

Unemployed Workers' Rights A Guide



Australian Unemployed Workers' Union

(AUWU)

AUWU Australian
Unemployed
Workers'
Union

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I. Introduction

Congratulations on getting hold of the guide to unemployed workers rights!

You are now reading information written by and for all unemployed and underemployed workers in Australia. The AUWU hope it helps you find your way through the punitive, unpleasant, and often harrowing world of collecting an unemployment entitlement (known as the 'Newstart Allowance').

If you receive an unemployed entitlement, then you have rights. These rights are protected by a number of legal documents which are designed to regulate the employment services industry.

The information on unemployed workers rights contained in this guide is primarily taken from the Government's "*jobactive deed 2015-2020*", the *jobactive* guidelines and the "Guide to Social Security Law".

The *jobactive deed 2015-2020* is a contract that every job agency (also known as *jobactive* provider) signed with the Federal Government. The job agencies are beholden to this contract and are legally obliged to follow it.

This booklet is designed for unemployed workers who attend *jobactive* employment agencies. If you attend a disability employment service (DES), this book will only be of limited use to you (for more info on your rights at a DES, see helpful links section).

You might find this guide tells you things that are surprising or different from what you have been told by your job agent or Centrelink. This is not because we have got it wrong, or because we are interpreting the law differently. The simple fact is job agencies make money from unemployed workers attending certain activities and appointments. For this reason, job agencies commonly use the threat of penalties to push unemployed workers into attending these activities and appointments even though unemployed workers are within their rights to refuse.

The business model job agencies rely on unemployed workers not knowing their rights. The Federal Government is likewise happy to keep unemployed workers in the dark on their rights. The Government aware that if every unemployed worker knew their rights as they are stated in the *jobactive deed* and guidelines, job agencies would find it much harder to force unemployed workers into lucrative activities making the employment services system unworkable.

Once you understand you rights, you will be well on your way to making the best of a bad situation. When you are having trouble coping, or are being treated disrespectfully, chances are your rights are being violated. With the backing of social security law and the AUWU, you can demand better.

The good news is, you are not alone in this struggle. There are over 800,000 Newstart recipients and more than one million underemployed people. If we unite, we have nothing to lose but our chains.

"I am 61 years old and I live in a small rural town. The agency made me attend their offices 180 km away, under threat of penalties. No job interviews just endless nonsense and hoop jumping."
- Anon

II. Helpful Links, Forms and Phone Numbers

Links

<http://unemployedworkersunion.com/helpful-links/>

Links included on this page are:

*Jobseeker insurance guide for Work for the Dole
jobactive guidelines
Membership form
Find your local AUWU branch
Transfer by agreement form
Volunteer organisation approval form
Verification of volunteer work form
Centrelink Nominee Form
Employment Fund information
Disability Employment Service Advocacy Information
Austudy Approved Courses
AUWU facebook page
Free Counselling Services*

Phone numbers

"My jobactive provider wanted me to quit my part-time job that I have worked in for four years and love, to accept the one they got me as a kitchen hand which I would hate. That position would have got me more hours (not enough to get off the dole), and is public transport costly whereas my current job gives us a free bus card to get to work. I went to the interview, and the employer stressed he needed me to have full availability, so I thanked him and said I am sorry to have wasted his time. I got a call afterwards and the jobactive provider was extremely angry. They reported me to Centrelink and I then switched to another provider." - Anon

Australian Unemployed Workers Union Hotline: (03) 8394 5266
Department of Employment Customer Service
Hotline: 1800 805 260
Commonwealth Ombudsman: 1300 362 072

Centrelink numbers

Newstart: 132 850
Youth Allowance: 132 490
Repayment of a Debt: 1800 076 072
Basics Card Balance Enquiry: 1800 057 111
Income Management Inquiry: 1800 132 594
Cares Payment and Carers Allowance: 132 717
Feedback, Suggestions or Complaints: 1800 132 468
Family Payments: 136 150
Indigenous Centre: 1800 136 380
Multilingual Phone Service: 131 202
My Gov: 132 307
Online Accounts and Mobile App: 132 307
Older Australians: 132 300
People with disability: 132 717
Phone Self Service: 133 276
Assistance for Isolated Children : 132 318
Farmer Assistance: 132 316
Students Line: 132 490
ABSTUDY: 1800 132 317
Australian Apprenticeships: 133 633

National Welfare Rights Network Numbers (Centrelink matters only)

Canberra Community Law: (02) 6218 7977

Sydney Welfare Rights: (02) 9211 5300 / 1800 226 028

Illawarra Legal Centre: (02) 4276 1939

Alice Springs Central Australian Aboriginal Legal Service: (08) 8950 9300 / 1800 636 079

Darwin Community Legal Centre: (08) 8982 1111 / 1800 812 953

Darwin Northern Australian Aboriginal Justice Agency: (08) 8982 5100 / 1800 898 251

Queensland Basic Rights: (07) 3847 5532 / 1800 358 511

Townsville Community Legal Service: (07) 4721 5511

Adelaide Welfare Rights Centre: (08) 8223 1338 / 1800 246 287

Hobart Community Legal Service: (03) 6223 2500

Launceston Community Legal Centre: (03) 6334 1577 / 1800 066 019

Barwon Community Legal Service: (03) 5221 4744 / 1300 430 599

Victorian Social Security Rights: [Melbourne] (03) 9481 0355

[Geelong] (03) 5221 4744

[Rural] 1800 094 164

Perth – Sussex Street Community Law Service: (08) 6253 9500 / 1800 642 791

Perth – Welfare Rights and Advocacy Service: (08) 9328 1751

Fremantle Community Legal Centre: (08) 9432 9790

III. Recent Government Attacks Against the Unemployed

Since the Coalition Government came to power in 2013 unemployed and underemployed workers (as well as social security recipients as a whole) have been subjected to a vicious assault, making today the worst time in our post-war history to be looking for work.

These attacks include:

- **Failure to address our Employment Crisis**

Today going by the official figures there are 11 job seekers competing for every job vacancy. This ratio has tripled since 2008

- **Refusing to Raise the Dole to the Poverty Line**

As of April 2016, the Newstart Allowance is currently \$386 below the poverty line per fortnight. This is only expected to increase. This payment has not been increased in real terms for 22 years.

- **Giving Job Agencies the Power to Fine the Poor**

In July 2015, job agencies were given the power to fine the unemployed. The Government is pushing to expand these powers by allowing agencies to fine unemployed people 10% of their entitlement for a variety of offences including *failure to sign a job plan on the spot*, *failure to attend Work for the Dole activity*, and (the open to interpretation) *inappropriate*

"I've lived on Newstart for more than four years. I can't remember the last time I bought a t-shirt. I've been wearing the same three shirts because even \$2 at the Salvos for a new shirt is too much. I can barely pay my bills let alone pay for the textbooks I desperately need for uni." – Ria

behaviour,

The Government wants these fines to be issued on the spot, which will effectively deny any meaningful right of appeal, and give job agencies unprecedented powers over the lives of unemployed and underemployed workers.

- **Work for the Dole Expansion**

On 1 July 2015, Work for the Dole was expanded so that it occurred sooner into the period of receiving unemployment entitlement (six months rather than a year), and for longer (25 hours a week for under 30 year olds).

- **Income Management Expansion**

In March/April 2016, the Federal Government began to trial a new income management program called the 'Healthy Welfare Card' across three sites in South Australia and Western Australia. The 'Healthy Welfare Card' escalates the already discredited and punitive 'Basics Card' by restricting 80% of unemployed people's income to the card (the Basics Card restricts 50%), which can only be used at 'Government approved' places. The Government has indicated it will expand the Healthy Welfare card across all rural areas in Australia.

IV. **Protecting Your Basic Rights: A Checklist**

To ensure your job agency respects your basic rights, the AUWU recommends you take the following precautions:

NEGOTIATE A FAIR JOB PLAN

Check your job plan to make sure you aren't being forced to do things that you don't have to (see appendix I for details about your obligations).

CHOOSE YOUR OWN ACTIVITY

If you are not happy with your Work for the Dole activity, find a suitable volunteer activity and inform your job agency you would like to do this volunteer activity instead. You have a right to undertake a suitable voluntary activity as the jobactive deed considers it an 'approved activity' (see Part 2, Question 2)

GET YOUR BARRIERS TO WORK RECOGNISED

If you feel that your job agency is not recognising your personal circumstances that make it difficult for you to work (medical condition, caring responsibilities, family issues), call Centrelink and ask them for an 'Employment Services Assessment'. Once booked, all mutual obligation requirements will cease until this assessment is attended. If your barriers to work are considered credible, Centrelink may exempt you from activities or significantly reduce your obligations. (See Part 2, Question 3)

ENSURE YOUR JOB AGENT PROVIDES CORRECT SERVICES

See Part One, Question One

PART ONE: Job Agency Questions

1. What assistance is my job agent required to provide to help me find work?

Job agencies speak a lot about the mutual obligations you have as an unemployed worker. However, they often fail to mention their own mutual obligations listed in the *jobactive* deed. According to the *jobactive* deed (section 85-86), there are three main ways your job agency is supposed to help you find work. These are:

I. **General employment services**

Regardless of the stream you are in, your job agency **must**:

- *Canvass with you the jobs that employers have available in the local labour market*
- *Explain your rights and obligations under the Social Security Law*
- *Assist you to prepare a resume*
- *Refer you to suitable vacancies*
- *Make available, and provide advise on how to use,*
- *Provide you with information about skill shortages and advise about local, regional, or national employment opportunities*
- *Assist you to apply for jobs*
- *Explain the employment provider services that the provider will provide to you*
- *Identify your strengths and any issues that you may have relating to finding employment*

If your job agency refuses to provide you with any of these services, they are breaking the *jobactive* deed.

