



# Departmental Shutdown Period Advice

## Explanatory Note

This document applies to all providers contracted by the Department of Education, Skills and Employment (the department) to deliver employment services.

## Disclaimer

The departmental shutdown period advice (the Advice) is for providers' information only and does not form part of the deeds, funding agreements or contracts that the providers have entered into with the department.

This Advice is not a guideline for the purposes of the deeds. The Advice is not a statement of Commonwealth policy with regard to action under the deeds and is in no way binding on the Commonwealth. Where any inconsistency between the Advice and the deeds exist, the deeds prevail.

Questions in relation to any aspect of this Advice must be directed to the provider's Account Manager or Contract Manager.

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## Changes from the previous version (Version 5.2)

- Included:
  - Advance Trial Payments for New Employment Services Trial
  - Digital Services Contact Centre
  - Employment Preparation Activity
  - Harvest Trail Service and Harvest Trail Information Service
  - Job Plan Think Time
  - Launch Into Work
  - New Employment Services Trial under deed for Capability Assessments
  - ParentsNext in the Capability Interviews, Capability Assessment, Non-Compliance Reports for Mutual Obligation Failures and Reengagement Requirements sections
  - Point Based Activation System
  - Relocation Assistance to Take Up a Job.
- Removed:
  - Reference to Principal Carer job seekers in the ParentsNext section and replaced with *Participation Plans and Activities Guideline* content regarding school holidays.
- Updated:
  - ParentsNext Participation Fund section to reflect reimbursement claim period of within 140 days rather than 56 days to align with current guidelines.
  - Prisoner Release Program advice to cover both jobactive and New Employment Services Trial.

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## 1. Introduction

The department will close for business **from 12:30 pm local time (12:00 pm for Northern Territory) on Thursday, 24 December 2020 and re-open on Monday, 4 January 2021**. This period is referred to as the 'departmental shutdown period' in this Advice.

Providers are permitted to close sites on the proclaimed national public holidays and during the departmental shutdown period, with the exception of Harvest Trail Service (HTS) and the National Harvest Trail Information Service (NHTIS). Sites for HTS and the NHTIS can close on the proclaimed national public holidays only.

The *Additional Information* section and Attachment A do not specifically apply to Employability Skills Training (EST) Providers. However, EST and Career Transition Assistance (CTA) Providers should consider how these shutdown arrangements would affect any courses scheduled for December 2020 and January 2021.

This Advice provides general information regarding the department's requirements around closures over the Christmas/New Year period as follows:

- Servicing arrangements on proclaimed national public holidays
- Servicing arrangements during departmental shutdown period
- additional information relating to jobseeker/Participant participation and specific program policy
- Attachment A: Administrative arrangements.

Participants must not incur payment suspensions when they were unable to reengage due to provider shutdown. The Advice sets out actions and contingency arrangements for providers to ensure Participants are not disadvantaged due to provider shutdown in the lead up to the Christmas period.

Providers should contact their Account Manager if they require further clarification.

### Servicing arrangements on proclaimed national public holidays

All sites should be closed and no training delivered on proclaimed national public holidays noted in the table below:

Date	Public Holidays
Friday, 25 December 2020	Christmas Day
Monday, 28 December 2020	Boxing Day
Friday, 1 January 2021	New Year's Day

Outlined below are actions required by providers in ESSWeb to ensure no appointments, training sessions or other activities are scheduled on the proclaimed national public holidays.

Where applicable, providers delivering jobactive, Transition to Work (TtW), Time to Work Employment Services (TWES), ParentsNext, New Employment Services Trial (NEST), Employment Services (Yarrabah Pilot), Entrepreneurship Facilitator, HTS, Youth Jobs Path Industry Pilot **must**:

- ensure no calendar appointments are available for booking on proclaimed national public holidays in ESSWeb
- ensure no previously scheduled appointments fall on proclaimed national public holidays and, if they do, immediately reschedule those appointments in ESSWeb and notify affected Participants.

EST Providers **must**:

- ensure no EST sessions are scheduled on a public holiday.

CTA Providers **must**:

- ensure no CTA sessions are scheduled on a public holiday.

