

Chapter 5. Servicing Participants with Challenging Behaviours

5.1. Chapter Overview

This Chapter provides information for Providers on recognising and managing challenging behaviour. It includes information on how to continue servicing Participants with challenging behaviours so that they can remain connected with Services and (where applicable) meet their Mutual Obligation Requirements, while limiting risks to the safety of Provider staff, Participants and property.

All Providers are responsible for ensuring people's safety on their premises and that the Services they deliver are carried out safely. Providers should adapt the strategies that are outlined in this Chapter to suit their own circumstances. This Chapter supplements, and does not replace, Provider internal operational policies and procedures. Providers are responsible for informing themselves of their relevant legal and Deed obligations, including relevant Work Health and Safety (WHS) and Privacy Laws, and ensuring compliance with these obligations.

This Chapter provides guidance on [Recognising challenging behaviour](#) and on [Managing a challenging behaviour incident](#).

The [Incident reporting](#) and [post-incident servicing](#) sections provide guidance on servicing strategies for Participants with challenging behaviour. This includes incident notification requirements, Job Seeker Incident Reporting and Managed Service Plans (MSPs) for Participants with challenging behaviours.

This Chapter does not cover WHS incidents. WHS incidents must be reported in accordance with Deed requirements.

5.2. Recognising challenging behaviour

Challenging behaviour is any behaviour that a reasonable person would consider unacceptable or hostile and that creates an intimidating, frightening, threatening, offensive or physically dangerous situation in the workplace or other location.

Challenging behaviours may include but are not limited to:

- physical violence against any person—for example, hitting, kicking, punching, spitting on or throwing objects at a person
- acting in a way that would cause a person to have a reasonable belief that assault was intended
- adopting a physical position or state and/or producing an object that a reasonable person would consider constitutes a serious and/or imminent threat of physical violence
- oral or written (for example, email or communication through social media) threats, abuse or harassment, inappropriate touching or stalking of staff members or other Participants
- damaging, defacing or destroying property intentionally or through inappropriate and aggressive behaviour such as throwing objects or punching and kicking property

- theft of property, illicit drug taking on the Provider’s premises, use of the Provider’s equipment and/or property for illegal purposes
- swearing, making offensive noises or gestures, inappropriate or suggestive comments, vilification
- causing injury to oneself—for example, cutting or indications of suicide or self-harm
- any other behaviour that is deemed inappropriate and warrants an incident being recorded.

A Participant may demonstrate challenging behaviour through digital interactions (including over the phone, email and/or social media), written communication and/or face-to-face interactions (for example at the Provider’s office or while attending training, courses, work placements or internships).

5.3. Managing a challenging behaviour incident

The Department views the safety of Provider staff and Participants as a priority and acknowledges that Providers have a wide variety of expertise and arrangements in place to address safety concerns and challenging behaviours.

Providers are responsible for ensuring people’s safety on their premises and that the Services they deliver are carried out safely. Where challenging behaviour is observed, Providers should consider whether police involvement is required and are encouraged to contact police if they believe it is necessary.

5.3.1. General considerations

Strategies may differ between Providers and their sites. Participants’ circumstances differ and there may be a range of factors that contribute to incidents of challenging behaviour and the most appropriate strategy for the management of that behaviour.

When Providers are dealing with a case of challenging behaviour, they may wish to discuss the Participant’s behaviour with them. Participants have the right to ask questions and appropriately outline their views on their entitlements and servicing. As long as they are not being abusive or using offensive language, Participants should not be considered as demonstrating challenging behaviours in these situations.

Participants bringing children to appointments or activities, including under the ParentsNext program, are responsible for the behaviour of their children.

Where a Participant demonstrates challenging behaviour while participating in an activity, the Provider should take any appropriate action in accordance with the situation (for example, site closure) and their Deed and WHS Laws. They should also discuss with the Referring Provider, or the Digital Services Contact Centre (the DSCC) in the case of Workforce Australia Online Participants, prior to exiting the Participant from the course.

