



Australian Government

 **jobactive**[®]
work for the dole

 **jobactive**[®]
new employment
services trial

Work for the Dole – keeping you safe

Information for participants

What is Work for the Dole?

Work for the Dole is a part of the Australian Government's employment services. It is a work experience program that offers you the opportunity to demonstrate your capabilities, contribute to your local community and help improve your skills to find ongoing work.

When you take part in Work for the Dole, your health and safety is important.

What can I do to stay safe when I'm at Work for the Dole?

You must take reasonable care for your own health and safety, as well as the health and safety of the people around you. You will need to:

- attend all relevant training
- use any safety equipment and clothing provided and do so appropriately
- be aware of and follow COVID-19 safe practices such as good hand hygiene and social distancing
- take care to avoid doing anything that may be likely to cause harm to yourself or to others
- follow instructions and work systems of your Host Organisation
- report hazards and health and safety problems to your supervisor as soon as you see them.

Who else is involved in work safety when I'm at Work for the Dole?

Your provider and your Host Organisation will play a role in keeping you safe at work. For example:

- your provider must check that your activity is safe and conduct an individual Risk Assessment for you and for the activity
- your provider and Host Organisation must ensure that all state and territory COVID-19 requirements are met when operating any Work for the Dole activity
- your Host Organisation must comply with relevant health and safety laws – including having a COVID-19 Safe Plan in place in accordance with state and territory requirements
- your Host Organisation must provide adequate and appropriate supervision
- your provider or your Host Organisation must provide any training to ensure that you participate in the activities safely; ensure access to facilities such as toilets, hand sanitizer and access to drinking water; and provide any necessary safety equipment like face masks (where required), steel-cap boots and high-vis work clothes.

Am I insured when I am doing Work for the Dole?

Yes. While you are at Work for the Dole you are covered by insurance the Department of Education, Skills and Employment has purchased. This includes:

- personal accident insurance for injury or death that occurs during activities, including any associated training, and travel to and from activities
- combined public and/or products liability insurance which covers participants' liability arising out of their negligence that causes personal injury to third parties or damage to third parties' property.

Costs that can be claimed against Medicare are not covered by the insurance, for example, medical bills from doctors, hospitals and specialists. These bills should be submitted to Medicare for reimbursement. The insurance doesn't usually cover the "Medicare gap", that is, any balance of money payable after the deduction of any Medicare benefit.

The department's personal accident insurance does not extend to illnesses acquired while participating in a Work for the Dole activity. This includes viruses such as COVID-19.

The personal accident policy is not a workers' compensation policy. Participants in Work for the Dole activities do not qualify for workers' compensation.

What happens if someone is unwell while participating on a Work for the Dole activity?

You should tell your host and your provider if you are unwell while participating on a Work for the Dole activity. If you receive a medical certificate due to illness, you should present this to Services Australia to determine whether you qualify for an exemption. Participants who qualify for exemptions are not required to undertake activities for the duration of their exemption.

If you are displaying cold and flu like symptoms, you should speak to your supervisor, then go home immediately, attend an appropriate clinic for medical attention and testing, and contact your provider over the phone.

What happens if there is a confirmed case of COVID-19 on an activity?

If a person at a Work for the Dole activity (participant, supervisor, volunteer) has received confirmation they have COVID-19, or identifies that they may have been exposed, the Work for the Dole activity must be suspended until the area has undergone a comprehensive clean.

Participants who may have been exposed to a confirmed case of COVID-19 must isolate and should contact Services Australia by phone to seek an exemption from their mutual obligation requirements.

All confirmed cases of COVID-19 must follow the requirements set by their state or territory government, including any requirement to close the activity and associated business whilst these requirements are being actioned.

What should I do if I am involved in an accident?

If you are involved in an accident or incident during a Work for the Dole activity, associated training or travelling to or from activities, you should tell your supervisor and your provider immediately. They will let you know what you need to do next. Depending on the situation, the supervisor may provide first aid, or refer you to further medical assistance.

Your provider will report the incident to the department. Your provider will help you if you need to make an insurance claim for any injury that might happen during a Work for the Dole activity.

What should I do if I have concerns about my work environment?

Your Work for the Dole Host Organisation and provider should tell you how to report work health and safety issues and any other concerns. You cannot be made to do unsafe tasks, so you should raise any specific concerns immediately with your Host Organisation. If you are unhappy about how your Host Organisation is dealing with your concerns, contact your provider.

If you are not satisfied with the response from your provider, you can contact the National Customer Service Line on 1800 805 260. You can also contact the safe work authority in your state or territory. You can find their contact details on the [Safe Work Australia](#)¹ website.

Want more information?

Go to the [Work for the Dole](#)² website.

Call the National Customer Service Line on 1800 805 260.

Do you need help with this fact sheet?

If you need an interpreter, please call the Translating and Interpreting Service (TIS) on 131 450*.

If you are deaf or have a hearing or speech impairment you can use the National Relay Service.

For more information, visit the [National Reply Service](#)³ website.

* Note that call charges apply for calls to '13' numbers from mobile phones.

¹ www.safeworkaustralia.gov.au

² www.employment.gov.au/work-dole

³ www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub