Permissible Breaks and Documentary Evidence, please refer to: <https://ecsnaccess.gov.au/ProviderPortal/pages/Displaynews.aspx?Newsid=590>

## The JobKeeper Payment

The JobKeeper Payment provides eligible employers with a fortnightly subsidy of \$1,500 (before tax). The subsidy commenced on 31 March 2020, with first payments to employers to begin on 1 May.

The income paid to participants under JobKeeper Payment arrangements is employment income for Employment Outcome purposes. Participants in receipt of income support who receive income from their employer under JobKeeper Payment arrangements must report this as employment income to Services Australia.

## Impact of JobKeeper Payment on Outcomes already tracking

- An Outcome may be payable under existing arrangements where a 4, 12 or 26 Week Outcome is already tracking for a participant who:
  - moves onto the JobKeeper Payment through their previous employer, or
  - applies for/receives JobSeeker Payment initially then moves onto the JobKeeper Payment through their previous employer.
- Where participants are reporting income they have received under JobKeeper Payment arrangements to Services Australia, Employment Outcomes will be available to claim in the usual way through the Department's IT Systems
  - Where a participant does not declare correctly, or if there are time lags and back-payments with participants moving to JobKeeper Payment arrangements, providers can lodge a Pay Slip Verified Outcome claim.
  - Providers are also able to lodge a Pay Slip Verified Outcome claim for hours-based Employment Outcomes that may be impacted by the JobKeeper Payment.

- Where providers lodge a Pay Slip Verified Outcome claim they must upload Documentary Evidence in the form of pay slips, payroll summaries, or a signed and dated written statement or email from the participant or the employer.

## Outcomes for participants who return to previous employment

Where a participant returns to the same job they lost due to COVID-19, Employment Outcomes will not be payable. This includes where:

- A person loses their job due to the impacts of COVID-19, they submit a claim for JobSeeker Payment, commence in jobactive and then return to work for that same employer. Note: The only exceptions where an Outcome may be payable are:
  - The participant starts a new contract of employment with the previous employer.
  - There has been an increase in the participant's income with their previous employer, compared to before COVID-19, which is now sufficient to achieve a Full Outcome (Capacity Building).

## Education Outcomes

- There may be cases where a participant cannot continue their course due to closures of educational institutions. Where this occurs, providers should hold off claiming Education Outcomes until the participant has completed participation or attainment requirements.
- If the participant has completed their requirements but the provider is unable to obtain Documentary Evidence due to the institution closing, the provider can upload an email or statement from the participant indicating that they have completed the course or participation requirements.

## Services Australia Non-Reporting Period

- Outcomes may be impacted by the Services Australia announcement advising participants that they were not required to report their earnings between 30 March 2020 and 3 April 2020.
- As a result, income/hours reported by participants may not be applied to the Outcome fortnights correctly in the Department's IT Systems. Outcomes may not generate, or may produce a Partial Outcome rather than a Full Outcome.
- Providers who are impacted can lodge a Pay Slip Verified Outcome claim in the Department's IT Systems using pay slips and payroll summaries. Where providers do not hold pay slips or payroll summaries, they should upload a file note referencing "Fortnight affected by Services Australia non-reporting period 30 March 2020 to 3 April 2020".

## Outcomes for Stream A Participants

In line with current jobactive Deed and Guidelines requirements, Employment Outcomes will not be available for Stream A participants until they have received 91 days of servicing in jobactive. There will be significant numbers of participants commencing in jobactive and

providers will receive the associated Administration Fees. Providers must continue to provide appropriate services to all participants including helping them gain employment.

If you require further clarification, please submit your query to Question Manager or contact your Contract Manager for assistance.

**Site:** jobactive, NEST

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