

Role of the Local Jobs Program Activity Partnering Provider

The role of the LJP Activity Partnering Provider is to support projects that meet the local priorities as identified by the Taskforce.

Each LJP Activity Partnering Provider should collaborate and work proactively with the Employment Facilitator, LJP Support Officer, LJP Activity Host, the Taskforce, other employment services providers and other stakeholders to meet the needs of Participants and employers in the Employment Region and ensure the success of the LJP program.

LJP Activity Hosts should notify the LJP Activity Partnering Provider once a LJP proposal has been approved.

Each LJP Activity Partnering Provider must perform a risk assessment on each partnered LJP Activity and advise the Department and LJP Activity Host on completion (refer to [section 7 - Risk Management](#) of this Guideline).



System Step: The LJP Activity Partnering Provider must set up the LJP Activity in the Department's IT Systems. The Activity Type for LJP Activities in the Department's IT Systems is Local Jobs – COVID-19 Recovery Program.

The LJP Activity Partnering Provider is also responsible for distributing necessary information in a timely manner to employment services providers with a Participant placed onto a LJP Activity. This includes:

- making the LJP Activity Risk Assessment available to employment services providers seeking to refer Participants into a LJP Activity
- sharing the Activity ID with employment services providers seeking to refer Participants into a LJP Activity where relevant
- passing on attendance information and any incidents from the LJP Activity Host to other participating employment services providers
- advising the LJP Activity Host when a Participant has been referred to their LJP Activity

Additional responsibilities of the LJP Activity Partnering Provider include:

- working with the Employment Facilitator and LJP Support Officer to help ensure that the LJP Activity meets the needs of Participants in the Employment Region
- providing advice in the development phase of LJP Activities
- referring Participants on its caseload to LJP Activities and ensuring this is recorded in the Department's IT system
- provide manual attendance timesheets weekly to the Department for instances where the Participant is unable to lodge their attendance on the Job Seeker App
- collaborating with other employment services providers in the Employment Region where relevant, including sourcing suitable Participants and managing referral numbers to maximise participation
- helping to ensure that the integrity of the LJP (and consequently the good reputation of the Australian Government) is maintained.

Where the activities are extended to include online employment services caseload, the LJP Activity Partnering provider must work with the Support Officers (and the department) to ensure they have all the material required to engage online services Participants safely. More information about risk assessment is included at [section 7 – Risk Management](#) below.

(Deed reference: jobactive Deed clauses 8, 109H, 110 and Annexure A1 Definitions, New Employment Services Trial Deed clauses 8, 112A, 113 and Attachment 1 Definitions, Transition to Work Deed clauses 8, 100E, 102 and Annexure A1 Definitions, ParentsNext Deed clauses 8, 96A, 101 and Annexure A1 Definitions)

1. Management of Local Job Program Participants

Participation in an LJP Activity is voluntary and must be reflected in Participant Job Plans or Participation Plans as Voluntary.

Depending on the LJP Activity they are involved in, Participants will benefit from improved connections with employers and/or having the opportunity to gain the skills and experience required to help them find and keep a job.

Employment Services Provider responsibilities

Responsibilities of employment services providers include:

- referring, placing and commencing Participants in LJP Activities
- monitoring placements
- updating Participant Job Plans or Participation Plans
- undertaking and updating individual risk assessments, as required, for Participant changes in circumstances and advising the LJP Activity Partnering Provider and/or LJP Activity Host
- recording participation
- following up non-attendance of Participants
- reporting incidents to the Department
- working with the LJP Activity Partnering Provider to:
 - advise them when they are referring a Participant to the LJP Activity
 - manage the replacement of Participants to maximise utilisation.

Placing a Participant onto a LJP Activity

It is a priority to ensure that available places in a LJP Activity are fully utilised.

The LJP Activity Partnering Provider will have the first opportunity to place Participants onto the LJP Activity they are connected to.

Either in advance of the LJP Activity commencing or following its commencement, the LJP Activity Partnering Provider should consider if the LJP Activity is shared with other employment services providers in the Employment Region to maximise success.

If the LJP Activity Partnering Provider does not have enough suitable Participants on their caseload they must share the LJP Activity with other employment services providers to ensure Participant engagement and success of the Activity. This can be

done through negotiation with the other employment services providers in the Employment Region, including through the Employment Facilitator.

Where a LJP Activity is shared, the LJP Activity Partnering Provider will provide the Activity ID to other employment services providers to allow them to refer their Participants to the LJP Activity.

The Department will monitor the utilisation of LJP Activity places and may request the Employment Facilitator to liaise with employment services providers to ensure utilisation is maximised. This could include promotion to those job seekers receiving online services.

Commencing and managing a Participant in a LJP Activity

Refer to the relevant program guideline for instructions on commencing and managing a Participant in a LJP Activity:

- [Activity Management Guideline \(jobactive\)](#)
- [Activity Management Guideline \(New Employment Services Trial\)](#)
- [Delivering ParentsNext Guideline](#)
- [Activity Management Guideline \(Transition to Work\)](#)

Annual Activity and Participation Requirements

The LJP is an approved activity for the purposes of meeting a Participant's Annual Activity Requirement (jobactive), Mutual Obligation Requirements (New Employment Services Trial) or participation requirement (ParentsNext and Transition to Work).

For jobactive, the Participant will fully meet their fortnightly Annual Activity Requirement (AAR) based on their participation in the Activity, regardless of their hours of participation.

For ParentsNext, Transition to Work and New Employment Services Trial, participation in a LJP Activity will contribute towards the Participant meeting the requirements set out in their Participation Plan or Job Plan.

Employment services providers may combine a LJP Activity with other supporting Activities where the LJP Activity provides insufficient hours to fully engage the Participant.

Activity Attendance Records

The LJP Activity Host will be responsible for recording attendance on a LJP Activity.

Participants should self-report their attendance using the Job Seeker App.

Where a Participant is unable to record their attendance on the Job Seeker App, manual time sheets will be kept by the LJP Activity Host. This information will be provided to the LJP Activity Partnering Provider at the end of each week, who is then required to provide these to the Department each week via the Contract Manager and will also distribute to other relevant employment services providers, if necessary.

Attendance records will indicate if a Participant attended or did not attend for a given day, including hours of attendance.

Prior to referral, Transition to Work Providers should establish with the LJP Activity Partnering Provider any requirements for monitoring participant attendance on a LJP Activity. Refer to the relevant program guideline for additional information:

- [Activity Management Guideline \(jobactive\)](#)
- [Activity Management Guideline \(New Employment Services Trial\)](#)
- [Delivering ParentsNext Guideline](#)
- [Activity Management Guideline \(Transition to Work\)](#)

Recording Participant Attendance in the Department's IT Systems

Employment services providers should update LJP Activity Referrals in the Department's IT Systems when a Participant leaves or completes a LJP Activity. The Department will be monitoring LJP Activity attendance.

For jobactive Participants, the employment services provider will use the Monthly AAR Hours field in the Department's IT Systems to record the Participant as having met their AAR requirement for the respective period relating to their participation in a LJP Activity.

For ParentsNext, New Employment Services Trial and Transition to Work, participation in a LJP Activity will be considered as contributing towards meeting the requirements set out in the Participant's Participation Plan or Job Plan.

(Deed reference: jobactive Deed clauses 8, 107, 109H, 110 and Annexure A1 Definitions, New Employment Services Trial Deed clauses 8, 105, 112A, 113 and Attachment 1 Definitions, Transition to Work Deed clauses 8, 99, 100E, 101 and Annexure A1 Definitions, ParentsNext Deed clauses 8, 94, 96A, 97 and Annexure A1 Definitions)

2. Use of the Employment Fund (jobactive and New Employment Services Trial), Participation Fund (ParentsNext) or Upfront Payments (Transition to Work)

Employment services providers must discuss the use of the Employment Fund, Participation Fund and Upfront Payments with LJP Activity Hosts to establish what support may be available to assist Participants on their caseload to participate in a LJP Activity (e.g. Participant equipment or transport). This should be discussed and agreed prior to referral and commencement of Participants in a LJP Activity.

Where the Employment Fund or Participation Fund is not appropriate, funding from the Local Recovery Fund can be used for purchases that are related to LJP Activities, where they were approved as part of the Activity. This can include items that are normally eligible under the Employment Fund or Participation Fund. Any purchases already covered through the Local Recovery Fund cannot be reimbursed through the Employment Fund, Participation Fund or Upfront Payments.

The use of the Employment Fund or Participation Fund remains at the discretion of the jobactive, New Employment Services Trial and ParentsNext Providers, in accordance with the relevant program principles and guidelines.

Where a Participant requires items to participate in a LJP Activity and the purchase of these items is a requirement for referral of a Participant to that LJP Activity, employment services providers must ensure their Participants are equipped with any clothing, materials or other Personal Protective Equipment (PPE) to participate in the activity. This should be discussed and agreed with the LJP Activity Host prior to commencement in the LJP Activity.

Transition to Work Providers should use the Upfront Payment (paid on a quarterly basis) to fund any services or activities (such as a LJP Activity) that will support a Participant whilst in Transition to Work.

Refer to the following Guidelines for further information:

- [Using the Employment Fund General Account Guideline](#)
- [New Employment Services Trial Using the Employment Fund General Account Guideline](#)
- [Delivering ParentsNext Guideline](#)
- [Payment and Outcome Performance Target Guideline](#) (Transition to Work).

(Deed reference: jobactive Deed clause 88 and Annexure A1 Definitions, New Employment Services Trial Deed clauses 120 and Attachment 1 Definitions, ParentsNext Deed clause 77 and Annexure A1 Definitions)

3. Risk Management

Work health and safety is a fundamental requirement of the LJP program. A safe system of work must always be in place when people participate in Activities. Work health and safety needs to be assessed at the outset when contemplating whether a LJP Activity is suitable and monitored throughout the LJP Activity to ensure ongoing safety.

Conducting Risk Assessments – LJP Activity Partnering Provider

The LJP Activity Partnering Provider must ensure that a Competent Person conducts and documents a risk assessment before a LJP Activity commences and provides to the LJP Activity Host and any other referring employment services providers. If the LJP Activity Partnering Provider does not itself have a Competent Person, it must engage a Competent Person for this purpose.

The risk assessment is to identify potential risks and hazards associated with the tasks that will be undertaken during the LJP Activity.

The risk assessment should take into account the role of the LJP Activity Host and the tasks that Participants will be undertaking on the LJP Activity, with regard to the following factors:

- the nature of the tasks to be undertaken
- an adequate and appropriate level of Supervision
- the nature of the risk
- the cause of the risk
- consequences of an incident.

In undertaking the risk assessment, the LJP Activity Partnering Provider must consider the working environment, including whether the placement is:

- in a non-public area (such as a private residence worksite with a trades person)
- with a sole trader (such as a butcher or hairdresser who operates from a small shop or private residence)
- working alone with another person
- with alternative hours of work (for example, early starts, night work)
- working in a labour hire environment in one or more different workplaces.

The LJP Activity Partnering Provider must review risks throughout the period of activity and take appropriate action on those risks where required. The LJP Activity Partnering Provider and LJP Activity Host must determine and implement appropriate methods to mitigate the identified risks after conducting the risk assessment.

Where a risk assessment identifies significant work health and safety concerns that cannot be mitigated to create a safe working environment and/or cannot be adequately managed by the LJP Activity Partnering Provider and/or the LJP Activity Host, the LJP Activity must not proceed.

The LJP Activity Partnering Provider must retain Records of each risk assessment and any action taken in accordance with each risk assessment. The LJP Activity Partnering Provider must provide these Records to the Department on request.

[Further information on conducting Risk Assessments is available on the Provider Portal.](#)



Documentary Evidence: Employment services providers have the discretion to determine how they document their risk assessments.



Documentary Evidence: The LJP Activity Partnering Provider must retain Records of each risk assessment and any action taken in accordance with each risk assessment. The LJP Activity Partnering Provider must provide these Records to the Department on request.

Participant Risk Assessment

Prior to referring a Participant to a LJP Activity, employment services providers must assess the Participant's personal circumstances (that is, working capabilities, any health or other personal issues and level of experience) before placing them onto the LJP Activity.



Documentary Evidence: Employment services providers have the discretion to determine how they document their risk assessments.



Documentary Evidence: The employment services provider must retain Records of each risk assessment and any action taken in accordance with each risk assessment. The employment services provider must provide these Records to the Department on request.

If an Online Employment Services Participant is referred to a LJP Activity the Employment Facilitator (and/or Support Officer) must ensure (in consultation with the LJP Activity Host and LJP Activity Partnering provider) that a Competent Person is engaged to undertake the individual risk assessment and takes responsibility for the ongoing risk management for this Participant (where required). The LJP Activity

proponent should include any costs associated with this risk management within their Local Recovery Fund proposal.

