



Australian Government

jobactive

## jobactive providers

A network of jobactive providers operates across 1700 locations in Australia to provide employment services to employers and job seekers.

**Employers** can get help from jobactive providers to source and recruit employees who meet their business needs.

**Job seekers** can get help from a jobactive provider to find and keep a job.

jobactive providers have a strong understanding of local labour markets. They know where the jobs are, what to do to help job seekers get ready for work and how to match job seekers to employer needs.

### Services for employers under jobactive

Employers looking for staff can receive help from a jobactive provider.

jobactive providers work closely with employers to understand their recruitment needs. They tailor their services to ensure an employer gets the help they need to find suitable staff.

jobactive providers can help employers by:

- referring potential employees who are ready for a real work environment
- providing support after their new employee starts work as they settle into the job
- providing wage subsidies for eligible employees who are mature age, long-term unemployed or Indigenous. From 1 November 2015 there will also be wage subsidies for eligible job seekers who are parents or aged under 30 years.

### More information for employers

Employers who need help with recruitment can go to [www.jobsearch.gov.au/provider](http://www.jobsearch.gov.au/provider) to find the details of their local jobactive provider.

Employers can also choose to manage their own vacancies through the jobactive website. See [www.jobactive.gov.au](http://www.jobactive.gov.au) for more information.

### Services for job seekers under jobactive

jobactive providers work closely with job seekers, tailoring their services to the job seeker's assessed needs so they can find and keep a job.

A jobactive provider will have a face-to-face meeting with the job seeker to develop a Job Plan. The Job Plan will set out all of the activities the job seeker will do to help them find work, such as the job searches they need to carry out and the activities like Work for the Dole that they need to complete.

Services for job seekers from jobactive providers include:

- help to look for work, write a résumé and prepare for interviews
- referrals to jobs in the local area and help to relocate for work if they are interested
- help to become job ready, including targeted training that is suited to the skills that local employers need
- individualised support (called case management) so they are ready to take up and keep a job

- support to complete Work for the Dole, or other eligible activities, that provide work-like experiences, help to learn new skills and improve the job seeker's chances to find a job.

To help job seekers get and keep a job, jobactive providers can access the Employment Fund. This is a pool of funds that can pay for work-related items, professional services, relevant training and support after they start work.

jobactive providers can also connect job seekers to a range of other government initiatives.

To search for a jobactive provider visit [www.jobsearch.gov.au/provider](http://www.jobsearch.gov.au/provider)

### Job seeker eligibility for jobactive

Job seekers who receive income support payments, such as Newstart Allowance, Youth Allowance (other), or Parenting Payment, and have mutual obligation requirements will generally receive the full range of jobactive services.

Some people can also get help under jobactive as a Volunteer job seeker and the type of support they receive will depend on their circumstances. Job seekers may be eligible to volunteer for jobactive services if they:

- are not on income support, or
- are on income support and have no mutual obligation requirements
- are not working or studying full time, and
- have the right to work in Australia.

### Support to suit a job seeker's needs

Most new job seekers on income support will have their first contact with Centrelink, who will assess their needs for jobactive services. Centrelink will refer a job seeker to a service 'stream' depending on their readiness for work. This guides the level of support a job seeker will receive from a jobactive provider:

- **Stream A** job seekers are the most job ready. They will receive services to help them understand what employers want and how to navigate the local labour market, build a résumé, look for jobs and learn how to access self-help facilities. If still unemployed, they will usually start in Work for the Dole, or another approved activity, after six months and receive case management after 12 months in jobactive services.
- **Stream B** job seekers need their jobactive provider to play a greater role to help them become job ready and will be referred for case management support. They will generally start Work for the Dole, or another approved activity, after 12 months in jobactive services, unless they are under 30 years of age and eligible to start after six months.
- **Stream C** job seekers have a combination of work capacity and personal issues that need to be addressed so that they can take up and keep a job. They will get case management support and generally start in Work for the Dole, or another approved activity, after 12 months in jobactive services, depending on their capacity.

### Job seeker obligations

To ensure job seekers remain active and engaged while looking for work, they may need to meet certain requirements to keep receiving income support. These are called mutual obligation requirements.

If a job seeker has mutual obligation requirements, they will generally need to:

- enter into a Job Plan that will outline what they will do to become more job ready and satisfy their mutual obligation requirements
- look for up to 20 jobs each month, with jobactive providers able to tailor this requirement to a job seeker's individual circumstances and local labour market conditions

- complete Work for the Dole or another suitable activity (such as part-time work, part-time study in an eligible course, participation in accredited language, literacy and numeracy training or voluntary work) for six months each year.

A job seeker's mutual obligation requirements vary according to their age and other personal circumstances. Further information is in the Job Seeker Fact Sheet at [www.employment.gov.au/jobactive](http://www.employment.gov.au/jobactive).

### **Expectations for service delivery**

The Australian Government expects jobactive providers to deliver quality services to employers and job seekers.

Service Guarantees setting out provider service requirements can be found at [www.employment.gov.au/jobactive](http://www.employment.gov.au/jobactive)

jobactive providers are required to display the Service Guarantees and their service delivery plans in their offices and make them available to employers and job seekers. Their service delivery plans are also published at [www.jobactive.gov.au](http://www.jobactive.gov.au).

### **Want more information?**

- Go to [www.employment.gov.au/jobactive](http://www.employment.gov.au/jobactive)
- Job seekers can:
  - If they are not registered with jobactive or Disability Employment Services, call the Employment Services Information Line on 13 62 68\*
  - If they are registered with jobactive or Disability Employment Services, talk to their provider or call the National Customer Service Line on 1800 805 260\*
- Employers can call the Employer Hotline on 13 17 15\*

### **Do you need help with this fact sheet?**

If you need an interpreter, please call the Translating and Interpreting Service (TIS) on 131 450\* and ask for the Employment Services Information Line on 13 62 68\* or the Employer Hotline on 13 17 15\*.

If you are deaf, or have a hearing or speech impairment, you can use the National Relay Service. For more information, visit [www.relayservice.com.au](http://www.relayservice.com.au).

*\* Note that call charges apply for calls to '13' and '1800' numbers from mobile phones*