5.3.2. Information sharing between Providers and Services Australia

It is important that Providers make connections with their local Services Australia offices and build effective working relationships to facilitate information sharing, including incident notifications, having regard to the [Privacy Chapter](#). Providers should contact their Provider Lead if support is required to engage with Services Australia.

5.3.3. Immediate notification requirement

Where an incident has occurred and the Provider has reason to believe that the Participant who is displaying threatening, aggressive or violent behaviour poses a serious threat to the life, health or safety of an individual, the Provider should immediately contact the police and advise them of the situation, noting Public Interest Certificate (PIC)/Class PIC requirements (see [Use and disclosure of Protected Information](#)).

Notifying Services Australia

Given the shared interaction of Participants with Workforce Australia and Services Australia, where a Participant has made threats towards Services Australia staff, it is essential that information on these threats is escalated to keep staff and other Services Australia customers safe. In the first instance, the Provider should attempt to call the Services Australia Service Centre (the office closest to the Provider's location or the location of a threat) to advise of the risk. If the Provider is unable to contact the local Services Australia Office or is not sure who to call, they should phone the Services Australia Security Hotline on 1800 046 021. This hotline is managed by Services Australia Regional Security Advisers and is operational nationally between 7.00 am and 7.00 pm Monday to Friday. The Regional Security Advisers will ensure that the issue is escalated appropriately.

In the event of an emergency - call 000.

5.3.4. Temporary Site closures

Where Providers experience incidents involving Participants with violent, aggressive or threatening behaviours, they may elect to temporarily close the affected Site until the situation is resolved or until they are satisfied that the threat no longer exists.

The duration of closures will be determined on a case-by-case basis. Where Sites are closed for an extended period, with interruptions to a Provider's ability to service Participants, alternative servicing arrangements may be required.

A Site should generally be closed if Providers consider that there is an ongoing risk to the health and safety of staff or visitors to the Site.

Where Site/s are closed with interruption to servicing Participants, at a minimum, Providers must:

- notify their Provider Lead as soon as practical, and on the same day, following the decision to temporarily close a Site. This initial notification may be either over the phone or by email – this notification must include program/services affected, site code and reason for closure.
- within 24 hours, provide formal written advice (i.e. email) to the Provider Lead of the closure, including details of affected programs/services, site code, reason for closure, any alternative servicing arrangements that have been put in place and an estimation of when the Site/s will reopen
- provide ongoing advice to their Provider Lead regarding the situation, including estimations of when Site/s will reopen, and any mitigation strategies that have been required, and
- advise their local Services Australia office as soon as possible after the incident if the Provider believes there is a threat to Services Australia, otherwise inform them within 24 hours of the temporary Site closure. If Services Australia has been notified, inform your Provider Lead of the details of the notification.

5.3.5. Disclosing personal and sensitive information

Providers are responsible for ensuring they are aware of and comply with their legal obligations for the handling, use and disclosure of personal and sensitive information.

For information on disclosing personal information and Protected Information refer to the [APP 6: Use and Disclosure of Personal Information](#) section of the [Privacy Chapter](#).

For information on disclosure of Protected Information under the Social Security Administration - Class of Cases - Public Interest Certificate (No. 1) 2022 (Class PIC), including who can disclose information under the Class PIC and when information can be disclosed under the Class PIC refer to the [Public Interest Certificates](#) section of the [Privacy Chapter](#).

5.4. Incident reporting

The following challenging behaviour incident reporting arrangements have been established for Providers delivering the following programs:

- Workforce Australia Services
- Workforce Australia - Transition to Work Services
- Workforce Australia - Career Transition Assistance
- Workforce Australia - Employability Skills Training
- Harvest Trail Services
- Self-Employment Assistance
- ParentsNext
- Workforce Specialists
- Norfolk Island
- Yarrabah Employment Services

5.4.1. Maintaining an incident management plan

It is the Provider's responsibility to have an incident management plan in place that outlines its approach to managing situations where Participants display challenging behaviours, or where Provider staff identify that a situation has the potential to result in this behaviour.