Employment Preparation Activity (EPA) Providers **must**:

- ensure no EPA sessions are scheduled on a public holiday.

### Servicing arrangements during departmental shutdown period

Providers, with the exception of HTS and the NHTIS, are not required to open sites or deliver training during the departmental shutdown period. HTS and the NHTIS sites can be closed on the proclaimed national public holidays only. However, providers may choose to open sites or deliver training voluntarily.

The tables below outline actions required in relation to notifying stakeholders as well as in ESSWeb, should the provider choose to:

- open sites during the departmental shutdown period
- close sites or
- not deliver training during the departmental shutdown period.

**jobactive, TtW and NEST Providers** must ensure their calendars have capacity to receive an appointment for a Participant within two business days following the departmental shutdown period.

**ParentsNext Providers** must ensure their calendar has capacity to receive appointments within five business days of the departmental shutdown period. This will ensure providers can conduct initial interviews, reengagement appointments and capability interviews or contact appointments following a Change of Circumstances Reassessment. These appointments must be made available immediately following the provider's shutdown period.

**EST and CTA Providers** should consider how the departmental shutdown period arrangements would affect any courses scheduled for December 2020 and January 2021. If training is scheduled during the departmental shutdown period providers must ensure weekly hours requirements continue to be met.

**CTA Providers** must manage each Participant's participation by ensuring the required hours continue to be met (a minimum of 75 hours over eight weeks), noting that the automated activity end date will not be extended via ESSWeb. Providers should take into consideration the flexible rolling model of CTA and consider making changes to their current course schedules to ensure Participants are not impacted by the shutdown period.

The department will also provide flexibility around the deed requirement where warm hand over meetings need to occur within five business days of course completion. This approach will not cause any IT restrictions, nor will there be any penalisation to providers (as long as they schedule warm hand over meetings as soon as possible post the departmental shut down period).

**TWES Providers** and providers delivering services under the Pre-release Prisoner initiative should discuss with each prison whether servicing Participants could continue during the departmental shutdown period.

## Providers' Notification Requirements

### Closing sites during the departmental shutdown period

Providers are not required to notify the department or Services Australia of their intention to close sites during the departmental shutdown period.

However, **jobactive, TtW, ParentsNext and NEST** Providers who chose to close sites must:

- Notify their stakeholders (including Participants, Work for the Dole (WfD) Host Organisations and key employers) by **Wednesday 9 December 2020** that they will be closed for the departmental shutdown period. This advice should include:
  - names of closing sites, dates and times
  - details of the alternative servicing arrangements in place during the closure period, for example, a strategy to manage stakeholder enquiries regarding vacancies and activities on the relevant (e.g. jobactive) website during the period of closure
  - a nominated contact within their organisation to whom Host Organisations can report any Work Health and Safety Incidents.
- Display a sign at sites indicating the planned closure.
- Providers should also consider updating their website and site details information on the relevant (e.g. jobactive) website to inform stakeholders of their closure. If relevant:
  - ensure no timeslots are available for booking during the closure period in ESSWeb
  - ensure no previously scheduled compulsory requirements fall during the closure period and, if so, immediately reschedule those requirements in ESSWeb and notify affected Participants.

EST and CTA Providers who choose to not schedule training must notify their stakeholders (including Participants and referring providers) by **Wednesday 9 December 2020** that they will be closed for the departmental shutdown period.

### Opening sites during the departmental shutdown period

If a provider intends to remain open during this period, they are required to notify their Account Manager. jobactive, TtW, ParentsNext and NEST Providers who intend to open their sites during the departmental shutdown period must notify its Account Manager by **Monday 7 December 2020**.