II. **Employment fund**

As an unemployed worker, in certain cases you are entitled to receive money from your job agency for expenses that relate to looking for and maintaining a job.

The amount of money you are entitled to depends on your stream:

- Stream A - \$300 credited at 13 weeks of registration
- Stream B - \$850 credited upon commencement into Stream B
- Stream C - \$1200 credited upon commencement in to stream C

"I have been seeing my jobactive provider for over a year. I was under the impression that they were there to assist me in finding employment. I have never received any assistance. When I made a complaint, the manager of that branch basically told me I was an idiot who clearly didn't understand what the company was supposed to do for me. They always make me feel horrible about myself and my situation." - **Talei**

"My jobactive provider made me buy boots and other personal protective equipment in order to be "job ready".
- **Donna**

I have to go to a jobactive provider once a month. They have been of no help at all. They have never sent me for a job interview, offered retraining, or helped me in any way." – Anon

These fees are only paid once per stream, per period of unemployment (a period of unemployment starts when you commence services with a job agent and ends when you exit). Your job agent must pay for the purchases and then seek reimbursement through the Employment Fund General Account.

According to the "Employment Fund Guideline", the money in the employment fund is designed to "provide eligible job seekers with the work-related tools, skills and experience that correspond with their difficulties in finding and keeping a job in the relevant labour market". Here are some examples given in the "Employment Fund Guideline" of what expenses are covered by the Employment Fund:

- *Accredited interpreters*
- *Accredited training*
- *Clothing and presentation (for job interviews, commencement of employment etc.)*
- *Employer related training (non-accredited only) – should your provider need to train your employer in a particular process or management strategy to meet a job seeker's needs)*
- *Cards and vouchers for food, phone calls or petrol*
- *Jobseeker transport (public transport)*
- *Medical expenses*
- *Non-Work for the Dole Activity costs (eg. Risk Assessments)*
- *Post placement support (should a jobseeker require assistance in addressing issues for maintaining employment)*
- *Professional services (registered psychologists or allied health professionals)*
- *Relocation assistance*
- *Rent and crisis accommodation (only when the job agency has exhausted all other avenues – only available one per period of unemployment, unless under special circumstances such as domestic violence)*
- *Assistance with legal and utility expenses (electricity etc.) -- offered to Stream C unemployed workers only.*
- *Targeted pre-employment preparation (foundation skills training, employability training for one period of unemployment by jobseeker, capped at \$300 per Stream B and \$500 per Stream C) -- offered to Stream B and C unemployed workers only*
- *Tools, books, equipment and mobile phone*
- *Tools and equipment for jobseekers to find and keep a job (this may not be approved until you have secured the job and have a start date)*
- *Books and equipment for jobseekers to undertake training or educational placements*
- *The cost of basic mobile phones (calls, texts, possible emails), for the handset only – not credit.*
- *Other work related items that will assist the jobseeker in securing and/or maintaining employment.*

"I've not once ever been asked how my jobactive provider can help me and what I need to become employable. After 4 years of hearing the same babble I'm about sick of it. I want real help." – Lucas

- *Work Trials limited to no more than 2 weeks and only for the wages earned in that period. There must be a position available to be filled for a paid job trial to go ahead. The employer must pay the jobseeker and the provider can reimburse them. This must be agreed upon between all parties prior to the work trial taking place.*
- *Work related licensing (Forklift, OHS etc.)*

If your job agent refuses to use the Employment Fund for approved expenses, they are breaking their obligations as set out in the “*jobactive deed*”.

"I have been made to hitchhike over 50 kms to and from the agency with no help and a refusal to pay for a train ticket or any other support."

- Robert

III. Wage Subsidies

If you find a job, in certain circumstance you are entitled to a wage subsidy from your job agency.

According to the “*jobactive deed*”, the wage subsidy amounts to \$990 and is available to unemployed workers in every Stream.

To be get a wage subsidy, you must enter into one of the following programs:

- Restart Programme
- Long Term Unemployed (LTU) and Indigenous Wage Subsidy
- Youth Wage Subsidy
- Parents Wage Subsidy
- Tasmanian Jobs Programme

Ask your provider if you can qualify for any of these programs

2. [My Job Agent is Not Recognising my Barriers to Work \(medical condition, caring responsibilities, family issues\). What can I do?](#)

Request an Employment Services Assessment. See Part 2, Question 3 for more details.

3. [I am being forced to sign a job plan that does not recognise my needs and abilities.](#)

Your job plan must reflect your personal circumstances. If you feel that your job plan does not accurately reflect your needs and abilities, request that your job plan be changed immediately.

According to the “Job Plans Guideline”, your job agency **must** take into account the following circumstances when setting and approving the terms of your job plan:

"I am a single mother and have worked most of my life. I have a university degree and volunteer, and right now I am studying to be a psychologist. I find it impossible to live on Newstart with three kids under 13 and studying full time. I constantly live hand to mouth, often can't afford to buy food, petrol. I don't smoke or drink alcohol and I don't go out anywhere. Once a month (every second payment) 100% of my payment goes on paying my rent for that month. For that next fortnight, I have to rely on cash converter loans, borrowing from friends, advances, or hoping I get the minimal \$50 per week child support for three kids from their dad." - Kelly

- *the job seeker’s individual circumstances, in particular their assessed work capacity (where relevant), their capacity to comply with the requirements, and their personal needs*
- *the job seeker’s education, experience, skills and age*
- *the impact of any disability, illness, mental condition or physical condition of the person on the person’s ability to work, to look for work or to participate in activities*
- *the state of the local labour market and the transport options available to the person in accessing that market*
- *the participation opportunities available to the person*
- *the family and caring responsibilities of the person (including availability of child care)*
- *the length of travel time required to comply with the requirements (90 minutes each way or 60 minutes if the job seeker is a principal carer parent or has a Partial Capacity to Work)*
- *the financial costs (such as travel costs) of complying with the requirements, and the person’s capacity to pay for such costs*
- *any other matters that the Provider considers relevant in the circumstances (including if the job seeker discloses that they are a victim of family violence)*
- *if the job seeker has any vulnerabilities or vulnerability indicators (as identified by DHS) such as homelessness, psychiatric problems or mental illness, severe drug or alcohol dependency, traumatic relationship breakdown, etc*
- *cultural factors*

If your job agent refuses to recognise your personal circumstances, they are breaking the *jobactive deed*.

4. [Do I have to sign my job plan when it is first presented to me?](#)

Under the “jobactive deed”, unemployed workers are entitled to negotiate an appropriate job plan. However, job agencies are known to threaten unemployed workers with penalties if they do not immediately agree to the terms in the job plan. This is a breach of the “*jobactive deed*”.

Job agencies cannot penalise job seekers for not signing their job plan on the first appointment. According to the “Job Seekers Compliance Framework Guideline”, unemployed workers can only be penalised for not signing the Job Plan after the second appointment (which should come a month after your first appointment).

Below is an excerpt from the “Job Seeker Compliance Framework Guideline”:

Failure to enter into or vary a Job Plan — *This is submitted when the job seeker attended their Appointment but did not enter into a Job Plan or did not agree to their Job Plan on the jobactive powered by JobSearch website or jobactive Job Seeker App in the required timeframe. DHS will investigate the*

“I told my caseworker at the jobactive provider that I am on pain medication and that my lowest disc slips out of adjustment without notice and would render me unreliable for any work commitment. She just showed me where to sign or I wouldn’t get paid. I now have to survive on \$240 a week and attend appointments with these agencies that are an hour round trip by car whenever they see fit to see me. I’m back on my anxiety medication and feel helpless and depressed. I feel incredibly angry, ashamed and guilty for some reason, Maybe that’s where they want me. I am a nothing and considered a nobody to the Australian government.”
- Darren

incident with the job seeker and will book another Appointment with their Provider for them to sign the Job Plan. If the first failure is applied by DHS and the job seeker again refuses to enter into/vary their Job Plan, an ongoing failure to meet a condition of their payment may exist. If DHS confirms this, the job seeker's payment may be cancelled from the date of the second refusal

5. What are my Job Search requirements? Can I have them reduced?

Under the *jobactive* system, most unemployed workers are required to look for 20 jobs per month (see appendix I for details). However, there are a number of instances where your job search requirements should be reduced. These include:

• **Paid Work**

According to the “Mutual Obligations Guideline”, if you are undertaking at least 40 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches should be halved.

