



## FACT SHEET

# PARTICIPATION PROGRAM REFERRAL AGENTS

### Participation Program overview

The Department of Training and Workforce Development (the Department) conducts a range of programs designed to deliver training that meets the skill needs of the State including apprenticeships, traineeships, priority industry training and the Participation programs. The Department contracts private registered training organisations (RTOs) to deliver this training across the State.

The Participation Program (the Program) focuses on the delivery of accredited training for those sections of the population that are under-represented in the workforce.

Participation training aims to assist unemployed people to become job ready so they can participate fully in the workforce.

The Program is divided into two sub-programs.

**Participation–Work Readiness** which provides training to unemployed people who are ready to work, but who are seeking relevant skills and experience to access meaningful work.

**Participation–Equity** which provides assistance and training to unemployed people who have barriers accessing mainstream training to become job ready, so they can participate fully in the workforce.

The eligible target groups under this program are:

- Aboriginal and Torres Strait Islanders;
- Culturally and Linguistically Diverse (CaLD);
- people with disabilities; and
- youth at risk.

The Program has a targeted approach to recruiting students from the eligible target groups via referrals from an approved referral agent.

## Referral agent overview

Referral agents are organisations that offer support services such as accommodation, welfare, alcohol and drug rehabilitation etc. to individuals. Such organisations include the Disability Services Commission; Selected Job Actives; Jobs and Skills WA Centres; and community-based organisations.

Individuals who are looking to undertaking training through the Participation Program can be referred by an approved referral agent, or can self-refer (except for youth at risk).

RTOs delivering training to target groups other than jobseekers are provided with additional funding to deliver the qualification, on the assumption that these individuals have barriers to accessing mainstream training and need additional support to engage and retain them in training.

Examples of support that could be offered by the RTO include:

- mentoring and counselling;
- assistance with language and literacy;
- provision of meals;
- assistance with transport and child care; and
- special equipment or facilities.

## Eligibility

A referral agent:

- must provide a case-based management service(s) that assists individuals in dealing with life or work issues;
- work with and refer clients who are from any of the target groups listed at Attachment 1; and
- must agree to have their contact details displayed on the Department's list of referral agents, which is [available on our website](#).

## Responsibilities

- Work with clients to identify training that best suits their individual needs; it is recognised that not all clients will benefit from training.
- Ensure that only clients registered with your organisation are referred to RTOs.

**Please note:** In the past, some RTOs have approached referral agents, providing them with names of individuals that they have identified as suitable for training and requesting the referral agent to state that they are their clients. These practices could potentially impact the RTO's contract with Department.

- Notify the RTO when a suitable training program has been identified by emailing the details of the client and the qualification they are interested in.

**Please note:** The email notification will be used as evidence that the student is eligible for funding as it has come from an approved referral agent.

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- Inform the Department of any issues identified with the RTO's performance in delivering training to your client(s).
  - Ensure your organisation's details on the Department's website are current; as this information is used by RTOs to build relationships with organisations when identifying potential students eligible for publicly funded training.

**Please note:** To update your organisation's details, please email the Department via [training.markets@dtwd.wa.gov.au](mailto:training.markets@dtwd.wa.gov.au).

- Notify the Department if you decide to withdraw from being an approved referral agent.  
**Please note:** You may withdraw at any time.

### Benefits

- Provides you another opportunity to assist your clients meeting their needs.
- Does not cost anything other than your time.
- Increases your capacity to access publicly funded training for your clients.

### How to apply

If you are interested in applying to become a referral agent, please complete the expression of interest form attached to this factsheet, and email it to [training.markets@dtwd.wa.gov.au](mailto:training.markets@dtwd.wa.gov.au).

### Further information

If you would like to obtain more information on the Participation Program [please visit our website](#).

Alternatively you can contact Colette Desvaux on 08 6551 5313 or email [training.markets@dtwd.wa.gov.au](mailto:training.markets@dtwd.wa.gov.au).