## 2. Additional Information

Title	Deed	Description
Annual Activity Requirements (AAR)	jobactive	<p>Participants with an AAR who are in the WfD phase are not required to participate in activities during the fortnight in which the Christmas Day public holiday falls, regardless of whether their provider is open or closed. These Participants will be considered as having met their AAR during this period. If the provider chooses to temporarily pause participation in a PaTH internship during the departmental shutdown period, the intern will be considered as having met their AAR (see PaTH Internships in the table below).</p> <p>Activities already scheduled to occur between 21 December 2020 to 3 January 2021 (inclusive) will be set to 'No Longer Required', and the relevant hours will be automatically credited towards the Participant's AAR where applicable. To support this arrangement, providers will need to do the following:</p> <ul style="list-style-type: none"> <li>if the Participant's requirements have not yet been scheduled in the calendar, the provider should manually record the total number of hours the Participant would have been required to participate during the fortnight in which Christmas falls in the 'Recording of Monthly Hours' section within the AAR Details screen, using the drop down <b>WFD – activity not run</b></li> <li>ensure the hours are only recorded in either the calendar, or the Recording Monthly Hours panel, not both, to avoid double counting the hours.</li> </ul> <p>Where a Host Organisation or activity will be closed for longer than the two-week shutdown period, up to a maximum period of four weeks inclusive of the shutdown, the Participant will be considered as having met their AAR for this entire period. The provider should:</p> <ul style="list-style-type: none"> <li>manually record the total number of hours the Participant would have been required to participate in outside of the departmental shutdown period (e.g. the week immediately before and after the departmental shutdown period) in the 'Recording of Monthly Hours' section within the AAR Details screen, using the drop down <b>WFT – activity not run</b>; or</li> <li>if the Participant's requirements have already been scheduled in the calendar for the period outside of the departmental shutdown period, the provider should set the activities in that period to 'No Longer Required'. The provider should also remove the requirement from the calendar, these actions will automatically credit the hours towards the Participant's AAR where applicable.</li> </ul> <p>Providers are reminded that official semester breaks of up to four weeks are considered as an allowable semester break for Participants undertaking accredited education and training or part-time study, noting that periods between different training courses must not be considered an Allowable Semester Break.</p>
Capability Assessments	NEST jobactive ParentsNext	<p>Capability Assessments will continue to be conducted by Services Australia over the departmental shutdown period except on the following dates when Services Australia will be closed:</p> <ul style="list-style-type: none"> <li>Friday, 25 December 2020</li> <li>Monday, 28 December 2020</li> <li>Tuesday, 29 December 2020</li> <li>Friday, 1 January 2021.</li> </ul> <p>The contact trigger on a Participant's record prior to the departmental shutdown period will remain in place. Capability assessments will occur as usual when a Participant attempts to report to Services Australia, regardless of the open/closed status of their provider during this period.</p>
Capability Interviews	jobactive NEST ParentsNext	<p>When in contact with the Participant to discuss the non-compliance and set the reengagement requirement, if a Capability Interview is unable to be delivered due to the shutdown period, the provider should record 'Reengagement Not Required' and book another Capability Interview as an appointment to occur within 14 business days.</p> <p>NOTE: providers must ensure no Participant is unfairly disadvantaged by having their income support payment put on hold over the shutdown period without the ability to reengage.</p>
Earn or Learn	jobactive NEST	<p>Participants with a declaration ending between 21 December 2020 and 3 January 2021 will have their declaration set to compliance not raised.</p>
Early School Leavers (ESL)	jobactive TtW NEST	<p>ESLs are not required to participate in activities during the fortnight in which the Christmas Day public holiday falls if their activity is not available or their Host Organisation is closed. For ESLs meeting their Mutual Obligation Requirement with regard to approved study, official semester breaks of up to four weeks are considered as an allowable semester break for Participants undertaking accredited education and training or part-time study, noting that periods between different training courses must not be considered an allowable semester break. Importantly, ESLs must be participating in full-time approved study or 25 hours a week of part-time study and part-time paid work, or 25 hours per week of other suitable activities plus up to eight job searches each month, during all other periods, including the fortnight in which the Christmas Day public holiday falls if their activity is available or their Host Organisation is open.</p>
Employment Fund (EF)	jobactive	<p>Providers are reminded that while they may close their sites during the departmental shutdown period, alternative arrangements must be put in place to ensure Participants can still access support through the EF. For example, this could require the provider to ensure the Participant has enough travel assistance to attend job interviews, get to a job or other activities</p>

