



Australian Government



# Your Service Guarantee—Stream 2 services

As your Job Services Australia Provider we will:

- Explain clearly what services you are eligible to receive, what we will do for you, and what you have to do, including how often we will meet
- Provide assistance to help you find work
- Treat you fairly and with respect
- Take account of your parenting or caring responsibilities or other recognised limits on your ability to find work

## What help can I expect?

We will work with you to develop and agree the content and activities in your *Employment Pathway Plan* to help you to get work by:

- Setting out what steps to take next on your pathway to employment including looking at appropriate vocational and non-vocational assistance
- Looking at what work you have done before, what you would like to do next and what work is available in your area
- Looking at what skills and education you have and what skills and education might help you get work
- Providing you with help that is suited to your circumstances and which could include training, work experience or other services that will help you find and keep a job
- Working with you to help you deal with any issues that might be making it hard for you to find or keep work

We will also help you find and keep a job by providing:

- Assistance preparing a résumé
- Advice on the best ways to look for work
- Information on job opportunities in your area, including a list of available jobs which are suited to you
- Advice on what types of jobs need more workers
- Advice on how you can receive training to skill you for work opportunities through the government funded Productivity Places Program
- Reasonable access to Jobsearch and computer facilities and advice about how to use them to look for work
- Access to an interpreter if you need one

We will meet with you regularly to help you find and keep a job.

## Work Experience Activities

If you are still unemployed after 12 months we will look at your circumstances again to decide whether you will move into work experience or whether you need different services. There are a broad range of work experience activities and we will talk about which activities are available in your local area and help you to select an activity that is most suitable for you, such as:

- Work for the Dole or Full-Time Work for the Dole community work activities
- Green Corps environmental activities
- Education or accredited training, for example, the Productivity Places Program
- Participation in non-vocational programs (for example, drug or alcohol rehabilitation, counselling)
- Placement in labour market or training and/or skills development programs delivered by other Commonwealth or State Government
- Part-time or casual paid employment
- Unpaid work experience
- Voluntary work in the community and not for profit sector
- Drought Force farm-based activities

We will also continue to meet with you at least every two months while you are undertaking a work experience activity.

## What are my responsibilities?

There are some things that you will have to do if you want to keep receiving income support:

- Make every effort to get a job, and accept any suitable job you are offered
- Do your best at every job interview
- Do everything that you have agreed to do in your *Employment Pathway Plan*, this includes going to all appointments

If for any reason you are not able to keep an appointment or if you have missed an appointment, you have to tell your Provider why as soon as you can. You also have to do this if you can't do or haven't done something your *Employment Pathway Plan* says you have to do.

To ensure that you are getting the right support you have to let your Provider and Centrelink know if something in your life changes such as health, housing, living arrangements, parenting responsibilities, personal crisis, education, voluntary or paid work.

## What happens to what I tell you?

We will only use the information that you provide us to help you find and keep a job or deal with any problems that might stop you from finding and keeping a job.

We have to keep all information confidential. We share the information with government so that they can make sure that you are receiving the appropriate level of support and services from your Provider.

We will only tell employers things about you that are related to job opportunities. We will not tell them anything private or confidential about you unless you want us to.

If you ask, we will show you the information we hold about you.

## What can I do if I'm not happy with the service I receive?

If you think you aren't receiving the right help, you should first try to talk to us.

We will provide a feedback process which is fair and we will try to resolve your concerns.

**If you can't do this, or you are still not happy, you can call the Government's Customer Service Line on 1800 805 260 (free call).**