



Australian Government



Work Experience: Voluntary Work

Voluntary Work can help you gain skills and experience, while at the same time helping an approved not-for-profit community organisation.

Job seekers aged between 18 and 59 years are eligible for Voluntary Work.

Voluntary Work placements must:

- benefit you as a job seeker, and the community, and offer no financial gain to the host organisation
- provide you as a job seeker with an opportunity to gain skills which will directly improve your employment prospects
- provide opportunities which will develop or enhance your ability to work as part of a team, be guided by a supervisor, work independently, communicate effectively and improve motivation and dependability

A broad range of not-for-profit organisations can host job seekers in Voluntary Work placements. These can include:

- voluntary emergency services (such as rural fire brigades and state emergency services)
- groups or organisations helping vulnerable people in the community, such as the elderly or people with disability
- schools and school tuck shops
- migrant resource centres
- community organisations
- community action groups for the environment (such as Landcare, Waterwatch and endangered species groups)
- wildlife rescue services
- amateur not-for-profit sporting groups, and
- other opportunities that benefit the community.

Note: you may need to complete a police check before working with people in nursing homes or with or near children.

A Job Services Australia provider will be able to advise if an organisation could be eligible for a Voluntary Work placement.

Who can participate?

If you are a job seeker registered with a Job Services Australia provider, you can participate in Voluntary Work at any time. If you and your Job Services Australia provider agree it will benefit you, it may form part of your Employment Pathway Plan.

If you are a job seeker who has a Work Experience Activity Requirement, you can meet this requirement by participating in Voluntary Work.

If you are a job seeker required to complete an Intensive Activity, you can do this through participating in Voluntary Work. Your Job Services Australia provider will advise you if you are required to complete an Intensive Activity.

If you are a job seeker who does not wish to undertake Voluntary Work, you should be placed into another suitable Work Experience Activity to fulfil your Work Experience Activity Requirement.

How to apply

If you are interested in participating in Voluntary Work, you should contact your Job Services Australia provider to find out more information.

Your obligations

If you receive Newstart, Youth Allowance or Parenting Payment with participation requirements, you will need to look for work and take part in activities that will help you get a job.

Your Job Services Australia provider will consider your personal circumstances and negotiate suitable activities to include in your Employment Pathway Plan.

If you are unable to take part in activities you should discuss this with your provider. If you fail to undertake your agreed activities this may affect your income support payments.

Your right to privacy

Your personal information is protected by the *Privacy Act 1988* and information about you may also be protected by the *Social Security (Administration) Act 1999* (for example, if you are receiving income support). Your information may be shared between Job Services Australia providers, the Department of Education, Employment and Workplace Relations, Centrelink and other Australian Government departments and agencies, which enables the organisations to provide you with the most appropriate services to meet your needs.

For more information about your privacy, ask your Job Services Australia provider, DEEWR or visit [privacy.gov.au](https://www.privacy.gov.au).

Our guarantee of service to you

Service Guarantee

You will receive ongoing personalised employment services provided by your Job Services Australia provider. These services will be sensitive to your circumstances and background. To view all Service Guarantees visit deewr.gov.au/jobservicesaustralia.

Code of Practice

Job Services Australia providers are contracted to deliver Australian Government funded employment services and have agreed and are committed to observe the Employment Services Code of Practice. To view the Code of Practice visit deewr.gov.au/jobservicesaustralia.

For more information

Call 13 17 64 or visit deewr.gov.au/jobservicesaustralia.