

jobactive Provider Webinar Questions & Answers

Webinar held 6th June 2018

Q1: Where do I find who are the CTA Providers are in my region?

A: A list of CTA Providers by region for the CTA Trial is available via the Career Transition Assistance page on the Departments' website here www.jobs.gov.au/cta

Q2: Will CTA Providers be notifying attendance or non-attendance through a supervisor's app, or via email or phone?

A: No. During the CTA Trial, the CTA Provider will be responsible for confirming attendance requirements with each participant, keeping attendance records, and following up any non-attendance that occurs. If the CTA Provider has been unable to make contact with the job seeker over a period of five business days immediately after any failure to attend, the CTA Provider will contact the jobactive Provider who will exit the job seeker from CTA.

Participation in CTA Is voluntary, and therefore no action can be taken under the Targeted Compliance Framework for non-attendance at the activity.

Q3: Does the CTA Provider or jobactive Provider commence job seekers in the Activity?

A: The jobactive Provider is responsible for commencing the job seeker in the CTA Activity in ESS Web.

Once the CTA Provider confirms the details of the Initial Meeting with the jobactive Provider (including date, time and location), the jobactive Provider must book a third party appointment in the Department's IT System with the Initial Meeting details. The jobactive Provider must also issue the job seeker with formal notification of the meeting. On the same business day the Initial Meeting is scheduled to occur, the CTA provider is required to confirm the job seeker's attendance at the Initial Meeting with the jobactive Provider.

The jobactive Provider will then need to:

- include CTA as a Voluntary Activity in the job seeker's Job Plan using code PA05; and,
- place the job seeker into a CTA Activity with an expected to start date that matches the date set for the Initial Meeting, with a tentative attendance schedule.

To place a job seeker into a CTA Activity, the jobactive Provider will need to search for, and view, CTA Activities owned by their organisation; and then, refer CTA job seekers into these Activities via the Job Seeker Calendar through Activity Management. If a suitable CTA Activity is not available in the Department's IT System, the jobactive Provider will need to create a CTA Activity using details provided by the CTA Provider, and will then need to refer CTA job seekers into these Activities through Activity Management.

Once the CTA Provider has confirmed attendance at the Initial Meeting, and accepts the referral, the jobactive Provider must change the status of the job seeker's Activity placement to Commenced. At this point, the jobactive Provider can mark the scheduled CTA event in the job seeker's calendar as attended.

When placing a job seeker into a CTA Activity, the system will require a schedule for the job seeker's attendance in the Activity. As the specific days and times of attendance in CTA will be arranged between the CTA provider and the job seeker, it is suggested that jobactive Providers include at least a single day, or part day, in the job seeker's calendar for the purpose of placing the job seeker into CTA only. This schedule should be recorded for the person's first day at CTA following their Initial Meeting.

Q4: Can you confirm that CTA participation is voluntary, but is compulsory for clients who have Mutual Obligation Requirements?

A: Participation in CTA is on a voluntary basis for all job seekers (including those with Mutual Obligation Requirements).

The only exception to this is the Initial Meeting. It must be booked by the jobactive provider in the IT System as a third party appointment. Attendance at the Initial Meeting is compulsory for job seekers with Mutual Obligation Requirements, and non-attendance can result in action under the Targeted Compliance Framework.

See Q2 for more detail re: CTA Provider following up non-attendance.

Q5: How does the Departments' IT system recognise and record participation hours for AAR jobseekers if CTA Providers are not adding the hours into the Activity Diary?

A: For participating job seekers, use of the Calendar is not required for the entire period of the CTA placement. jobactive Providers should manually record monthly AAR hours for job seekers who are in the Work for the Dole Phase and have an AAR. There will be a new CTA category available for recording this.

Q6: If the jobactive Provider has not been provided with a date for the Initial Meeting with the CTA Provider, what date should be used for the ETS in the job plan? Or do we initiate the referral with job seekers at the same time as the Job Plan?

A: On the same Business Day the CTA Provider receives a Participant Referral, the CTA Provider is required to arrange the Initial Meeting with the job seeker, which must occur within five business days. Once arranged, the CTA Provider is responsible for confirming the date, time and location of the Initial Meeting with the jobactive Provider, who can then book a third party appointment in the Department's IT System and issue formal notice of the Initial Meeting to the job seeker.

At that point, the jobactive Provider can include CTA as a Voluntary Activity in the Job Plan using the CTA job plan code with the expected start date being the date of the Initial Meeting. On the same business day the Initial Meeting occurs, the CTA Provider will confirm job seeker attendance and acceptance into CTA Element(s).

Should the job seeker fail to attend the Initial Meeting, the CTA Provider will advise the jobactive Provider and may agree to reschedule the Initial Meeting. The jobactive Provider will need to update the expected start date in the Department's IT System to the new Initial Meeting date. Although participation in CTA is voluntary, if the job seeker has mutual obligation requirements and fails to attend the Initial Meeting without valid reason, the jobactive Provider will need to consider taking action under the Targeted Compliance Framework.

In the event the CTA Provider determines the job seeker is unsuitable for CTA, the CTA Provider will advise the jobactive Provider the referral has been rejected. The jobactive Provider will then need to update the status of the placement and remove CTA as an Activity in the Job Plan.

Q7: How long does the CTA Trial run for?

A: The CTA Trial will run for two years.

Q8: Are DES clients eligible to be referred?

A: No. Only job seekers registered with a jobactive Provider in one of the five Trial regions and aged 50 years and over are eligible to participate in CTA.

Q9: What is the length of time a job seeker will participate in CTA? How long do the individual Elements go for?

A: The length of time a job seeker participates in CTA depends on which Element(s) they are referred to.

- Tailored Career Assistance Element - a minimum of 50 hours over six weeks;
- Functional Digital Literacy Element - a minimum of 25 hours over a minimum of two weeks; or
- If referred for both Elements – a minimum of 75 hours over 8 weeks.

Where a person is undertaking both CTA Elements, these can be run concurrently, or separately over a combined eight-week period, although where a person is participating in both Elements, they cannot be required to participate in CTA for more than 25 hours in any one week.