5.4.2. Incident reporting

The purpose of the Incident reporting arrangements is to have a written record of incidents involving challenging behaviour to inform Provider and Services Australia frontline staff of the potential for further incidents, support compliance measures where appropriate and assist Providers to manage the safety of their staff.

The arrangements are designed to make Participants' experiences more consistent across both the Department and Services Australia by aligning processes and terminology for managing challenging behaviour with those used by Services Australia. This is achieved through the use of:

- an **Incident Severity Matrix** – an automated process which assigns a severity level to an incident. The matrix removes subjectivity when determining the severity of an incident based on key information about the incident. The matrix considers the importance of all

incidents being considered in the context of ‘organisational tolerance’ not ‘personal tolerance’; and

- **Managed Service Plans (MSPs)** – arrangements that Providers can put in place to tailor the way Services are delivered to Participants who display challenging behaviours.



Providers must complete a Job Seeker Incident Report for all incidents where a Participant exhibits challenging behaviour, including where it has resulted in a Site closure, in the incident report screen in the Department’s IT Systems (see the [Completing a Job Seeker Incident Report section](#)).

5.4.3. Completing a Job Seeker Incident Report

Completing a Job Seeker Incident Report ensures all staff are informed about the history of a Participant’s challenging behaviour and potential for further incidents. The Job Seeker Incident Report also assists with determining appropriate future servicing arrangements. Accurate recording of incidents ensures that, if the Participant is transferred to another Site or Provider, the receiving Site or Provider is aware of the challenging behaviour/s and can arrange to service the Participant accordingly.

A challenging behaviour incident may also be considered a WHS incident. In these cases, the Provider may need to submit a Job Seeker Incident Report and also Notify the Department of the WHS incident in accordance with Deed requirements.

When creating a Job Seeker Incident Report, Providers should consider that under the FOI Act, a person has the right (with limited exceptions) to access their personal information or documents held by the Department or Providers.

Providers should ensure that, when creating a Job Seeker Incident Report, all records are factual, comprehensive, free from jargon and do not include unnecessary or inappropriate commentary.

Records created by the Department or Providers may also be released as part of Court proceedings.

The tables below outline descriptions for the terminology used for the purpose of reporting incidents in the Department’s IT Systems:

Table 5-A: Challenging Behaviour Incident Reporting Terminology - Types of Incidents

Type	Behaviour or action displayed during the incident
Assault – no weapon	Actual or attempted physical attack: <ul style="list-style-type: none"> • strike • touch or • applies force • without a weapon, either directly or indirectly upon a person.
Assault – weapon	Actual or attempted physical attack <ul style="list-style-type: none"> • strike • touch or • applies force


Type	Behaviour or action displayed during the incident
	<ul style="list-style-type: none"> with a weapon, either directly or indirectly upon a person.
Health and Safety	<p>Any event where the person requires first aid or medical attention due to:</p> <ul style="list-style-type: none"> physical or psychological injury stress reaction illness disease or exposure
Self-Harm	Any incident where a person causes or indicates deliberate injury to themselves
Property	Any incident where a person causes property damage to furniture or office equipment within the Site
Abuse	<p>The use of language:</p> <ul style="list-style-type: none"> to insult or cause offence including racially or religiously motivated abuse
Behaviour	<p>Any incident where a customer acts in a counterproductive manner, including:</p> <ul style="list-style-type: none"> offensive language gestures refusal to leave or disruptive on premises excessive contacts intimidation/coercion harassment and stalking

Table 5-B: Challenging Behaviour Incident Reporting Terminology - Nature of Incident

Nature of Incident	Description
Actual	Where there is a factual occurrence
Threat – Provider	Expression of the intention to do something to the Provider
Threat - Other	Expression of the intention to do something to an ‘other’ person/organisation