Title	Deed	Description
	NEST	as required during the closure period. Providers may consider purchasing bulk items such as bus tickets to ensure they are available during the closure period. Providers may claim reimbursement for the invoices incurred during the closure period as long as the EF purchase meets the requirements outlined in the relevant deed and <i>Using the EF General Account Guideline</i> and the claim for reimbursement is made within 56 days of the date the supplier was paid.
HTS and HTIS	HTS Deed HTIS Contract	HTS and HTIS sites can close on the proclaimed national public holidays only. HTS and the National Harvest Labour Information Service providers should advise their Account Manager of their business continuity plan for the departmental shutdown period.
Job Plan Think Time	jobactive ParentsNext NEST	Participants whose Job Plan think time ends between 21 December 2020 and 3 January 2021 will automatically have their think time extended to expire on Monday, 4 January 2021. If they fail to agree to their Job Plan by this date, their payment will be suspended until they meet a reengagement requirement.
Job Search	jobactive NEST	Participants with Job Search Periods (JSP) ending between 21 December 2020 and 3 January 2021 will not have their payments suspended, as job search efforts for job search periods ending during shutdown period will be pro-rated to nil. This is to ensure that Participants are not disadvantaged over this period by not having access to their provider to drop off manual job search efforts. Where a Participant has completed their job search requirement to a satisfactory quality prior to 24 December 2020 or the first day a provider's site will be closed, due to the departmental shutdown period, providers must record this assessment on the Job Search Reporting page.
Launch Into Work	jobactive ParentsNext TtW NEST	Participants will not be required to participate in Launch Into Work projects on public holidays during the departmental shutdown period. Other days of participation during the departmental shutdown period will be based on the requirements of the employer, for example, days of operation.
Non-compliance reporting	jobactive NEST ParentsNext	When non-compliance is reported in ESSWeb, the Participant is required to contact their provider within two business days to discuss the non-compliance, to avoid their payment being put on hold. If the Participant makes contact within the two business days, the provider either records a Valid Reason in ESSWeb or sets a Reengagement Requirement for the Participant to meet. Providers are advised to consider the appropriateness of reporting non-compliance leading up to the closure period, considering the likelihood of and ability to make contact with the Participant; and being able to book a reengagement requirement within two business days prior to the shutdown period. Any non-compliance reported between 21 and 24 December 2020 that is waiting for the Participant to make contact will be auto-finalised by the department to lift any payment suspensions.
Outcome Payments	jobactive ParentsNext NEST	Where an employer closes its premises over the departmental shutdown period, this will be treated as a Permissible Break in a Participant's employment. Providers will be required to enter the Permissible Break into the Participant's outcome period, however, the providers will not need to provide evidence of industry/business closure where a Participant has a break or reduces the hours of employment during this period. Where an employer closes its premises beyond these dates, normal Documentary Evidence requirements for Permissible Breaks apply.
ParentsNext	ParentsNext	Participants are not required to attend appointments or participate in activities during the fortnight in which the Christmas public holiday falls. Providers must not schedule any compulsory appointments or activities during this time. While Participants should generally continue undertaking activities during school holidays, providers must not schedule a compulsory activity if a Participant is unable to obtain suitable childcare to attend. Further, providers should not compel a Participant to undertake a new activity if their agreed activity has a periodic break during the shutdown period.
ParentsNext Participation Fund	ParentsNext	Whilst providers may close their sites during the departmental shutdown period, alternative arrangements <u>must</u> be put in place to ensure that Participants can still access services that are funded through the Participation Fund. Note that the Participation Fund is only available to Intensive Stream Participants. Providers can claim for invoices incurred during the departmental shutdown period providing the purchase meet the requirements outlined in the <i>Participation Fund Guideline</i> . All claims for reimbursement must be made within 14 days from the date the provider pays the supplier.
PaTH Internships	jobactive TtW NEST	Providers must consider the departmental shutdown period when scheduling PaTH Internships. Providers must meet all safeguards relevant to PaTH internships, including ensuring interns understand the information provided in the Internship Agreement and provide additional support when required. For internships that will be active over the Christmas/New Year period, providers have the option to either: <ul style="list-style-type: none"> <li>• maintain internship arrangements for days that are not public holidays between departmental shutdown period, or</li> </ul>