If you undertaking at least 70 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches should be nil.

If you are a recognised Primary Care Parent (PCP) or have a Partial Capacity to Work and you are working 11-29 hours of paid work (including self-employment) per fortnight, your Job Search should be halved.

• **Special Circumstances**

Below is an excerpt from the “Mutual Obligation Guideline”:

There are some prescribed circumstances in which the number of Job Searches may be reduced. Providers may reduce the number of Job Searches as a result of a job seeker's:

a. For all Job Seekers

- *physical, intellectual or psychiatric impairment*
- *alcohol or drug abuse, where this is likely to impede Job Search*
- *substantially elevated level of family and caring responsibilities*
- *accommodation situation, where this is likely to impede Job Search*
- *education or skill level, where this is likely to substantially limit job opportunities*
- *current Employment status (Part-Time or casual work)*
- *domestic violence (including family violence) or family relationship breakdown (Note: DHS may also grant an Exemption from Mutual Obligation Requirements in these circumstances.)*
- *final three months of pregnancy*
- *level of English language skills, where the job seeker is undertaking a course to improve these skills*
- *cultural factors*
- *the state of the labour market and the transport options available to the person in accessing that market (for example, taking into account travel time).*

"I am a single father with a five-month old. My jobactive provider is constantly cutting off my payments, claiming I am not meeting my job search requirements. How am I supposed to support a child if they keep cutting me off?" - Cohan

For example, a Stream A job seeker either living in a metropolitan area or within 90 minutes travel time to a metropolitan area would be expected to have 20 Job Searches per month. In a regional area with limited vacancies and where the travel time to more positive labour markets is more than 90 minutes, it might be appropriate that a Stream A job seeker has a lower Job Search requirement—for example, 15 Job Searches per month.

b. For Stream C job seekers and job seekers aged 60 years and over

The number of Job Searches required by Stream C job seekers and job seekers aged 60 years and over depends on their capacity. However, in general they would be expected to undertake 10 Job Searches per month.

In setting an appropriate number of Job Searches, in addition to the considerations outlined above, Providers may also consider the extent to which:

"I refused to sign and give details of my new employer on a form titled 'Placement Details Form' because they did not place me. My caseworker yelled at me and told me I have to sign the form. I explained I did not have to provide that information and was told (yelled at) that I did have to provide that information according to Centrelink. I was told Centrelink would suspend my payments for not signing the form. I refused and after some more yelling was given an appointment notification letter. I did not realise my appointment notification letter contained a compliance warning until I got home. At the time I was only told that they would inform Centrelink I have been uncooperative."
-Sheryl

- *other non-vocational issues or vocational issues are being, or have been, addressed*
- *the job seeker has undertaken re-skilling or re-training.*

For Stream C job seekers, it might be appropriate in some Exceptional Circumstances to have no Job Searches for a period while non-vocational issues are actively being addressed (for example, where a job seeker is undertaking a residential drug and alcohol rehabilitation programme). The number of Job Searches required of Stream C job seekers would be expected to increase over time as they overcome or sufficiently manage personal or non-vocational issues

c. Other Reasons

Below is an excerpt from the "Mutual Obligation Requirement Guideline":

Language, Literacy and Numeracy (LLN)

courses

For those job seekers that Providers have identified as needing to improve their LLN skills, Providers may reduce the number of Job Searches during the period when the job seeker is actively participating in a LLN course. The job seeker would need to be undertaking Skills for Education and Employment, Adult Migrant English Program or another accredited LLN course. However, Providers must ensure that the job seeker is simultaneously undertaking some Job Search while participating in these programmes.

"Since being made redundant from a job I did for more than 21 years, I have had only casual or fixed term jobs. I have also done four certificate courses, yet recently my jobactive case worker said, "You have a history of being unemployed". I am made to feel useless by these jobactive staff, who are totally out of touch with the tough realities of looking for work, especially if you are mature aged." - Glen

Other circumstances

Providers must not include Job Search requirements for job seekers while they are undertaking NEIS Training, the NEIS programme or during the final three months of pregnancy.

PCPs and PCWs (15 to 29 hours per week) who are fully meeting their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved study must not have any simultaneous Job Search requirements included in their Job Plans.

Job seekers aged 55 years and over who are meeting their full-time Mutual Obligation Requirements through 30 hours per fortnight of paid work or approved Voluntary Work must not have any simultaneous Job Search requirements included in their Job Plans.

Providers must also not include Job Search requirements in the Job Plans of Early School Leavers (ESLs),

6. My job agent is bullying me. What can I do?

All job agencies have to abide by the ‘Employment Service Provider Guarantees’ and ‘Employment Services Code of Practise’. These documents guarantee that you must be treated “fairly and with respect”. If you feel your job agency is breaking these commitments, we encourage you to take the following actions:

- **Take a friend or family member to your next appointment**

Having a witness present will make your job agent much less likely to bully you. This is your right. If you would like an advocate to help you deal with Centrelink as well, ask a friend or family member to sign a Centrelink nominee form (see helpful links).

- **Request a new case manager**

Ask to speak to the manager at your job agency (alternatively you can write a letter/email). Inform them that your job agent is not fulfilling its basic commitments to treat you fairly and with respect as stated in the ‘Employment Service Provider Guarantees’ and ‘Employment Services Code of Practise’ and you would like to be given a different case manager (see Appendix III)

- **Change job agencies**

Fill out a transfer by request form (see helpful links) and state that you wish to transfer agencies on the basis that you can get better services elsewhere. See question ten for more details.

- **Make a complaint**

Lodge a formal complaint with the Department of Employment. See Part Three for more details.

7. **I am being threatened with a penalty or activity that I do not understand. What can I do?**

If your job agency asks you to do something that you feel uncomfortable with, request that your job agent provide evidence of what they are demanding of you with reference to the *jobactive* deed or a *jobactive* guideline. Inform them that you will not be able to cooperate until evidence is provided justifying their actions.

8. **I am being forced to attend multiple appointments per month (including training activities). What can I do?**

According to the “Mutual Obligation Requirements Guidelines”, unemployed workers are generally only obliged to attend **one job agency appointment per month**. If your job agency informs you that you are required to attend more appointments than this basic requirement, this is a breach of the *jobactive* deed and guidelines.

In addition to your Annual Activity Requirement (Work for the Dole, voluntary activity etc.) which generally occurs for six months of the year, according to the “Mutual Obligation Requirements Guidelines” you are usually required to attend only one job agency appointment per month (see Appendix I for more details).

"I feel like I treated like a criminal, doing activities that have zero impact on my job prospects. My jobactive provider makes me go in every single day for an hour to apply for work on their computers." - Anon

If your job agent demands that you attend any more appointments on top of this monthly appointment, inform your job agency that would like to re-negotiate your job plan to put it in line with the minimum “Mutual Obligation Requirements”. If your job agency insists that you must attend more than one job agency appointment per month, request that your job agent produce the relevant section of the *jobactive* deed or guidelines to provide evidence for this requirement. State you will be unable to comply with their demand until they do so.

If you are unable to attend your monthly job agency appointments due to certain issues, you have the right in certain circumstances to conduct the appointment over the phone.

9. **My job agent does not give me enough notice before scheduling an appointment or activity. What can I do?**

As noted in the “Job Seeker Compliance Framework Guideline”, your job agent must give you reasonable notice ahead of any appointment or activity.

So what is reasonable notice?

It depends on how you are contacted. Below is a excerpt from the Job Seeker Compliance Framework Guideline:

- *If your provider contacts you by **phone, face to face, or handed a letter to organise an appointment or activity, you must be given 3 Calendar days notice.***

Note: If you are contacted by phone, the provider must speak directly to the job seeker.

- *If you are contacted you by **email** (only available when it is the job seeker's notification preference), you **must be given 2 business days notice.***

Note: For an email notification to be valid, Providers must ensure that the job seeker has read and understood the email—for example, by using a 'read receipt'—at least one day before the Appointment or activity. Where the job seeker does not respond to email notification, another method should be used.

- *If you are contacted by mail, you must be given **4 business days notice.***

**“Two weeks into Newstart I went online to view my profile and saw that I had been cut off. Back in Centrelink, they told me I hadn't attended an appointment. I was never told of any appointment and had never heard of the agency. No letter, no appointment reminder... nothing.”
- Darren**

However, according to Social Security Law your job agent **can simply bypass these rules by organising an appointment or activity directly with the unemployed worker as long as the unemployed worker agrees.**

This relies on the job seeker **not knowing their rights.** If your job agent tries to organise an appointment or activity without the required notice, simply inform them of your rights and lodge a formal complaint

10. I want to change Job Agencies. How can I do this?

Transferring providers is an important right of unemployed workers. While you can request a transfer at anytime by filling out a “Transfer By Agreement” form (see ‘helpful forms’ section) job agencies are only obliged to accept your transfer request under specific circumstances as noted under the “Transfers Guideline”. These are:

- **Change of Address**

After changing addresses, the Department of Human Services can automatically transfer you to a new provider if it is determined that your current Employment Provider is “not within a reasonable distance” of your new address.