Table 5-C: Challenging Behaviour Incident Reporting Terminology - Incident Impact

Impact	Description
Impact Provider staff (with injury)	Where the Provider staff was physically or psychologically injured
Impact Provider other (with injury)	Where an 'other' person/organisation was physically or psychologically injured
Non-compliance with restriction	Breach of existing service channel restrictions applied under an MSP
Site Closure	Where the incident warranted a Temporary Site Closure
None of the above	Other impacts not specified above


 Providers must record a Job Seeker Incident Report in the incident report screen in the Department's IT Systems where a Participant exhibits challenging behaviour. Incidents should be recorded on the day the incident occurred or as soon as possible and within 24 hours.

Where it is not possible for the staff member who witnessed the incident to complete the Job Seeker Incident Report, another staff member should do so on their behalf.


The Department's IT Systems allows a Job Seeker Incident Report to be backdated up to 14 calendar days. If Providers are unable to record an incident in the Department's IT Systems due to technical issues, Providers must notify the Department as soon as possible and create a Job Seeker Incident Report in the Department's IT Systems at the earliest opportunity.

 When recording a Job Seeker Incident Report, you can select multiple options in the following sections:

- What is the nature of the incident? e.g. Actual + Threat Provider + Threat – Other
- What type of incident occurred? e.g. Assault – Weapon + Abuse + Behaviour + Property

 'Comments (optional)' - It is highly recommended to include comments in the Job Seeker Incident Report as this will assist Providers and Services Australia staff to manage the safety and wellbeing of staff, other Participants and the general public. It will also assist with post-incident servicing of the Participant.

Ensure all records are factual, comprehensive, free from jargon and do not include unnecessary or inappropriate commentary.

 Based on information recorded in a Job Seeker Incident Report, the Incident Severity Matrix will automatically assign one of 3 severity levels:

- **Low Severity:** An incident or behaviour that is a low risk to the life, health or safety of an individual or to property. The Provider may issue a verbal warning or a warning letter.
- **Moderate Severity:** An incident or behaviour that is a moderate risk to the life, health or safety of an individual or to property. Incident requires follow-up and may require escalation. An MSP should be considered.
- **Serious Severity:** An incident or behaviour that is a serious risk to the life, health or safety of an individual or to property. Incident requires follow-up and must be escalated to the Provider Lead if there is a Temporary Site Closure (see Temporary Site Closures). An MSP, including restrictions on access to services, may be required.

The above incident severity levels are the same for Services Australia and Provider lodged Job Seeker Incident Reports.



An Incident Report Alert will appear in the top right-hand corner of a Participant's record in the Department's IT Systems, where a Job Seeker Incident Report has been recorded against the Participant in the previous 24 months. The alert displays the number of active Job Seeker Incident Reports to provide a visual indicator of potential risk.

Providers can view the number of active Job Seeker Incident Report/s and Services Australia incident reports for a Participant registered with them, under the incident report screen. Providers will be able to view the date of the incident and severity level. A Provider can only view the details of an incident if the incident was recorded by that Provider or a Provider in the same Organisation.

5.5. Post-incident servicing

The following challenging behaviour post-incident servicing arrangements have been established for Providers delivering the following programs:

- Workforce Australia Services
- Workforce Australia - Transition to Work Services
- Harvest Trail Services
- Self-Employment Assistance
- ParentsNext
- Norfolk Island
- Yarrabah Employment Services

5.5.1. Managed Service Plans (MSPs)

MSPs are arrangements that Providers can put in place to tailor the way Services are delivered to Participants who display challenging behaviours including by:

- using [Servicing Strategies](#) to assist in addressing any barriers or personal circumstances, contributing to behaviour, and/or
- applying [Service Channel Restrictions](#) to assist in managing the impact of behaviour.

MSPs prioritise the safety of staff and Participants while ensuring Participants stay connected to employment services and, where applicable, are able to meet their Mutual Obligation Requirements.

