

From: s 47F(1)
To: s 47F(1)
Subject: s 47C(1) s 47E(d)
Date: Friday, 5 July 2024 9:35:20 AM
Attachments: s 47C(1)

s 47E(d)

s 47E(d)

From: s 47F(1)
Sent: Monday, April 29, 2024 2:08 PM
To: s 47E(d)
Cc: s 47E(d)
s 47F(1)

s 47E(d)

s 47F(1)

Subject: s 47C(1)

s 47F(1)

s 47C(1)

Thank you s 47F(1)

s 47F(1)

Workforce Australia for Individuals Division
Employment and Workforce Group
Australian Government Department of Employment and Workplace Relations

s 47F(1)
dewr.gov.au

The Department of Employment and Workplace Relations acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, waters and community. We pay our respects to them and their cultures, and Elders past, present and emerging.

From: s 47E(d)
Sent: Monday, April 29, 2024 9:56 AM
To: s 47F(1)

Cc: s 47E(d)
Subject: s 47C(1)

s 47E(d)

Good morning all,

s 47C(1)

s 47F(1) or I are happy to chat.

Cheers,
s 47F(1)

Departmental Liaison Officer – Employment and Workforce
Office of the Hon Tony Burke MP
s 47F(1)

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s 47E(d)

OPTIONS: REDUCING PAY SLIP VERIFIED OUTCOMES

Context

- Workforce Australia Services providers may claim Outcome Payments when clients achieve 4, 12 and 26 weeks in employment, regardless of whether the client or provider found the job. Outcome Payments recognise the work that providers do in ensuring clients are equipped with the skills to find work and remain employed.
- The vast majority of Outcome Payments (75 per cent) are verified by the department's IT system using hours and/or earnings declared by clients to Services Australia. Based on the data received from Services Australia, the IT system will automatically determine whether the provider is eligible for a partial or full outcome payment. Pay slips are not required for outcomes verified through information provided to Services Australia.
- Only 25 per cent of Outcome Payments are verified using pay slips or employer payroll summary information.
- The provider may ask the participant for this evidence or contact the employer if they have the participant's permission to do so. Participants are under no obligation to supply pay slip evidence to providers.
- It is inappropriate for any Workforce Australia Services provider to be harassing, bullying or threatening clients into handing over information about their employment. Providers must not utilise the Targeted Compliance Framework to obtain pay slips by creating Provider Appointments or other compellable requirements for the sole purpose to ask for evidence of employment.
- The Department on 8 April 2024 issued guidance to providers reminding them of their obligations and not to harass, bully or threaten clients into handing over information about their employment. A copy of the Provider Portal Notice is at [Attachment A](#).
- Individuals who are experiencing any pressure or harassment from their Workforce Australia Services provider can report this by contacting the National Customer Service Line on 1800 805 250 and the Department will thoroughly investigate these claims and take action as appropriate.
- The Department will review existing complaint data to identify any trends with specific Workforce Australia Services Providers and reinforce the requirements and expectations under the Workforce Australia Services Deed.
- Outcome Payments are a significant revenue stream and financial viability driver for Workforce Australia Service providers. Any changes to Outcome Payment settings will have significant financial viability implications for providers. Given the need for future Outcome Payment settings to be considered alongside any changes to the broader Performance Framework, any re-weighting of the payment model could be considered as part of developing and designing the new employment services system.
- Workforce Australia Service providers are also required to provide pay slips as evidence to demonstrate that an individual was employed by the employer to support a placement involving a wage subsidy.

s 47C(1)

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Attachment A**Provider Portal Notice - Outcome Payments - Requesting Payslips from Clients**

When claiming Pay Slip Verified Outcomes (PSVOs), providers are reminded that while they may ask clients for pay slips, clients are under no obligation to provide them. In addition, providers must seek the client's permission to contact their employer directly for pay slips.

It is inappropriate for any Workforce Australia Services provider to harass, bully or threaten clients into handing over information about their employment. This includes threatening or applying payment suspensions or demerits under the Targeted Compliance Framework, compelling clients to supply payslips or evidence of employment.

Should the Department become aware of specific instances where providers harass, bully or threaten clients to hand over information about their employment (through channels such as the National Customer Services Line), these will be thoroughly investigated and raised directly with providers. Providers are reminded that it is a contractual requirement to act in good faith towards clients at all times and provide services in a manner that does not bring the program, provider or department into disrepute.