If the department does not do this automatically, then you can do it yourself through a Transfer By Agreement form.

If you get transferred automatically and you would prefer to stay at your old Provider, you can also request a transfer.

- **Relationship Failure**

If you believe you cannot maintain a “reasonable and constructive relationship” with your Employment Service Provider, you can call the Department of Employment National Customer Service Line on 1800 805 260. A customer service officer will record the request and help to make the transfer if approved.

“The manager at my jobactive provider office hung up on me during a phone call because she ‘wasn't happy’”. - Liljana

- **‘Better Servicing’**

If you believe that you could receive services that could “better enhance” your Employment prospects from another provider, you can request a transfer.

To request a transfer, you must call the Department of Employment’s National Customer Service on 1800 805 260, which will assess the request. If the Department agrees, they will action the transfer. If they do not agree, you will be informed of the decision.

11. My job agent wants my pay slips. What should I do?

There is no section of the mutual obligation requirements guideline that states unemployed workers are required to hand in payslips to their job agency. You are required to report your income to Centrelink, not your job agency.

If your job agency requests that you hand in your payslips, inform them that you will only give them the payslips if they provide evidence with reference to the *jobactive* deed stating that it is part of your mutual obligation requirements. State you will be unable to comply with their demand until they do so.

"My sister's jobactive provider had her payments from Centrelink suspended because she didn't attend an appointment. She was giving birth this day and they were aware she was due to have her baby."

– **Nalina**

12. My job agency is penalising me for missing an appointment with them. What is a reasonable excuse for missing this appointment?

Before your Employment Service Provider can issue a Provider Appointment Report to recommend to Centrelink that you should face a financial penalty for failing to attend an appointment or activity, they **must** contact you **on the day of being made aware of the compliance** to ensure a reasonable excuse “does not exist”.

"I made the mistake of telling my jobactive provider I had found work and wouldn't be coming in anymore. I didn't give them the details and now they continue to call and email me almost bi-weekly wanting details of my employer and payslips, and threatening to cut my payments and report me to Centrelink for fraud." – **Tom**

This means that if your Employment Service Provider issues you with a financial penalty **without** contacting to see if you have a reasonable excuse, the penalty is illegal.

As stated in the Job Seeker Compliance Framework Guideline

“A Provider Appointment Report (PAR) can only be submitted after contact has taken place between the Provider and job seeker to confirm Reasonable Excuse does not exist.”

Under Social Security Law, a reasonable excuse has a very vague definition. Below is an excerpt of the Job Seeker Compliance Framework issued by the Government:

“When determining whether a reason for non-attendance is valid, Providers will need to use their judgement and knowledge of the job seeker. Generally, the measure of ‘validity’ is whether a member of the public would accept the circumstances as reasonable. For example, given that the focus is for job

**"I have permanent back pain and they still force me to apply for kitchen and house keeping jobs."
- Ljubica**

seekers to develop work-like behaviours and move into sustainable paid employment, would the reason that the job seeker provides be accepted by an employer?

Based on the discussion with the job seeker, the Provider must assess whether the jobseeker had a Reasonable Excuse for failing to comply with the requirement. A 'Reasonable Excuse' is an excuse that would seem reasonable to a member of the public. Given that each situation is different, Providers need to consider

what is reasonable in the specific context of the non-compliance.

There are two stages in assessing whether the job seeker has a Reasonable Excuse for failing to comply with the requirement:

Providers must consider why the job seeker did not comply. If the job seeker provides an acceptable reason, the Provider must then consider why the job seeker did not give prior notice. Where a job seeker does not give prior notice of their inability to attend and it would be reasonable to have expected them to do so, they do not have a Reasonable Excuse. In some instances, prior notice will not be relevant for Providers to consider—for example; inappropriate behaviour or declining suitable paid employment”

13. My job agent is forcing me to accept a job that is not suitable. Can I refuse it?

The “Mutual Obligations Requirements Guideline” gives unemployed workers the right to reject work that is considered “unsuitable”. Below is an excerpt of the guideline:

“Work will be Unsuitable if it:

- aggravates a job seeker’s medical illness, disability or injury*
- is above the job seeker’s assessed work capacity within the next two years with Intervention*
- does not meet the applicable statutory conditions of work*
- requires the person to change their place of residence where they are unwilling to move*
- involves unreasonable commuting time from home to work (more than 60 minutes one way for PCPs and job seekers with an assessed PCW and more than 90 minutes one way for other job seekers)*
- involves skills the job seeker does not possess and appropriate training will not be provided by the Employer.*

Where job seekers are undertaking an education or training activity that is included as a compulsory item in their Job Plan, the job seeker is only required to accept a job that does not conflict with the timing of that education or training.”

**"My job active provider made me apply for a job that was three hours a day, working four days a week, and required spending more than two hours by public transport to get to. So I would have spent twelve hours a week working, and sixteen hours traveling."
- Anon**

PART TWO: Work for the Dole Concerns

1. I am being forced to undertake a Work for the Dole activity against my will. Can I undertake another activity instead, such as voluntary work or part time study?

Job agencies routinely claim that Work for the Dole is a compulsory activity for most unemployed workers. This is not true.

The latest “Mutual Obligations Requirements Guideline” clearly states that other approved activities aside from Work for the Dole “will enable a job seeker to meet their Annual Activity Requirement”.

These activities include voluntary work, part time study and accredited language, literacy and numeracy courses.

It must be remembered that Job agencies make money every time an unemployed worker undertakes a Work for the Dole activity (see appendix II). As a result, it is commonplace for job agencies to force unemployed workers into Work for the Dole activity without informing them of these important options.

Below is an excerpt from the Mutual Obligations Requirements Guideline on what is an approved activity:

For job seekers aged 18 to 49 years with full-time Mutual Obligation Requirements, Work for the Dole is the principal Activity to meet their Annual Activity Requirement unless they have:

- arranged to meet their Annual Activity Requirement through another approved Activity that will start at the time they become subject to the Annual Activity Requirement, or*
- already undertaking other approved Activities at the time they enter the Work for the Dole Phase.*

Job seekers aged 50 to 59 with full-time Mutual Obligation Requirements may choose to undertake Work for the Dole or other approved Activities to meet their Annual Activity Requirement.

PCP (Primary Care Participants) and PCWs (Partial Capacity to Work) of any age may choose to undertake Work for the Dole or other approved Activities to meet their Annual Activity Requirement.

"I'm in my 50's, and my jobactive provider told me that I had to do Work For the Dole for 25 hours per week or lose the dole." – Allen

In addition to Work for the Dole, the other approved Activities that will enable a job seeker to meet their Annual Activity Requirement are:

- *Part-Time Employment*
- *Unpaid Work Experience Placements*
- *Voluntary Work*
- *part-time study/training (in a Certificate III or higher)*
- *accredited language, literacy and numeracy courses, which can include*
 - o *Skills for Education and Employment*
 - o *Adult Migrant English Programme*
- *Defence Force Reserves*
- *Other government programmes, including state government programmes and the Green Army Programme.*

"When I did Work For the Dole, I was often working alongside persons doing community service for crimes varying from theft, assault, to drink driving. People outside of the programs would assume that everyone was there for criminal offences or had substance abuse problems. I witnessed Work For the Dole hosts destroy the lives of many talented people who's only crime was not being able to find a job that did not exist." - Alan

Job seekers may also undertake a combination of the Activities listed above where it is deemed suitable or necessary by the Provider. For Stream C job seekers, participation for the relevant number of hours in non-vocational assistance and interventions will meet their Annual Activity Requirement.

*PLEASE NOTE, there are certain Activities that **will not count** towards meeting a job seeker's Annual Activity Requirement. These include:*

- *non-accredited education and training (such as Masters or Doctorate Courses)*
 - *Certificate I or II courses*
- *non-vocational assistance and Interventions (except for Stream C job seekers). For example, careers counselling, personal development courses and addictions interventions.*

Note: For study to be approved, it must meet the Short Course approval conditions (i.e less than 12 months or 2 semesters duration). If your course is longer, you may be eligible for AUSTUDY (see helpful links for more information).

2. How do I undertake a volunteer activity instead of Work for the Dole?

Job agencies routinely inform unemployed workers that volunteer activities are only available for people over the age of 50. This is incorrect.

Unemployed workers of all ages can undertake voluntary work instead of Work for the Dole. According to the "Mutual Obligations Requirements Guideline", volunteer work is an approved activity that will enable unemployed workers to meet their Annual Activity Requirement.

Here, it is important to note that “voluntary work” and “Work for the Dole” are two different activities. The place where you do Work for the Dole is called a “host site”, whereas the place where you can do voluntary work is called an “approved volunteer organisation”. Work for the Dole host organisations and job agencies get paid for participating in the Work for the Dole program (see Appendix II), while volunteer organisations do not. This is one of the main reasons job agencies are so keen to funnel people into Work for the Dole activities.

The AUWU encourages all unemployed workers to seek out a volunteer organisation - not only do you get to choose something that suits your interests, but you are fighting against the largely punitive Work for the Dole system.

There are two important things to remember when you are deciding what voluntary work you would like to do:

- The volunteer organisation must be a non-for profit organisation.
- The organisation must be an approved Centrelink volunteer organisation.

To make sure your volunteer organisation of choice is an approved Centrelink volunteer organisation, you must fill out a ‘Request for Organisational Approval’ (Form SU461, see Helpful Forms Section). After that form is submitted to Centrelink, both you and your chosen volunteer organisation must fill out a ‘Verification of Voluntary Work’ form (Form SU462, see Helpful Forms Section).

Unfortunately, due to the fact your job agent will not make any money out of you attending a volunteer activity, you must do the legwork to undertake voluntary work with your chosen non-for-profit organisation. Your job agency may even go out of their way to make it difficult for you to attend a volunteer activity, or try and convert this volunteer activity into a Work for the Dole activity.

3. I have a medical condition/caring responsibilities yet my job agent is forcing me to do an activity. What can I do?

Ask Centrelink for an *Employment Services Assessment (ESAt)*.

Employment Services Assessments are one of the most important rights that unemployed Australians have. *Employment Services Assessments* are designed for unemployed workers who have barriers to work that are not being recognised by their job agency.

The AUWU strongly encourages all unemployed workers to request an *Employment Services Assessment* as all appointments or activities (including job search requirements) will be suspended from the moment your Assessment is booked. This time without any mutual obligations can be a useful breather to get back on top of your situation.

“I have a spinal condition and have been assessed as capable of working 15 hours a week. Sometimes, I feel like I can and many, many other times I feel I can't. My pain can be excruciating. Today was a case in point, where it was 40 degrees outside and I had to hobble ten minutes down the road to catch the bus. On the way back home my hips/pelvis locked up and it took what seemed like forever to get home in a thunderstorm as I kept having to stop and rest.” – Maddison

When you attend your assessment, make sure to bring all relevant documentation that proves that you have barriers to work. Some of these barriers to work include:

- **Physical condition**
- **Psychological condition**
- **Caring Responsibilities**

"I got the flu and one of my children was off sick from school. I ended up not going to my Work For the Dole activity for two days. I called my jobactive provider and was told to go get a medical certificate. I could not get an appointment until the following week and doctors don't back date medical notes. I got fined \$119 for the two days I was sick and caring for my child. I'm going to have to apply for a food voucher from a charity now. I have never ever had to do this before, and I'm embarrassed to even have to do this." – Anon

If your barriers to work are proven to be genuine, you can be exempted from doing your mutual obligation activities (including Work for the Dole) for a certain period. In other cases, you will be considered to have a Partial Capacity to Work (PCW) and your mutual obligation requirements will decrease. Whatever Centrelink decides, you have the right to have it sent to you in writing. As with every Centrelink decision, you can have this decision reviewed by a Centrelink Authorised Review Officer.

You can request an ESA by contact Centrelink by phone, in writing or in person.

Centrelink *must* book you into an Employment Services Assessment. If they do not book you in, you should ask to speak to their manager and state that it is your right to be booked in for an ESA.

If Centrelink say that they cannot book you in because there are no appointments available, inform them that you **will not be leaving until they schedule one and ask them how to make a complaint about their refusal to book you in.** It

is not your fault they are entirely booked out and you should not be forced to pay for this lack of resources by going to appointments and activities that will aggravate your medical condition.

If they refuse to process your complaint, get the operator's name and a reference number if possible **and call the Commonwealth Ombudsman (1300 362 072) to make a complaint about their failure to book you in.**

4. I have concerns about the safety and suitability of my Work for the Dole activity. What are my rights?

You have the right to work in a safe and suitable Work for the Dole activity. However, as job agencies make money for each unemployed worker they place into a Work for the Dole activity, safety checks are routinely rushed through, done improperly, or not done at all.

According to the Work for the Dole Guideline, a risk assessment must be conducted for each Work for the Dole place and for each unemployed worker placed in a Work for the Dole place (see Appendix IV). These assessments are conducted either by the Work for the Dole Coordinator or the job agency depending on the situation. Both these assessments give unemployed workers important protections:

(i) **Work for the Dole risk assessment (place) checklist**

The Work for the Dole Risk Assessment (place) Checklist ensures that all Work for the Dole activities must have all “work health and safety issues ...addressed and managed before the Place/Activity commences and at all times during the Place/Activity”.

If you believe that your Work for the Dole activity does not have adequate “work health and safety processes” as defined by the risk assessment checklist, the activity does not meet requirements of the *jobactive* deed and must be discontinued immediately if not addressed (see Appendix IV for a copy of the risk assessment checklist). If your Work for the Dole activity does not meet the requirements of the Work for the Dole risk assessment **inform your job agency and your onsite Work for the Dole supervisor that you will not work there until the issue has been addressed.** If no action is taken, report the site and the agency to the Department of Employment (see part three for more details).

(ii) **Work for the Dole risk assessment (person) checklist**

Your job agency must in undertake a risk assessment for each individual unemployed worker participating in a Work for the Dole activity. The assessment must ensure the Work for the Dole activity is “suitable and safe”. This guarantees all unemployed workers are given:

- training and supervision
- personal protection equipment and clothing
- onsite facilities (access to drinking water and toilet)
- information on processes for reporting any work health and safety issues and any other concerns, including escalation to the provider

Additionally, job agencies must take into consideration your “personal circumstances such as working capabilities and capacity and whether the level of supervision will be adequate”. If you do not feel these rights are being respected, inform your Work for the Dole site and your job agency. **If no action is taken, report the site and the agency to the Department of Employment** (see part three for more details).

5. **[Am I insured if I am injured at my Work for the Dole activity?](#)**

Yes. The Department of Employment has engaged insurance company Arthur J. Gallagher Australia to arrange insurance for all unemployed workers undertaking a placement as a part of the *jobactive* system. See the helpful links section for a direct link to the official insurance guide.

"I have been forced to a Work for the Dole activity that undermines my health and is unsafe for me due to my physical condition. I was given no choice about doing any other activity. I am also being bullied: I have been denied access to toilet when I need it, being forced to do things that seem to be completely pointless and punitive, not being provided with appropriate tools and protective clothing."
- Anon

"I have depression and a shoulder injury I haven't been able to get assessed due to the costs. Hanging up clothes repetitively at my Work for the Dole placement is the exact sort of activity which would demolish my shoulder in no time. I'm feeling extremely miserable about this prospect and how it could make me worse off financially, mentally and physically." - Anon

6. I am receiving paid work but my job agency is still forcing me to do Work for the Dole. Can they do that?

According to the jobactive deed, if you are in paid work and you receive a reduced Newstart rate as a result (even by 1 cent), you do not have to Work for the Dole (or any other Annual Activity Requirement).

Below is a direct quote from the “Mutual Obligation Requirement Guidelines”:

In a Job Plan, Providers must not include participation in Work for the Dole (or other approved programs of work) as a compulsory item:

- *for job seekers receiving less than the full rate of Newstart Allowance, Youth Allowance (other) or Parenting Payment Single, where the rate is reduced due to the income test (Note: A reduced rate can result from the job seeker’s own income and / or their partner’s income.)*
- *for Special Benefit—Nominated Visa Holders if the person or the person’s partner has income*
 - *where the Activity is more than 50 hours per fortnight*
 - *where the job seeker is aged under 18 or is 60 and over.*

"Even though I do up to 38 hours a week of casual work, my jobactive provider wants me to do 20 hours a week of Work For the Dole, and look for 20 jobs. Where will I find the time?" – **Anon**

7. How many hours do I have to do for Work for the Dole?

The hours you are required to do depends on three things:

- Your age
- Whether you are in stream A, B or C
- Whether you are a single parent (known as Primary Care Provider) or you have been given a Partial Work Capacity (PWC)

You are only required to fulfil these obligations when you are within your Work for the Dole phase which lasts for six months of every year. To find how many hours you have to work, please look at the Mutual obligation tables seen in Appendix I.

"I actually did strain my back at Work For the Dole a few years back. Cutting cloths into rags, the slight forward posture strained the muscles, incredibly painful. They refused to acknowledge the injury so I got a doctors note."
– **Anon**

Part Three: Appealing Against a Decision, Making Complaints and Fighting Back

1. Am I likely to be subject to negative repercussions for standing up for my rights? I am scared I will lose my benefits or be kicked off the dole.

Asserting your rights can be intimidating. However, as long as you do not break your minimum mutual obligations, your job agency cannot kick you off the dole. If your job agency threatens to penalise you kick you off the dole for asserting your rights, this is bullying. See part one for more information on how to handle a bullying job agency.

2. How do I appeal against a Centrelink or Job Agent penalty? How do I make a Complaint?

Under social security law, Centrelink makes all compliance decisions. Your job agent only sends a 'recommendation' to Centrelink that you should be penalised – Centrelink is the one that implements it. For this reason, all appeals must be made through Centrelink. All decisions made by Centrelink can be reviewed.

