



Australian Government

Department of Jobs and Small Business

# Drug and Alcohol Rehabilitation Using Job Plan Code NV07 Advice

Advice

September 2018



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The document must be attributed as the **Stronger Participation Requirements Transition Advice**.

## Contents

Introduction .....	4
The NV07 Job Plan Code .....	4
Changes to exemptions and reasonable excuse .....	4
Residential Programs .....	4
Nominees for job seekers in residential programs.....	4
Treatments and counselling.....	5
Further Information .....	5

## Introduction

This Drug and Alcohol Rehabilitation Advice provides detailed information to employment services providers about how to create and approve a Job Plan for job seekers undertaking drug and alcohol rehabilitation either by attending treatments or counselling or by attending a residential program.

## The NV07 Job Plan Code

The NV07 Job Plan code allows job seekers to have drug and alcohol rehabilitation activities included in their Job Plan either as fully meeting their Mutual Obligation Requirements or counted towards their Annual Activity Requirement hours.

## Changes to exemptions and reasonable excuse

From 1 July 2018, job seekers will not be granted an exemption from their mutual obligation requirements because of drug and alcohol dependency nor will they be able to use their drug and alcohol dependency repeatedly as a reasonable excuse for not meeting their mutual obligation requirements if they refuse to participate in available and appropriate rehabilitation.

Therefore, it is essential that job seekers are given the opportunity to undertake drug and alcohol rehabilitation through treatments, counselling or a residential program and have these activities included in their Job Plans using the NV07 code.

## Job Plan and Job Plan Codes

Currently, two Job Plan codes cannot be removed from a Job Plan: PA04 - Actioning Job Referrals and Opportunities and AI15 - Third Party Appointments. Whilst these two codes will automatically be included in a Job Plan template, Providers should not set requirements against these two codes for the duration of the job seeker's participation in a residential program. See Attachment A.

## Residential Programs

Job seekers undertaking a residential program will fully meet their mutual obligation requirements while they are in residence. Appointments, other activities and Job Searches must not be included in their Job Plans.

## Job Seekers leaving a Residential Program

Providers must stay in contact with the staff of a residential program so that they know when a job seeker has left the residential program. Providers should be aware that a job seeker may leave a residential program at any time, including being asked to leave a residential program due to inappropriate behaviour.

## Nominees for job seekers in residential programs

Job seekers in a residential program should have an authorised correspondence nominee. The nominee will receive all of the correspondence and notifications sent from the Provider to the job seeker. The nominee can advise the Provider that the job seeker is in a residential program and does not have access to a phone or computer.

Staff of residential programs are able to act as nominees for job seekers.

Providers should record details of any conversations with a nominee in the comments screen in the Department's IT systems.

## Treatments and counselling

Job seekers who undertake drug and alcohol treatments or counselling should have these activities included in the Job Plan along with appointments, other appropriate activities and an appropriate number of Job Searches. If the job seeker is unable to undertake other activities in addition to treatments or counselling, the treatments or counselling will fully meet a job seeker's fortnightly Annual Activity Requirement in the fortnights they are participating in that activity, regardless of contact hours.

If the job seeker is able to undertake other activities in addition to treatments or counselling, the treatment or counselling activities will contribute towards their fortnightly Annual Activity Requirement.

Providers must schedule treatments or counselling in the Calendar.

If appropriate rehabilitation services are not available, Providers must record this information on the job seeker's Personal Summary Page 'What you need to know'.

### Key Provider Actions:

- Prepare for a potential increase to your caseload of job seekers who will be eligible for and requiring drug and alcohol rehabilitation activities.
- Become familiar with the changes to exemptions and reasonable excuse to answer any questions job seekers on your caseload may have.
- Discuss the changes with affected job seekers, including the most suitable activity options available to each job seeker i.e. treatments, counselling or a residential program.
- Schedule treatments or counselling in the Calendar.
- Encourage all job seekers on your caseload undertaking residential programs to have an authorised nominee.

## Further Information

Further information on Mutual Obligation and AAR requirements is available in the [Managing and Monitoring Mutual Obligation Requirements Guideline](#).

Information on commencing job seekers into approved activities—including details regarding the suite of activities available for job seekers to meet their activity hours, is available in the [Activity Management Guideline](#).

Providers with additional questions regarding the changes to exemptions and reasonable excuse are encouraged to contact their Account Manager in the first instance, or to submit a query through Question Manager.



## Job Plan

I understand that my primary goal is to gain and maintain employment. I am aware that I have mutual obligation requirements that I must undertake in return for receiving income support payments. These include undertaking job search and/or other activities as specified in this plan that will assist me in finding and keeping a job, as well as attending appointments, job interviews and accepting any offer of a suitable job. I am aware that if I can't attend my appointments, activities or job interviews I must contact my provider (or the Department of Human Services, if I don't have a provider) before the appointment, activity or job interview is scheduled to occur.

I understand that if I don't comply with my mutual obligation requirements, including those as set out in the items marked as compulsory below, my income support payments will be suspended. If I persistently fail to comply with my requirements, I understand my income support payments may be reduced or cancelled.

