

## Service Guarantee for jobactive

**This Service Guarantee for jobactive reflects the Australian Government's expectations of jobactive providers. It sets out the minimum level of service each job seeker can expect to receive, as well the requirements they need to meet while looking for employment.**

The Australian Government provides a range of services to help people looking for work. The Government delivers jobactive through a national network of providers, and people who need assistance to find work can access a range of help that's based on their individual needs. The main objective of jobactive is to promote stronger workforce participation and help more job seekers move from welfare to work.

### What you can expect from your jobactive provider

Your jobactive provider will:

- work with you to develop your Job Plan. This sets out the services you will receive and the minimum requirements you need to meet while you are on activity tested income support
- identify your strengths and any challenges you face to increase your job readiness
- refer you to suitable jobs
- match you to a suitable Work for the Dole placement (where appropriate)
- reassess your needs if your circumstances change
- help you with wage subsidies or relocation assistance (where appropriate)
- keep in contact with you and your employer once you have started a job
- provide the services that are set out in their Service Delivery Plan
- treat you fairly and with respect in a culturally sensitive way.

### What is expected of you

There are some things you need to do, including:

- do everything you have agreed to do in your Job Plan
- accept any suitable job

- make every effort to get and keep a job
- do the required number of job searches in your Job Plan
- meet your annual activity requirements—such as taking part in Work for the Dole— as outlined in your Job Plan
- contact your jobactive provider as soon as possible if you are unable to attend an appointment or do an activity
- notify your jobactive provider of any changes in your circumstances.

If you fail to do any of the above it could affect your income support payments.

### Your personal information is confidential

Your personal information is protected by law, including the Privacy Act 1988. Your jobactive provider will only tell employers things about you that relate to job opportunities or, with your permission, your employment with them.

Your jobactive provider may also share information with other government agencies if they need to, to make sure you are getting the right level of support. These agencies may contact your employer to check that the information they have is correct.

You can ask to get access to any information your jobactive provider holds about you, and have it corrected if needed.

## **Compliments, suggestions or complaints**

Your views about the service you receive are important. Department of Employment, Skills, Small and Family Business and your jobactive provider value any feedback you may have.

If you don't think you are receiving the right help and would like to make a complaint, please talk to your jobactive provider first. Your jobactive provider will offer a feedback process which is fair and will try to resolve your concerns.

If you feel you can't talk to your jobactive provider, or you are still not happy, you can contact the Department of Employment, Skills, Small and Family Business National Customer Service Line on 1800 805 260 (free call from land lines) or email [nationalcustomerserviceline@employment.gov.au](mailto:nationalcustomerserviceline@employment.gov.au).

If you have suggestions to improve the service that you are getting or would like to make a compliment about the help you have received, please let your jobactive provider know or call the National Customer Service Line.

If you have any concerns about your income support payments, you should contact the Department of Human Services. Contact details for the Department of Human Services can be found at [www.humanservices.gov.au](http://www.humanservices.gov.au).