Below is a simple step-by-step guide to effectively appealing against your penalty (please note, some of these steps may not be applicable to your particular issue):

- **Step One: Write a letter to your job agency (optional)**

Send an email or letter to your job agency case manager informing them that you believe you have been treated unfairly and this form of mistreatment is in breach of the *jobactive deed*.

In the letter, inform your job agency that you will not tolerate any mistreatment penalty that you plan to lodge an official complaint with the Department of Employment.

It is likely your job agency will not reply, but this letter is important as it provides a record of your complaint which you can use later.

Documenting your mistreatment with accurate dates and names is important to ensure that any appeal you undertake is given the best possible chance of success.

Within this letter you can also request to be given a different job agent, or can request to be transferred by sending them a transfer by agreement form (see Useful Forms section).

"My friend went to the group interview set up by his jobactive provider. They were told they would all be guaranteed a job but first they had to attend three weeks unpaid training to get a Cert. 3 in Customer Service (paid for luckily). But there was no actual job at the end. It was a way for all involved to get funding off the government. He ended up making a complaint about his provider and it is currently under investigation."

– Anon

- **Step Two: Contact Centrelink**

After being informed of your penalty, contact Centrelink – either by phone, in person or in writing – and request an internal review. An Authorised Review Officer (ARO) will then review your case. This process is well worth it as Centrelink changes roughly one-quarter of all compliance decisions.

According to the Centrelink website, you should ask for a review “within **13 weeks** of being notified about a social security decision. If your request for a review is more than **13 weeks** after being notified and the decision can be changed, you may only receive your entitlement from the date you requested the review.”

The Authorised Review Officer will contact you when they finish reviewing the decision. If you do not agree with the decision of the Authorised Review Officer, you should request another review through the Administrative Appeals Tribunal (AAT). Ask Centrelink how to do this.

- **Step Three: Lodge a complaint with the Department of Employment**

It is important that you contact the **Department of Employment National Customer Line on 1800 805 260** to officially lodge your complaint. Inform the phone operator in clear language the nature of your complaint, and request that the matter be investigated by the Department.

Lodging a complaint with the Department can be difficult. The AUWU has heard of cases where the phone operator refused to lodge the complaint. If this happens, inform them that it is your right to have your complaint processed.

When talking to the Department, ask them for the reference number for the call and be sure to take down the name of the phone operator. This will be useful later if you need to take further steps.

If the Department processes the complaint, they will contact the job agency and inform them of the complaint and ask them for a response. The Department may send you something in the mail giving them permission to contact the job agency on your behalf.

“I started to believe I was lazy. But as soon as I got back into work, I realized: “No! I’m not lazy!” At work, I have a good work ethic, and I work hard. How could these people make me believe I was lazy because I was unemployed? Because when you’re told something over and over, you will start believing it as truth.”
-Nicole

- **Step Four: Contact the Commonwealth Ombudsman (if necessary)**

If Centrelink or the Department of Employment refuses to process your appeal or you believe that they have failed to investigate your appeal adequately, contact the **Commonwealth Ombudsman (1300 362 072)**.

It is the role of the Commonwealth Ombudsman to ensure Government departments effectively process reviews. Make sure you get a reference number for your appeal from Centrelink as the Commonwealth Ombudsman will ask for it.

- **Step Five: Get Legal Support**

If Centrelink, the Department of Employment and the Ombudsman have all failed to adequately deal with your complaint, contact your local Welfare Rights Centre, Community Legal Centre or Legal Aid Centre for legal advice. These services may not be able to assist with your case directly, but they will be able to advise you what your options are legally for no cost (see helpful phone numbers).

- **Step Six: Write to the Australian Unemployed Workers' Union**

It is important to challenge the dominant myths about unemployment that are used by the Government to justify its punitive treatment of unemployed and underemployed workers.

For this reason, the AUWU encourages all unemployed workers to contact us and tell us your story (anonymously if you wish). We can then publicise it throughout our networks.

This will also apply extra pressure on Centrelink and your job agency to deal fairly with your case. Contact us on contact@unemployedworkersunion.com and in your own words tell us about what happened to you.

3. [I want to get more involved in the Australian Unemployed Workers Union. How can I help?](#)

In addition to offering advocacy and support services for our members, the AUWU provides Australians with a platform to fight back against the Government's ongoing attacks against unemployed and underemployed workers. Our overall aim is to initiate a national grassroots political movement against Australia's employment crisis and to help organise a popular movement pushing for immediate and extensive Government action in this area.

Uniting with other social security recipients and the sympathetic public to fight back against unfair treatment is the only way this system will ever change. If you are interested in becoming more involved in the AUWU, please follow these steps:

- **Become a member**

Join the Australian Unemployed Workers Union today. It is free and all are welcome. By joining you will get:

- (a) free access to our National Advocacy Hotline to support you in your deals with your job agent
- (b) copies of our leaflets and posters
- (c) the opportunity to meet other AUWU activists in your area
- (d) notification of upcoming meetings, actions, legislative changes etc
- (e) access to our growing list of contacts and friendly

"Was on the phone to Centrelink for two hours, one time, then got hung up on, and waited again one hour. Call cost \$43.91 when I have a budget of \$30 a month."
– Natassia

organisations

- **Join your local branch and branch attend meetings**

If you are interested in joining your local branch, go to our 'Find Your Branch' page on our website (see Helpful Links).

If you do not have access to the internet or there is no branch in your area, contact us on contact@unemployedworkersunion or (03) 8394 5266 and we will assist

Appendix

I. Legend

In its material, the Government use a range of deliberately confusing jargon and acronyms. Some terms are defined below:

- SPI: Stronger Participation Incentives Explanation

All Stream A job seekers as well as Stream B job seekers subject to Stronger Participation Incentives (SPI) for Job Seekers under 30 measure will enter the Work for the Dole Phase in their first year of service and every subsequent year that they remain unemployed.

- AAR = Annual Activity Requirement Explanation

Mutual Obligation Requirements include the range of requirements a job seeker can be compelled to fulfil under Social Security Law in return for activity-tested income support. These include attending Provider Appointments, undertaking Job Search and acting on referrals to jobs, undertaking an Annual Activity Requirement and participating in any other activity that is relevant to their personal circumstances and that will help the job seeker improve their employment prospects.

- PCP/PCW = Principle Carer Payments / Partial Capacity to Work Explanation

Job Seekers with part-time participation requirements, such as Principal Carer Parents (PCP) or those assessed as having Partial Capacity to Work (PCW), will generally have to undertake less activities than other Newstart recipients

II. Mutual Obligation Requirement Tables

(a) Unemployed Workers up to 30 years old

Attachment A Mutual Obligation Requirements—job seekers up to 30 years

Period of Service	Stream A		Stream B		Stream C
	0-6 months	Case Management	Self Service and Job Activity	Case Management	Case Management
6-12 months	Appointments—monthly Job Search—generally 20 per month	Appointments Job Search—generally 20 per month Other suitable activities as appropriate	Appointments—monthly Job Search—generally 20 per month	Appointments Job Search—generally 20 per month Other suitable activities as appropriate	Appointments Job Search—depends on capacity Other suitable activities as appropriate
	Work for the Dole Phase				
12-18 months; 24-30 months; etc	Case Management		Work for the Dole Phase	Work for the Dole Phase	Work for the Dole Phase
	Appointments—monthly Job Search—generally 20 per month	Appointments Job Search—generally 20 per month Other suitable activities as appropriate	Appointments—monthly Job Search—generally 20 per month	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken for the 18-49 year old cohort. AAR for PCP/PCW—390 over 26 weeks (30 hours per fortnight), choice of activities	Appointments Job Search—depends on capacity AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken for the 18-49 year old cohort. Non-vocational Can also use non-vocational activities AAR for PCP/PCW—390 over 26 weeks (30 hours per fortnight), choice of activities, can also use non-vocational activities
18-24	Work for the Dole Phase		Case Management	Case Management	Case Management

Period of Service	Stream A		Stream B		Stream C
	30-36 months; etc	Appointments—monthly Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken for the 18-49 year old cohort.	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity. AAR for PCP/PCW—390 over 26 weeks (30 hours per fortnight), choice of activities	Appointments—monthly Job Search—generally 20 per month AAR—650 over 26 weeks (50 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken for the 18-49 year old cohort.	Appointments Job Search—generally 20 per month Other suitable activities as appropriate