**Name:**

**JSID:**

**CRN:**

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## Mutual Obligation Requirements

I agree to attend job interviews and do other preparatory activities as directed by my provider. I am aware that this may be in relation to any suitable work, not just work that I would like to do. Compulsory

I agree to follow-up on any job referrals or opportunities that may lead to paid employment as notified by my provider. I am aware that this may be in relation to any suitable work, not just work that I would like to do. I understand that a job referral or opportunity may include applying for a specific job, accepting a job interview, contacting an employer to accept a job interview, updating my résumé to support a job opportunity or providing personal details to support an application or job offer. I understand that where appropriate, these job referrals can be reported to my provider as part of my job search requirements (approved paper form or online) or via other methods as agreed with my provider. Compulsory

I agree to undertake a rehabilitation program with [Provider/Organisation] from [Start Date] to [End Date]. Voluntary

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**Provider Assistance**

<b>Name:</b>	<b>Provider Details:</b>
<b>Signature:</b> <b>Date:</b>	<b>Signature:</b> <b>Date:</b>

This Job Plan is an Employment Pathway Plan, for the purpose of the *Social Security Act 1991*.

## Information You Need to Know

Under social security law, job seekers with mutual obligation requirements are generally required to enter into a Job Plan, demonstrate that they are actively looking for work and participate in activities that are designed to assist them into employment. This Job Plan is an Employment Pathway Plan for the purposes of the *Social Security Act 1991*.

Mutual obligation requirements means activity test, participation or other requirements under the *Social Security Act 1991*.

It is important to note that you may not be paid income support if you don't enter into a Job Plan when required to do so.

Your Job Plan will include activities, appointments, job interviews and other requirements that you need to undertake to meet your mutual obligation requirements.

If you do not meet your requirements, or if you act inappropriately at an appointment or activity, your income support payments will be suspended and you may incur demerits. If you incur 5 demerits within 6 months, your payments may be reduced or cancelled for any further failures.

You must make every effort to find a job. If you do not attend a job interview, or, if you attend a job interview but deliberately act in a way that results in a job offer not being made, or if you fail to act on a job opportunity when requested to do so by your provider, your payment will also be suspended and you may incur demerits.

If you are not meeting these requirements, you will have an interview with your provider or an assessment with Centrelink to discuss your requirements and why you're not meeting them.

However, if there is no good reason why you are not meeting your requirements and you continue to fail to meet your requirements, your income support payments may be reduced or cancelled. If your payment is cancelled, you will not be paid for four weeks and you will have to re-apply for your payment.

If you refuse or fail to accept a suitable job, your income support payments will be suspended and your payment may be cancelled. If your payment is cancelled, you will not be paid for four weeks and you will have to re-apply for your payment.



If you leave a job or are dismissed from a job due to misconduct, your payment may be cancelled. If your payment is cancelled, you will not be paid for four weeks (or six weeks if you received relocation assistance to help you take the job) and you will have to re-apply for your payment.

### What should I do if I can't do the things I have agreed to?

You must let your provider (or the Department of Human Services, if you don't have a provider) know if you can't attend an appointment or a job interview or participate in an activity for any reason. You must do this before the appointment, activity or job interview. If you don't do this, and you fail to attend an appointment or job interview, or fail to participate in an activity, your income support payments will be suspended and you may incur demerits. If you incur 5 demerits within 6 months, your payments may be reduced or cancelled for any further failures.

If there are good reasons why you are unable to look for work, attend appointments, participate in activities or comply with other requirements in your Job Plan, you must discuss these with your provider (or the Department of Human Services, if you don't have a provider).

### What happens if I get some paid work?

If you or your partner have undertaken any paid work then you must tell the Department of Human Services about any income you or your partner have received, in the same fortnight you worked. This will help the Department of Human Services to make sure you are paid the correct amount of income support. If you are overpaid, you may need to pay the money back to the Department of Human Services.

### What if I disagree with a decision that has been made?

If you disagree with a decision that the Department of Human Services has made which impacts on your payment or a decision the Department of Human Services has made about your Job Plan, or have concerns about the service you have received, you should contact the Department of Human Services feedback and complaints line as soon as possible on 1800 132 468.

If you disagree with a decision your provider has made about your Job Plan, or have concerns about the service you have received, you can contact your provider to discuss your concerns or you can contact the Department of Jobs and Small Business National Customer Service Line on 1800 805 260, who will investigate your concerns.

If you are not satisfied with the response you receive, you may take the matter further by contacting the Ombudsman's Office on 1300 362 072.

## Privacy

Your personal information is protected by law, including the Privacy Act 1988. It can only be collected, used or disclosed where you give permission, or where it is permitted by law. We have provided you with important privacy information about the collection, use and disclosure of your personal information. More information is available from [www.jobs.gov.au/privacy](http://www.jobs.gov.au/privacy), your provider, the Department of Human Services, or the Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au). You should ensure that you read and u