Managing Wage Subsidies

Updated 1 October 2019

You can easily view and manage your wage subsidy agreements on the [jobactive website](#).

Your provider will send you a link to approve:

- your head agreement (if you don’t already have one) and/or
- your schedule agreement (for the individual placement)

Where agreements are signed in a hard copy document, your provider will approve it on your behalf in the system and will then send you a link so that you can see all of your agreements online.
Wage subsidy agreement notification

Your provider will send you an email to let you know there is a wage subsidy agreement ready for you to approve.

There's a secure link in that email to access your agreement in the Employer section of the jobactive website.

You have 7 days to click the link before it expires.

Your provider can give you a new link if you need one.

Use your existing User ID or Email and Password to sign in to your account. If you don't have an account, just click Register Here to make one. A detailed description of the registration and login processes are available in the Employer Help Guide at https://jobsearch.gov.au/how-to-guide.

When you sign in, a verification code (valid for 20 minutes) will be sent to your registered Australian mobile phone number. Place the code, case sensitive, into the Enter Code screen.
**Important**: Additional users can be added later. This is to ensure continued access to your employer account and linked agreements when staff or email addresses become unavailable.

Never delete a user unless another user is already registered and operational or has been added and their successful access to the account confirmed. Failure to do so will result in your account being inaccessible.

**Find all your wage subsidy agreements**

Click **Wage Subsidy** on the toolbar to see all the agreements associated with your ABN.

You can have head agreements and schedule agreements with more than one provider. To view them all, you will need to link with each provider separately. Each agreement has a status depending on whether it:

- requires signing
- is approved
- has ended
Search and sort your agreements

You can find your wage subsidy agreements in two ways:

1. Search by **Head Agreement** and you can filter by **Provider** or **Status**.

2. Search by **Agreement Schedule** and you can filter by **Employee**, **Schedule Status** or **Vacancy**.

If you don't select a filter your search will show all your agreements. Use **Sort By** to arrange your results in the way you want to see them.
View and approve your head agreement

You have a single head agreement with each provider, and any wage subsidy you negotiate with that provider falls under that agreement.

Use the head agreement search to see agreements awaiting approval. To approve new head agreements quickly, just:

- Read and agree to the Terms and Conditions.
- Confirm your name and email address.
- Approve.

Approving this initial head agreement also approves the attached schedule agreement.
**View your contact details**

Use the agreement schedule search to view and edit your **Employer Contact** details.

Click **More Detail** to see your current contact details.

<table>
<thead>
<tr>
<th>Agreement Schedules</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer: [Redacted]</td>
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<tr>
<td>Start Date: 24 October 2016</td>
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<tr>
<td>More Detail</td>
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<thead>
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<th>Agreement Schedules</th>
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</thead>
<tbody>
<tr>
<td>Employer: [Redacted]</td>
</tr>
<tr>
<td>Start Date: 27 October 2016</td>
</tr>
<tr>
<td>More Detail</td>
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</table>

Click **Edit** to change them.
Edit your contact details

Fill in your first and last name in the **Name** field. Do not add a title like Mr or Mrs. *(Correct: John Smith. Incorrect: Mr John Smith.)*

Put a valid email address in the **Email** field.

You can put your mobile or landline in the **Phone** field. Make sure you include your area code if using your landline, but don't use any spaces. *(Correct: 0262000000. Incorrect: 02 6200 0000.)*

Click **Save** when you're done. The provider will be able to see the changes.
Request a payment

Flexible Claims

To request a payment from your provider, you must confirm the wage subsidy participant has worked the required hours.

At the end of the agreement you have a limited number of days to request your final payment. Your provider will send you an email at the end of your agreement.

Use the agreement schedule search to find your wage subsidy participant and then click Confirm/Declare.

To make your declaration to make a claim for a payment:

- Tick the confirmation checkbox.
- Enter the end date for the period you are requesting payment.
- Upload your supporting evidence (optional, unless requested).
- Submit.
Uploading supporting evidence at the time you request a payment is optional. However, your provider or the Department can ask for evidence like payslips/payroll summaries.

Click **Select a file** to upload documents from your computer to support your request.
View declarations and uploaded documents

All your declarations and uploaded documents are saved. You can go back and view them in the **Employer Provided Evidence** panel.

A provider can confirm your payment request without uploading any documents. You can ask them to upload the documents or send them to you directly.