An MSP can be applied at any time where it is considered by the Provider to be appropriate.

Consideration of the contributing factors/barriers should be explored before Providers consider applying servicing restrictions through an MSP. Examples of factors Providers could consider include:

- any Participant history, for example, a death in the family, carer's responsibilities, mental health issues (past or present), and drug or alcohol dependencies (past or present), and
- whether the Participant has disclosed information or displays/has previously displayed behaviour that may warrant:
 - conducting a Change of Circumstances Reassessment (CoCR) using the Job Seeker Snapshot; or
 - requesting the Participant to conduct a CoCR using the Job Seeker Snapshot.

If the Provider is unable to conduct a CoCR, they should discuss the issue with their Provider Lead.

All MSP arrangements must ensure that the Participant remains connected to employment services to meet their Mutual Obligations Requirements.

The Provider should ensure that the Participant understands the requirements of the MSP arrangements.

Some programs have been designed around more intensive and shorter servicing periods and support for their Participants. Providers should follow the relevant processes for their program.

Key steps before applying an MSP

Following an incident or change in behaviour, the Provider should, where possible, discuss the Participant's behaviour with them and, where appropriate, warn them of the implications of that behaviour. This will ensure the Participant is given the opportunity to:

- improve their behaviour, and
- disclose any contributing barriers or personal circumstances.



Warnings can be given verbally or in writing. Where a warning is given, it must be recorded on the Participant's record in Department's IT Systems, under the comments screen or in the free text section of the Job Seeker Incident Report where the warning was a result of an incident.

Before the Provider decides whether to apply an MSP, including the timeframe and type of MSP, they should consider:

- the severity of the behaviour and/or incident(s) including any safety concerns the behaviour may raise
- any contributing factors including barriers or personal circumstances
- the time needed to address issues (e.g. a Participant may only require a short 'cooling off' period), and
- the importance of ensuring Participants remain connected to employment services (see [General Considerations](#)).

Types of MSPs

There are 2 types of MSP:

- **Reactive** – following a challenging behaviour incident (an MSP becomes reactive once it is linked to a Job Seeker Incident Report in the Department's IT Systems).
- **Proactive** – where there has not been an incident but the Provider assesses a change in a Participant's behaviour and has identified barriers or personal circumstances that may increase the risk of an incident. An example of a Proactive MSP might be where a Participant has presented to a Provider Site intoxicated on several occasions, without causing any incident. While an incident has not occurred, the Provider might assess that there is a risk of one occurring in the future and, as such, may put a Proactive MSP in place.

MSP timeframes

When applying an MSP, Providers should consider a timeframe that is appropriate to the severity of the Participant's behaviour and/or incident(s). For example:

An MSP for a short period, e.g. 1 to 10 Business Days, can be used:

- as an immediate response following an incident to provide a 'cooling off' period, or

- to allow the Provider time to further consider contributing personal factors (see [General Considerations](#)) or any other circumstances on the day e.g. physical environment, staffing etc.
- to allow the Provider time to determine if a longer-term MSP is necessary and communicate with the Participant.

An MSP for a longer period, e.g. 11 Business Days up to 12 months, allows time for the Provider to assist the Participant to address any barriers or personal circumstances, provide support and manage interactions between the Provider and the Participant to ensure the safety of all involved.

Servicing Strategies

The types of Servicing Strategies used are at the discretion of the Provider and should, where possible, be discussed with the Participant prior to being put in place. This is to ensure strategies are appropriate to the circumstances and proportionate to the behaviour and risk.