### Definitions of eligible target groups

Individuals must be from one of the identified target groups, as defined below:

#### Participation–Work Readiness

To be eligible for the program, students must be unemployed and able to access mainstream training. Students must:

- have a written referral from an approved participation referral agent for jobseekers; or
- be referred by themselves; another agency or recruited by the service provider and have a health care card or pension card.

#### Participation–Equity

To be eligible for this program, students must experience barriers to accessing mainstream training, need greater support in training and must be from one of the following target groups.

**Aboriginal and Torres Strait Islanders** target group must be

- unemployed and have a written referral from an approved participation referral agent for this target group; or
- unemployed and, if self-referred or referred by another agency or recruited by the service provider, able to show they are of Aboriginal descent and have community acceptance as an Aboriginal person. Evidence can include letters from an Aboriginal Corporation or from members of the Aboriginal community

**Culturally and Linguistically Diverse (CaLD)** target group must be:

- unemployed and have a written referral from an approved participation referral agent for this target group; or
- unemployed and, if self-referred or referred by another agency or recruited by the service provider, must have:
  - non Anglo-Saxon<sup>1</sup>, Anglo-Celtic, Aboriginal or Torres Strait Islander ancestry; and
  - documentation that may include but is not limited to humanitarian visas, passports or travel documents or birth certificates or other documentation showing they were born in countries defined as CALD.

**People with disabilities** target group must be:

- unemployed\* and have a written referral from an approved participation referral agent for the this target group; or
- unemployed and if self-referred or referred by another agency or recruited by the service provider, must have evidence of being in receipt of a disability support pension or sickness allowance from Centrelink.

\* Students with a disability who are employed through a supported wage arrangement are eligible.

• **Youth at risk** target group must be:

- unemployed and have a written referral from an Approved Participation Referral Agent for the Youth at Risk cohort.
- aged between 15 – 24 years old.

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<sup>1</sup> Anglo-Saxon and Anglo-Celtic includes people whose ancestry is from a main English speaking country including England, Scotland, Wales, Ireland, Canada, South Africa, and the United States of America

## Participation Program Referral agent expression of interest form

This agency is interested in being a referral agent for the Participation Program for the target groups selected and consents to have their organisation's name and nominated contact details published on the Department's website.

Name of organisation	
Address	
Contact person for RTOs	
Position within organisation	
Contact number	
Contact email	
Contact person for prospective students	
Position within organisation	
Contact number	
Contact email	
Contact person for the Department <b>Not for publication on website</b>	
Position within organisation	
Contact number	
Contact email	
Please indicate how you came to request becoming a referral agent	
<i>Please tick organisation's preferred option</i>	
<p>Note</p> <ul style="list-style-type: none"> <li>• Job Actives are encouraged to refer clients to job seeker training (Work Readiness), unless the client is identified as needing greater support and fall into one or more of the equity groups.</li> <li>• Transition to Work providers must refer their clients to jobseeker training.</li> </ul>	
<b>Work Readiness</b>	<b>Equity</b>
<input type="checkbox"/> Jobseekers	<input type="checkbox"/> Aboriginal people <input type="checkbox"/> Culturally and Linguistically Diverse <input type="checkbox"/> People with disabilities <input type="checkbox"/> Youth at risk

**CONFIRMATION**

I meet the eligibility requirements for becoming a referral agent, and understand and accept:

- 1 The responsibilities of being a referral agent for the Participation—Equity program; and
- 2 where my agency has an RTO arm that is contracted to deliver training under the Participation—Equity program, I agree that it will make training referrals for their clients based on the best interest of that client, and not restrict that referral to the scope of the organisation’s RTO.

Name \_\_\_\_\_

Job title \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

**General organisation information**

**Please indicate your organisation’s structure (circle)**

Charity

Not for profit

For profit

**How long has your organisation been working with the client group/s nominated? (circle)**

1— 2 years

2— 5 years

5— 10 years

10 years or more

**Please provide a broad outline of your organisation and the key services that it provides to the client group/s nominated:**