Title	Deed	Description
		<ul style="list-style-type: none"> <li>advise interns and host businesses that there will be no participation during this period (intern incentive payments will not be impacted during this period).</li> </ul> <p>If providers maintain internship arrangements in the week commencing 14 December 2020 they must:</p> <ul style="list-style-type: none"> <li>contact each host business and intern to reinforce internship arrangements, including that participation can only occur during agreed times and that PaTH interns must not participate on a public holiday</li> <li>obtain written agreement from the host business to the hours and days of participation over the period (such as the copy of a roster)</li> <li>provide the name and contact details of a provider contact person who will be available to respond within 24 hours.</li> </ul> <p>If a host business is interested in an intern doing more hours or would like the intern to participate during the period but provider support is not available, the provider should encourage the business to consider ceasing the internship and employing the young person. Wage subsidies may support this transition into employment. If providers choose to temporarily cease internship participation during the period, the intern will be considered as having met their AAR during this period where relevant. The provider must:</p> <ul style="list-style-type: none"> <li>inform interns and host businesses of the arrangements</li> <li>use judgement in determining appropriate participation for the fortnight/s impacted by the departmental shutdown period.</li> </ul> <p>Where a host business is closed for longer than the period between Christmas and New Year, providers will need to renegotiate an earlier end date or delay commencement of a placement until the host business is open. Note that the \$200 incentive payment would only be paid for the duration of an agreed placement.</p> <p>The National Customer Service Line (NCSL) will be staffed during the departmental shutdown period to meet a Participant's need for assistance. NCSL staff will respond to queries, refer Participants back to their provider or suggest ceasing participation until they are able to engage with their provider (if required) or escalate to program area contact for significant issues.</p>
Points Based Activation System (PBAS)	NEST	Participants with a Points Reporting Period ending between 21 December 2020 and 03 January 2021 will have their Points Reporting Periods set to No Longer Required. This is to ensure that Participants are not disadvantaged over this period by not having access to their provider to remove manual records of job search related tasks. Where a Participant has reported tasks towards their Points Based Requirement prior to 21 December 2020, those points will be banked to their next reporting period.
Reengagement Requirements	jobactive NEST ParentsNext	Any Reengagement Requirements scheduled to occur between 21 and 24 December 2020 will automatically be set to 'No Longer Required' in ESSWeb by the department to prevent any payment suspensions that may occur over the departmental shutdown period. If a Reengagement Requirement has been booked prior to the provider's closure period and the Participant contacts the provider needing to reschedule the requirement and has an Acceptable Reason, the provider should record 'Compliance Action No Longer Appropriate' on the provider reengagement page in ESSWeb. This will remove the requirement to reengage and restore the Participant's income support payment if it is on hold. Providers are encouraged to book a contact appointment from 4 January 2021 to reengage the Participant. ESSWeb does not allow a Reengagement Requirement to be rescheduled for more than seven days in advance of the date of booking. Therefore, unless the provider is going to be open during the closure period, the Reengagement Requirement cannot be booked.
Relocation Assistance to Take Up a Job (RATTUAJ)	jobactive ParentsNext	<p>Providers are reminded that while they may close their sites during the department shutdown period, the following requirements as outlined in the deed and <i>Managing Relocation Assistance to Take Up a Job Guideline</i> will need to be adhered to:</p> <p>Claims for Reimbursement</p> <ul style="list-style-type: none"> <li>Identify any reimbursement claims where the last date to claim, i.e. 56 days after the RATTUAJ end date, occurs during the shutdown period, and process these claims prior to the shutdown.</li> </ul> <p>Approving RATTUAJ Agreements</p> <ul style="list-style-type: none"> <li>Identify any potential RATTUAJ Agreements where the 28-day period to approve the RATTUAJ Agreement after the commencement of the RATTUAJ placement date ends during the shutdown period and, where applicable, approve these agreements prior to the shutdown.</li> </ul>
Wage Subsidies	jobactive TtW ParentsNext NEST	<p>Providers are reminded that while they may close their sites during the department shutdown period, and in some cases beyond this period, the following requirements as outlined in the Deed and <i>Managing Wage Subsidy Guideline</i> will need to be adhered to:</p> <p>Claims for Reimbursement</p> <ul style="list-style-type: none"> <li>Identify any reimbursement claims where the last date to claim, i.e. 56 days after the Wage Subsidy end date, occurs during the shutdown period, and process these claims prior to the shutdown.</li> </ul> <p>Approving Wage Subsidy Agreements</p> <ul style="list-style-type: none"> <li>Identify any potential Wage Subsidy Agreements where the 84-day period to backdate the approval of the Wage Subsidy Agreement to the commencement of the Wage Subsidy Placement date ends during the shutdown period and, where applicable, approve these agreements prior to the shutdown.</li> </ul>