Providers can put in place the following Servicing Strategies:

Table 5-D: Servicing Strategies

Strategy	Description
Anger Management Counselling	This can include general counselling.
Change of Circumstances Reassessment (CoCR)	A reassessment of a Participant’s level of disadvantage, using the Job Seeker Snapshot, which may inform if a Participant requires a Job Capacity Assessment (JCA) or Employment Services Assessment (ESAt).
Financial Planning	Referral to assistance with financial planning.
Housing/Accommodation	Referral for housing/accommodation assistance.
Legal Aid	Referral to legal aid.
Welfare Agency	Referral to a welfare agency including, but not limited to, drug and alcohol counselling, grief counselling, social or community program/course or family relationship counselling.

Internal referral

As part of the MSP, the Provider should consider whether the Participant would benefit from other internal services they might offer such as counselling. They should also check with the Participant to see if their circumstances have changed and if appropriate, update a Participant’s Job Seeker Snapshot or request that the Participant update their Job Seeker Snapshot.

External referral

As part of the MSP, the Provider should consider whether the Participant would benefit from other external services. This could include referral for an ESAt or JCA to ensure the Participant has been referred to the appropriate employment pathway or referral to a range of services, including but not limited to, counselling services (if not available internally), housing assistance, crisis assistance, drug and alcohol rehabilitation or legal aid.

If the Provider is unable to refer the Participant for an ESAt or JCA, they should discuss this with their Provider Lead.

The Provider should also consider the following factors when determining the Servicing Strategies:

- if a participant indicates that they generally feel better at a particular time of day, reasonable steps should be taken to hold the interview at that time (if practicable)
- an individual could be provided with the opportunity to have a support person (such as a family member or friend) who can attend any interviews
- if the participant makes any other reasonable requests in relation to the conduct of an interview or other communications, reasonable steps should be taken to accommodate those requests, and
- an interview should not continue if the participant becomes particularly distressed.

Service Channel Restrictions

The partial or full restriction of one or more service channels may assist Providers in managing the impact of challenging behaviours by enabling them to limit a Participant’s contact with them.

Table 5-E: Channel Restrictions

Type	Effect
Face-to-face - full restriction	Participant cannot attend, in person, a Site where the Provider delivers services.
Face-to-face - partial restriction	There are limitations on how, when and where the Participant may access face-to-face services. For example, a Participant is directed to attend the Site at a particular time on a particular day.
Telephone - full restriction	Participant cannot contact the Provider by telephone.
Telephone - partial restriction	There are limitations on how and when the Participant can telephone the Provider. For example, a Participant is directed to call One Main Contact only.
Writing - full restriction	Participant cannot contact the Provider through any written or digital channel.
Writing - partial restriction	There are limitations on how the Participant can write to the Provider. For example: <ul style="list-style-type: none"> • the Participant is directed to write to a single specific address, or • the Participant is directed to write to their OMC only.

Either face-to-face or telephone servicing must remain available, either fully or partially, at all times to ensure the Participant remains connected to employment services.

An example of a combination of restrictions is where you fully restrict face-to-face servicing and in writing servicing but continue with a partial restriction of telephone servicing.

One Main Contact

As part of the MSP, a Provider may decide to restrict a Participant to OMC within its organisation.

- The OMC should be named in the MSP and the specific details of how the Participant should contact or work with their OMC should be clearly outlined.
- A back up OMC should also be assigned and named in the MSP in the event the primary OMC is unavailable.

Approval to apply an MSP

All MSPs require approval from a Site Manager of the Provider or equivalent and must be recorded in the Department's IT Systems.

Advising the Participant of MSP arrangements

Participants must be notified of the Servicing Strategies and Service Channel Restriction/s in writing as soon as possible after the MSP arrangements have been approved. This notification should also advise the Participant that they can request the restriction/s be reviewed at any time.

Participants can be provided a letter:

- in person, if the Participant is on site
- by postal delivery (Providers should consider registered post to ensure that they can confirm that the Participant has received the letter), or
- by email.

An example template of a letter that may be sent to a Participant is [available on the Provider Portal](#).

Review of MSPs including Participant's request for review/appeal

Participants can have their MSP reviewed at any time or appeal the MSP when it is applied or reviewed. Participants can request a review by their Provider or contact the Department's National Customer Service Line (NCSL) to discuss the servicing arrangements in the MSP.