(b) Unemployed Workers between 30-49 years old

Mutual Obligation Requirements—job seekers 30 years up to 49 years

Period of Service	Stream A	Stream B	Stream C
0–6 months	Self Service and Job Activity	Case Management	Case Management
	Appointments Job Search —generally 20 per month Other suitable activities as appropriate	Appointments Job Search —generally 20 per month Other suitable activities as appropriate	Appointments Job Search — depends on capacity Other suitable activities as appropriate
6–12 months	Work for the Dole Phase		
	Appointments Job Search —generally 20 per month AAR —390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken for the 18-49 year old cohort. AAR for PCP/PCW —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities		
12–18 months; 24 – 30	Case Management	Work for the Dole Phase	Work for the Dole Phase
	Appointments	Appointments	Appointments

months; etc	Job Search —generally 20 per month Other suitable activities as appropriate	Job Search —generally 20 per month AAR —390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken for the 18-49 year old cohort. AAR for PCP/PCW —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities	Job Search —depends on capacity AAR —390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal activity, (that is the default activity where another activity is not undertaken for the 18-49 year old cohort. Can also use non-vocational activities AAR for PCP/PCW —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities, can also use non-vocational activities.
18–24 months; 30 – 36 months; etc	Work for the Dole Phase	Case Management	Case Management
	Appointments Job Search —generally 20 per month AAR —390 hours over 26 weeks (30 hours per fortnight), Work for the Dole as the principal activity (that is the default activity where another activity is not undertaken. for the 18-49 year old cohort. AAR for PCP/PCW —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities	Appointments Job Search —generally 20 per month Other suitable activities as appropriate	Appointments Job Search —depends on capacity Other suitable activities as appropriate

(c) Unemployment Workers between 50 and 59 years

Mutual Obligation Requirements—job seekers 50 to 59 years

Period of Service	Stream A	Stream B	Stream C
0–6 months	Self Service and Job Activity	Case Management	Case Management
	Appointments Job Search —generally 20 per month Other suitable activities as appropriate	Appointments Job Search —generally 20 per month Other suitable activities as appropriate	Appointments Job Search —depends on capacity Other suitable activities as appropriate
6–12 months	Work for the Dole Phase		
	Appointments Job Search —generally 20 per month AAR —390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities		
12–18 months; 24 – 30 months; etc	Case Management	Work for the Dole Phase	Work for the Dole Phase
	Appointments Job Search —generally 20 per month Other suitable activities as appropriate	Appointments Job Search —generally 20 per month AAR —390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities	Appointments Job Search —depends on capacity AAR —390 hours over 26 weeks (30 hours per fortnight), choice of activities, can also use non-vocational activities AAR for PCP/PCW —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities, can also use non-vocational activities
18–24 months; 30 – 36 months; etc	Work for the Dole Phase	Case Management	Case Management
	Appointments Job Search —generally 20 per month AAR —390 hours over 26 weeks (30 hours per fortnight), choice of activities AAR for PCP/PCW —200 hours over 26 weeks (15–16 hours per fortnight), choice of activities	Appointments Job Search —generally 20 per month Other suitable activities as appropriate	Appointments Job Search —depends on capacity Other suitable activities as appropriate
0–6 months	Self Service and Job Activity	Case Management	Case Management
	Appointments Job Search —generally 10 per month Other suitable activities as appropriate	Appointments Job Search —generally 10 per month Other suitable activities as appropriate	Appointments Job Search —depends on capacity Other suitable activities as appropriate
6–12 months	Work for the Dole Phase		
	Appointments Job Search —generally 10 per month No AAR Other suitable activities as appropriate		
12–18 months; 24 – 30 months; etc	Case Management	Work for the Dole Phase	Work for the Dole Phase
	Appointments Job Search —generally 10 per month Other suitable activities as appropriate	Appointments Job Search —generally 10 per month No AAR Other suitable activities as appropriate	Appointments Job Search —depends on capacity No AAR Other suitable activities as appropriate
18–24 months; 30 – 36 months; etc	Work for the Dole Phase	Case Management	Case Management
	Appointments Job Search —generally 10 per month No AAR Other suitable activities as appropriate	Appointments Job Search —generally 10 per month Other suitable activities as appropriate	Appointments Job Search —depends on capacity Other suitable activities as appropriate

Note:

- PCPs with the youngest child aged six years or over have to meet part time Mutual Obligation Requirements. A PCP can choose to fully meet their Mutual Obligation Requirements by undertaking 30 hours per fortnight of (or any combination of) suitable paid work and / or approved study (where the total number of hours includes contact and non-contact hours). In limited circumstances, a PCP is also able to meet their part-time Mutual Obligation Requirements through Voluntary Work alone, or in combination, with paid work or study for 30 hours per fortnight— refer to the criteria on pages 6 and 7 of the Guideline.
- Job Seekers with a PCW of 15 to 19 hours per week can fully meet their Mutual Obligation Requirements by undertaking 15 hours per week of Voluntary and/or paid work.
- NEIS Participants will not generally have an Annual Activity Requirement for the period they are participating in NEIS.
- Volunteer job seekers do not have a mandatory number of Job Searches.
- Outside the Annual Activity Requirement, Providers can require job seekers to participate in other activities included in the Job Plan (in addition to Job Search and Provider Appointments).
- Job seekers aged 60 years and over do not have an Annual Activity Requirement but may choose to undertake activities.
- All job seekers can meet their Annual Activity Requirement through full participation in the Defence Reserves (240 hours over 26 weeks or 18–20 hours per fortnight).
- Job Seekers who participate in the Green Army Programme (aged 18 to 24 years) will generally stop receiving income support and be Suspended from Employment Services. Where a job seeker has successfully completed their participation on a Green Army project in accordance with the rules of the Green Army Programme, this participation will count towards meeting their Annual Activity Requirement. Different rules apply to PCPs and PCW.

III. How Job Agencies Make Their Money

(a) Outcome Payments

OUTCOME PAYMENTS

Table 1A – Outcome Payments for Stream Participants in Non-regional Locations

	Period of Unemployment (less than 24 months inclusive)		Period of Unemployment (24-59 months inclusive)		Period of Unemployment (60 months inclusive plus)	
Employment Outcomes						
Stream A and Volunteers	Partial Outcome	Full Outcome	Partial Outcome	Full Outcome	Partial Outcome	Full Outcome
4 Week	\$160	\$400	\$200	\$500	\$240	\$600
12 Week	\$200	\$500	\$400	\$1,000	\$500	\$1,250
26 Week	\$0	\$650	\$0	\$1,250	\$0	\$1,550
Total	\$360	\$1,550	\$600	\$2,750	\$740	\$3,400
Stream B	Partial Outcome	Full Outcome	Partial Outcome	Full Outcome	Partial Outcome	Full Outcome
4 Week	\$300	\$750	\$400	\$1,000	\$500	\$1,250
12 Week	\$600	\$1,500	\$800	\$2,000	\$1,000	\$2,500
26 Week	\$0	\$1,900	\$0	\$2,500	\$0	\$3,150
Total	\$900	\$4,150	\$1,200	\$5,500	\$1,500	\$6,900
Stream C	Partial Outcome	Full Outcome	Partial Outcome	Full Outcome	Partial Outcome	Full Outcome
4 Week	\$400	\$1,000	\$600	\$1,500	\$800	\$2,000
12 Week	\$800	\$2,000	\$1,200	\$3,000	\$1,600	\$4,000
26 Week	\$0	\$2,500	\$0	\$3,750	\$0	\$5,000
Total	\$1,200	\$5,500	\$1,800	\$8,250	\$2,400	\$11,000
Education Outcomes	\$1000					

Table 1B – Outcome Payments for Stream Participants in Regional Locations

	Period of Unemployment (less than 24 months inclusive)		Period of Unemployment (24-59 months inclusive)		Period of Unemployment (60 months inclusive plus)	
	Partial Outcome	Full Outcome	Partial Outcome	Full Outcome	Partial Outcome	Full Outcome
Employment Outcomes						
Stream A and Volunteers						
4 Week	\$200	\$500	\$250	\$625	\$300	\$750
12 Week	\$250	\$625	\$500	\$1,250	\$625	\$1,563
26 Week	\$0	\$813	\$0	\$1,563	\$0	\$1,938
Total	\$450	\$1,938	\$750	\$3,438	\$925	\$4,251
Stream B						
4 Week	\$375	\$938	\$500	\$1,250	\$625	\$1,563
12 Week	\$750	\$1,875	\$1,000	\$2,500	\$1,250	\$3,125
26 Week	\$0	\$2,375	\$0	\$3,125	\$0	\$3,938
Total	\$1,125	\$5,188	\$1,500	\$6,875	\$1,875	\$8,626
Stream C						
4 Week	\$500	\$1,250	\$750	\$1,875	\$1,000	\$2,500
12 Week	\$1,000	\$2,500	\$1,500	\$3,750	\$2,000	\$5,000
26 Week	\$0	\$3,125	\$0	\$4,688	\$0	\$6,250
Total	\$1,500	\$6,875	\$2,250	\$10,313	\$3,000	\$13,750
Education Outcomes	\$1250					

Note 1: Employment Providers providing Services to Stream Participants who live in Regional Locations are entitled to claim an Outcome Payment with a regional loading as set out in Table 1B.

Note 2: The amount of the Outcome Payment payable to the Provider is determined by:

- (a) the Stream Participant's Period of Unemployment;
- (b) the Stream that the Stream Participant was in on the Job Seeker Placement Start Date; and
- (c) whether the Stream Participant has satisfied the requirements for a Full Outcome or a Partial Outcome.