Title	Deed	Description
Work Refusal and Unemployment Failures	jobactive NEST	If a provider becomes aware that a Participant has committed a Work Refusal or Unemployment Failure any time between 21 December 2020 and 3 January 2021, they are advised not to submit the failure report to Services Australia until the first business day of 2021. Providers have up to 10 days after becoming aware of the non-compliance to report a Work Refusal Failure and up to 20 days after becoming aware to report an Unemployment Failure.

## Attachment A: Administrative arrangements over the departmental shutdown period

Advance Trial Payments (NEST only)	Advance Trial Payments for Payment Period four (1 January 2021 – 30 June 2021) will be paid to NEST Providers the week beginning Monday, 4 January 2021.	Providers should note that the system will prevent any claims eligible in Payment Period four (January – June 2021) from being lodged until the Advance Trial Payments are paid by the department.
Claim period and payments for Providers	<p>The last payment run for 2020 is processed on Wednesday, 23 December 2020.</p> <p>These funds will appear in recipients' accounts from Thursday, 24 December 2020.</p> <p>Normal pay runs will resume on Monday, 4 January 2021.</p>	<p>Providers should note that payments entered into the system by close of business 22 December 2020, with a claim due date prior to 5 January 2021; will be processed in the final payment run for 2020.</p> <p>Requests for payments sent after close of business on 22 December 2020 will be included in the first payment run for 2021.</p>
Departmental, National, State and Regional offices	All departmental offices (except the NCSL and Digital Services Contact Centre) will be closed during the departmental shutdown period.	Account Managers and Contract Managers will not be available during the departmental shutdown period.
Departmental notices to stakeholders	<p>The departmental notice to stakeholders will be displayed from November 2020 at the following locations:</p> <ul style="list-style-type: none"> <li>• Provider Portal</li> <li>• ESSWeb Bulletins.</li> </ul>	This notice will alert stakeholders that some providers may change their operating arrangements over the shutdown period.
Digital Information Assurance Section (DIAS)  Security Compliance Support Mailbox	Closed during the departmental shutdown period.	The Security Compliance Support mailbox ( <a href="mailto:securitycompliancesupport@dese.gov.au">securitycompliancesupport@dese.gov.au</a> ) and the team telephone line will be unattended during the departmental shutdown period. Services will recommence when the department reopens on Monday, 4 January 2021.
Digital Services Contact Centre (DSCC) (1800 314 677)	<p>DSCC will provide limited support for Online Employment Services and NEST Participants during this period for those requiring urgent attention.</p> <p>Emails can still be sent to the DSCC at <a href="mailto:digitalservices@dese.gov.au">digitalservices@dese.gov.au</a></p>	Responses can be expected when services will recommence on Monday, 4 January 2021.
Employment Services System (ESSWeb)	All Employment Systems applications will be available throughout the departmental shutdown period including national public holidays and weekends.	Employment Systems Service Desk and Problem Management will not be available during the departmental shutdown period. Emails, Helpdesk Online queries and