The Provider should review each MSP regularly (at a minimum, this will be required prior to it expiring) to assess any ongoing risk posed by the Participant. The review should also assess the suitability of transitioning the Participant back to standard service channels.

The Participant should be given the opportunity to participate in the review of the MSP.

As part of the review, the Provider should work through the MSP with the Participant where possible and safe to do so. If an agreement cannot be reached, the Provider should contact its Provider Lead.

If an MSP expires, it will not be automatically renewed and the Participant will no longer have any restrictions in place.

Where necessary, Providers should discuss options with their Provider Lead to either extend the MSP (if there is a continued threat to safety) or transition the Participant off the MSP.

The outcomes of a review may be to:

- end an MSP and return a Participant to standard service channels
- extend an MSP unchanged, or

- vary the MSP arrangements and set a new review date.

Additional reviews of an MSP can be initiated where the Provider sees fit, such as where a Participant's circumstances change or there is a request from the Participant.



The Department's IT Systems automatically populate review date/s depending on the length of the MSP. Providers can amend these dates at any time. A noticeboard message will display when a review is due.

Breach of MSP arrangements

It is considered a breach when a Participant does not follow the servicing arrangements and service channel restrictions as set out in their MSP.

Where a Participant is in breach of the MSP, the Provider must lodge a Job Seeker Incident Report in the Department's IT Systems.

If the Provider identifies that the Participant was not aware of the MSP or service channel restrictions (i.e. did not receive their letter) this should also be recorded in the Department's IT Systems.



Where a Participant has an MSP in place, an MSP Alert will appear in the top right-hand corner of a Participant's record in the Department's IT Systems. The alert displays:

- Service Channels and the level of restrictions, in a traffic light format
- if an OMC is in place, and
- if Servicing Strategies are in place.

Where a Participant repeatedly breaches their MSP and/or continues to be a threat to staff, the Provider should escalate the matter to its Provider Lead. Where necessary, the Provider Lead will refer the case to the relevant team in the National Office of the Department for review and further assistance in managing the behaviour.

Servicing Participants post MSP

Providers should consider and record in the Participant's MSP how the Participant will be serviced after transitioning back to standard servicing, once the MSP and service channel restrictions have been lifted. Consideration should be given to what ongoing measures will be implemented to encourage improved behaviour by the Participant.

5.5.2. Transfers between Providers when a Participant has a Serious Incident and/or Reactive MSP

Participants with a current Provider-lodged Serious Job Seeker Incident Report and/or Reactive MSP seeking a transfer to a different Provider can only be transferred with the involvement of the Department. For more information, Providers should refer to the relevant transfer processes for their program.

Notification of Transfers

Providers will receive a noticeboard message in the Department's IT Systems where a Participant had a Reactive MSP in place at the time of transfer.




For all transfers where a Serious Job Seeker Incident Report was in place at the time of the transfer the receiving Provider will be notified via email through their Provider Lead.

The transfer reason 'Department Administration Transfer (DAT)' can only be actioned by the Department.

5.5.3. Transfers Due to Relationship Failure

If a Provider thinks it cannot maintain a reasonable and constructive servicing relationship with a Participant, they can request that the Participant be transferred to another Provider for servicing. This type of request will require the Provider to demonstrate a genuine attempt to implement post-incident servicing arrangements as outlined in this Chapter. For more information, Providers should refer to the relevant transfer processes for their program.

5.5.4. Summary of required Documentary Evidence

-  Providers must use the Incident Report screen in the Department's IT Systems to record all instances where a Participant exhibits challenging behaviours.
-  Any warnings given to a Participant must be recorded on the comments screen on the Participant's record in the Department's IT Systems.
-  Providers must record all MSP arrangements and restriction/s that are put in place in the MSP screen on the Participant's record in the Department's IT Systems.