Additional Considerations

Refer to the following Guidelines for further information on your responsibilities relating to work health and safety measures and conducting background checks:

- [Activity Management Guideline \(jobactive\)](#)
- [Activity Management Guideline \(New Employment Services Trial\)](#)
- [Delivering ParentsNext Guideline](#)
- [Activity Management Guideline \(Transition to Work\)](#)

(Deed reference: jobactive Deed clauses 8, 107, 109H, 110 and Annexure A1 Definitions, New Employment Services Trial Deed clauses 8, 105, 112A, 113 and Attachment 1 Definitions, Transition to Work Deed clauses 8, 99, 100E, 101 and Annexure A1 Definitions, ParentsNext Deed clauses 8, 94, 96A, 97 and Annexure A1 Definitions)

4. Insurance and Incident Reporting

Insurance coverage for Participants

The Department purchases personal accident insurance and combined public and/or product liability insurance to cover Participants undertaking Activities, including LJP Activities. However, these policies have exclusions. See the Insurance Reader's Guide and insurance policies on the [Provider Portal for further details](#).

The LJP Activity Host and employment services providers must be aware of what is covered by the Department's insurance to ensure there is adequate coverage of the LJP Activity and the Participants. If the insurance coverage is insufficient, the LJP Activity and the Participant(s) must not commence in the LJP Activity.

Employment services providers must ensure any jobactive, New Employment Services Trial, Online Employment Services, ParentsNext or Transition to Work Participants referred to a LJP Activity are adequately insured.

Sourcing additional insurance coverage

If alternative additional insurance is in place tasks excluded under the Department's policies may be delivered, providing there is adequate insurance.

Employment services providers must confirm with the LJP Activity Host that there is appropriate insurance coverage, or where coverage is insufficient, the employment services provider can decide to purchase additional insurance. Where the Provider decides to not purchase the required additional insurance, and the insurance coverage remains insufficient, the Participant must not be referred and commenced in the LJP Activity.

If a Participant or member of the public is injured during a LJP Activity, the employment services provider should encourage the injured person to seek appropriate medical attention or call emergency services depending on the nature of the incident.

When to report an incident

Should an incident occur on a LJP Activity, the LJP Activity Host is responsible for managing the incident, in collaboration with the Supervisor of the LJP Activity. The LJP Activity Host is responsible for advising the Employment Facilitator (for Online Employment Services Participants) or LJP Activity Partnering Provider of any incidents which involve Participants.

It is the LJP Activity Partnering Provider's responsibility to ensure that the Participant's relevant employment services provider is notified.

The Participant's employment services provider must notify their Department Account Manager of an incident within 24 hours of occurring, complete the relevant incident report, and record the incident in the Department's IT Systems in the 'Job Seeker Participant Event' screen.



Work Health & Safety content: If an incident results in the death or serious injury of a Participant, the LJP Activity Supervisor must immediately notify the work health and safety regulator of the incident in accordance with laws of the relevant state or territory.

The employment services provider must notify the insurer, the insurance broker and their Department Account Manager within 24 hours of any incident and/or near miss that occurs during a LJP Activity that is covered by insurance, including those that result in accident, injury or death, of:

- any Participant (including where the incident occurred while the Participant was travelling to or from a LJP Activity)
- any Personnel involved in the delivery or Supervision of the LJP Activity
- members of the public.

If an Online Employment Services participant is involved in an incident the Employment Facilitator will notify the Department who will then complete any reporting or notifying that is required.

Completing incident reports – both Personal Accident and Public and Products Liability



Documentary Evidence: Employment services providers must complete an incident report as outlined in the Insurance Reader's Guide, giving full details of the incident (irrespective of whether a claim is being made at the time). These forms are available on the Insurance page of the Provider Portal.

The incident report must identify if the incident was caused by misconduct by a Participant. Misconduct is something that would, if the Participant was a paid employee, normally result in the paid employee being terminated from paid employment.

It is important that Participants have access to reporting mechanisms if they wish to report an incident, lodge a complaint or provide positive/constructive feedback confidentially. The employment services provider must ensure Participants can easily access an internal, impartial complaints mechanism regardless of the nature of the complaint.

For further information in relation to the process for reporting incidents and completing incident forms refer to the Insurance Reader's Guide.

Recording incidents in the Department's IT Systems



System step: The employment services provider must record details of incidents or accidents in the 'Job Seeker Participant Event' screen in the Department's IT Systems. The employment services provider is also able to report any instances of misconduct or threatening behaviour on the 'Job Seeker Incident Report' screen, whether or not the incident is associated with a police report.

Summary of required Documentary Evidence



Documentary Evidence: Employment services providers have the discretion to determine how they document their risk assessments.



Documentary Evidence: The employment services provider must retain Records of each risk assessment and any action taken in accordance with each risk assessment. The employment services provider must provide these Records to the Department on request.



Documentary Evidence: Employment services providers must complete an incident report as outlined in the Insurance Reader's Guide, giving full details of the incident (irrespective of whether a claim is being made at the time). These forms are available on the Insurance page of the Provider Portal.