		Overrides Helpdesk will not be actioned during that period.
Employment Services Reporting (ESR)	<p>Employment Services and Reporting Team will conduct the usual data warehouse updates. Automated reports to providers will be updated and available as usual.</p> <p>The Star Ratings weekly performance measures Qlik app will not be updated on the week of 28 December 2020.</p> <p>Regular updates will recommence on Monday 4 January 2021.</p>	<p>If there is a load issue, the response times may be slower than usual given it is the shutdown period.</p> <p>ESR Problem Management will not be available during the departmental shutdown period.</p> <p>Services will recommence when the department reopens on Monday 4 January 2021.</p>
Employment Services Tip-off Line (1300 874 536)	<p>The Employment Services Tip-off Line will be closed during the departmental shutdown period. Emails can still be sent to the <a href="mailto:estipoff@dese.gov.au">Tip-off Line</a> at <a href="mailto:estipoff@dese.gov.au">estipoff@dese.gov.au</a> but will not be actioned until services recommence on Monday, 4 January 2021.</p>	<p>Services will recommence when the department reopens on Monday, 4 January 2021.</p>
Employment Systems Service Desk	<p>The Employment Systems Service Desk will be closed during the departmental shutdown period.</p>	<p>EA Knowledgebase will be available but emails, Helpdesk Online queries and Overrides will not be actioned until Monday, 4 January 2021.</p>
jobactive website	<p>The jobactive website will be available 24 hours a day, seven days a week as per the normal hours of operation of the website.</p>	<p>Updates to the jobactive website will not be conducted during the departmental shutdown period.</p> <p>Problem Management teams will not be available during the departmental shutdown period.</p> <p>Services will recommence when the department reopens on Monday, 4 January 2021.</p>
National Customer Service Line (1800 805 260 – NCSL; 13 62 68 – Employment Services Information Line; 13 17 15 – Employer Hotline)	<p>The NCSL will provide limited support during this period for those requiring urgent attention.</p> <p>Emails can still be sent to the NCSL at <a href="mailto:nationalcustomerservice@dese.gov.au">nationalcustomerservice@dese.gov.au</a>.</p>	<p>Responses can be expected after services recommence on Monday, 4 January 2021.</p>
NEIS Commencements	<p>The usual timeframes will apply for a commencement date of Thursday, 10 December 2020. The NEIS Payroll Hub must receive commencement paperwork for offline commencements by close of business Wednesday, 2 December 2020.</p> <p>For a commencement date of Thursday, 24 December 2020, the NEIS Payroll Hub must receive commencement paperwork for</p>	<p>NEIS Providers who wish to commence a Participant on 24 December 2020 should first consider if the Participant will be operating their NEIS Business over the Christmas/New Year period. If a Participant is not able to operate their NEIS Business during this period, it may be in the Participant's best interests to commence on Thursday, 7 January 2021.</p>

	<p>offline commencements by close of business Wednesday, 16 December 2020.</p> <p>For a commencement date of Thursday, 7 January 2021, the NEIS Payroll Hub must receive commencement paperwork for offline commencements by close of business Thursday, 31 December 2020.</p> <p>Note that for online commencements, the usual ESSWeb timeframes apply. NEIS Participants must agree to their NEIS Participant Agreement online by midnight Wednesday of the week prior to commencement.</p>	<p>NEIS Providers should pay particularly close attention to bank account details for participants who commence receiving NEIS allowance on 24 December 2020. Due to the departmental shutdown period, action may not be taken on missing payments before Monday, 4 January 2021.</p>
Qlik	<p>Scheduled data re-loads will continue to run as normal.</p> <p>The Qlik User Support Inbox will not be monitored over the shutdown period.</p>	<p>If there is a load issue, apps will not be manually reloaded until after the shutdown period.</p> <p>The Qlik User Mailbox (<a href="mailto:QlikUsers@dese.gov.au">QlikUsers@dese.gov.au</a>) will be unattended during the departmental shutdown period. Services will recommence when the department reopens on Monday, 4 January 2021.</p>
Question Manager	<p>Questions will not be processed during the departmental shutdown period.</p>	<p>Providers may still lodge questions during the departmental shutdown period; however, the 10 day Service Level Agreement (SLA) will exclude the departmental shutdown period.</p>
Services Australia	<p>Services Australia has developed a comprehensive communication strategy to ensure that customers have information on the reporting and payment dates over the shutdown period.</p>	<p>Information is available on Services Australia's website <a href="#">Public holiday reporting and payment dates</a>.</p>
SMS	<p>SMS facilities will be available during the departmental shutdown period.</p>	<p>Availability is subject to Services Australia and providers' operating hours and site closures.</p>