Note 3: In accordance with clause 126.1(a), the amounts of the Outcome Payments in Tables 1A and 1B will increase by 7.8% from 1 January 2018 for all Employment Outcomes and Education Outcomes lodged on or after 1 January 2018.

(b) Work for the Dole Fees

ADMINISTRATION FEES AND WORK FOR THE DOLE FEES

Table 2A – Administration Fees

	(1) Fee	(2) Fee with regional loading
SPI Participants	\$350	\$438
All other Stream Participants	\$250	\$313

Note 1: In accordance with clause 75, Volunteers will receive a maximum of six months of Employment Provider Services including from any other Employment Provider and the Provider will only be entitled to an Administration Fee in respect of its servicing of any Volunteer during that six months of service.

Note 2: In accordance with clause 123.1(c)(ii), the Provider is entitled to an Administration Fee with a regional loading for providing Services to Stream Participants in Regional Locations.

Note 3: In accordance with clause 126.1(b)), the amounts of the Administration Fees in Table 2A will increase by 7.8% from the start of the next Administration Fee Period following 1 January 2018.

Table 2B – Work for the Dole Fees

Place	Fee
Six month Work for the Dole Place in an Individual Hosted Activity	\$1000
Six month Work for the Dole Place in Group Based Activity	Up to \$3500

Note 1: Where a Work for the Dole Place is for less than six months in duration or the date on which the relevant Fully Eligible Participant commences in the place is after the start date of the relevant Work for the Dole activity, the applicable Work for the Dole Fee will be pro-rated in accordance with clause 124.3.

AA. Fees (clause 3)

AA.1 Subject to this Deed and Your compliance with Your obligations thereunder, We will pay You the following fees:

- (a) **Establishment Fee** – an establishment fee of \$64,000 (GST inclusive) paid within 14 days of the Deed Commencement Date;
- (b) **Service Fees** – a service fee paid in accordance with *Table 1: Service Fee Schedule* for each Payment Period during the Term of this Deed; and
- (c) **Work for the Dole Place Fees** – a Work for the Dole Place fee of the following amount paid for each Work for the Dole Place recorded in Our IT Systems, and provided that at least one Eligible Job Seeker is placed in each Work for the Dole Place:
 - (i) \$220 (GST inclusive) for each Work for the Dole Place in a Employment Region other than a Employment Region (Regional); and
 - (ii) \$275 (GST inclusive) for each Work for the Dole Place in a Employment Region (Regional).

Table 1: Service Fee Schedule

Service Fee payment no.	Payment Period	Amount (GST inclusive)	Payment due within 14 days of:
1	1 July 2015 – 31 December 2015	190,000	1 July 2015
2	1 January 2016 – 30 June 2016	190,000	1 January 2016
3	1 July 2016 – 31 December 2016	190,000	1 July 2016
4	1 January 2017 - 30 June 2017	190,000	1 January 2017
5	1 July 2017 – 31 December 2017	190,000	1 July 2017
6	1 January 2018 - 30 June 2018	190,000	1 January 2018
7	1 July 2018 – 31 December 2018	190,000	1 July 2018
8	1 January 2019 - 30 June 2019	190,000	1 January 2019
9	1 July 2019 – 31 December 2019	190,000	1 July 2019
10	1 January 2020 - 26 June 2020	95,000	1 January 2020
		95,000	1 June 2020

IV. Employment Services Guarantees and Code of Conduct



Australian Government
Department of Employment

Employment Services Guarantee

This Employment Services Guarantee reflects the Australian Government's expectations of employment providers. It sets out the minimum level of service each job seeker can expect to receive, as well as 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 provider

Your 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 provider as soon as possible if you are unable to attend an appointment or do an activity
- notify your 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 provider will only tell employers things about you that relate to job opportunities or, with your permission, your employment with them.

Your 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 provider holds about you, and have it corrected if needed.

Compliments, suggestions or complaints

Your views about the service you receive are important. The Department of Employment and your 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 provider first. Your 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 provider, or you are still not happy, you can contact the Department of Employment's National Customer Service Line on 1800 805 260 (free call from land lines) or email 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 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.



Employment Services Code of Practice

Organisations contracted to deliver Australian Government funded employment services have agreed and are committed to observe the Employment Services Code of Practice. This Code of Practice sets out the principles and standards that underpin the delivery of employment services and other services to increase employment outcomes and participation in economic activities in Australia especially for disadvantaged client groups.

We commit to working with our clients, employees, sub-contractors, and other providers to deliver quality employment services by:

- Ensuring staff have the skills and experience they need to provide quality and culturally sensitive services to job seekers employers and local communities
- Working in collaborative partnerships with stakeholders and communities to identify needs and how they can be met
- Behaving ethically and acting with honesty, due care and diligence
- Being open and accountable
- Avoiding any practice or activity which a provider could reasonably foresee could bring employment services into disrepute
- Sensitive managing any information collected

We commit to helping each job seeker find their pathway into employment by:

- Meeting the Service Guarantees
- Tailoring assistance to the job seekers' personal circumstances, skills, abilities and aspirations
- Using available Government funding appropriately to support job seekers
- Treating every job seeker fairly and with respect
- Providing a fair and accessible feedback process

We commit to assisting employers meet their skill and labour shortage needs by:

- Working with employers to identify job and industry specific training needs and how they can be met
- Referring the most appropriately qualified and experienced job seekers available
- Providing a timely response to employer inquiries

The Australian Government will support employment services providers in achieving these standards by:

- Evaluating and sharing best practice to enable continuous improvement in the delivery of employment services
- Providing a Customer Service Line on free call 1800 805 260 for job seekers who can not resolve any concerns or problems they have with their provider. Clients of Disability Employment Services can also contact the free Complaints Resolution and Referral Service on 1800 880 052
- Providing an Employer Hotline on free call 13 17 15 for businesses to access providers

V. Work for the Dole Risk Assessment (Place)

Work for the Dole Assessment Checklist (Place)



Australian Government



jobactive

Host Organisation and Work for the Dole Place/Activity Details		
Host Organisation:		
Place/Activity name/ID:		
Individual Hosted Activity: <input type="checkbox"/> Group Based Activity: <input type="checkbox"/> Number of Places:		
Description of Work for the Dole Place/Activity and details of core duties to be undertaken by a job seeker(s):		
Place/Activity risk (what risks are associated with the core duties):		
Contact person for Place/Activity:	Telephone:	
Supervisor for Place/Activity:	Telephone:	
<p><i>Note: This checklist is provided for use by Work for the Dole Coordinators (Coordinators) and Employment Providers (Providers) as a guide only. It lists some of the types of matters that Coordinators and Providers may need to consider and address to meet their obligations under the jobactive Deed 2015-2020- Work for the Dole Coordinator) when sourcing and securing Places/Activities.</i></p> <p><i>Disclaimer: Notwithstanding any information provided on this checklist, Coordinators and Providers must ensure that they, and any Host Organisation, are adhering to all obligations under the relevant Deeds and any relevant legislation. This checklist should be read in conjunction with the relevant Deeds and Guidelines and any reference material issued by the Department of Employment under, or in connection with, the Deeds. The checklist must under no circumstances be used as a replacement for a risk assessment (Place) for assessing work health and safety for Work for the Dole Places or Work for the Dole activities (Place/activity).</i></p> <p><i>'Host Organisation' in this checklist has the same meaning as:</i></p> <ul style="list-style-type: none"> • 'Work for the Dole Host Organisation' under the jobactive Deed 2015-2020- Work for the Dole Coordinator • 'Activity Host Organisation' under the jobactive Deed 2015-2020. <p><i>References to 'job seekers' in this checklist have the same meaning as:</i></p> <ul style="list-style-type: none"> • 'Eligible Job Seekers' under the jobactive Deed 2015-2020- Work for the Dole Coordinator • 'Fully Eligible Participant' under the jobactive Deed 2015-2020. 		
To be completed by the Work for the Dole Coordinator or the Employment Provider who has sourced and secured the Place/Activity		
Host Organisation		Yes No
1	Is the Host Organisation operating as a not-for-profit entity/charity or a local, state or territory government or Australian Government agency?	
2	Are you satisfied that the Host Organisation understands and will be able to meet its obligations and responsibilities under the Activity Host Organisation Agreement at all times?	
3	Have you advised the Host Organisation that it must immediately contact the Lead Provider if the circumstances or tasks being undertaken by the job seeker change and that: <ul style="list-style-type: none"> (a) another risk assessment of the Place/Activity will be required (b) depending on the outcome of the risk assessment, the Provider may need to remove the job seeker or bring the Place/Activity to an end? 	
Policy and procedures		Yes No
4	Are you, and is the Host Organisation, satisfied that there are appropriate processes in place to ensure	

	that the job seeker is aware of the relevant work health and safety issues and how to report, prevent and manage those issues and concerns (i.e. induction/consultations/toolbox meetings)?		
5	Is the Host Organisation satisfied that it has current and appropriate insurance to cover any risks associated with the Place/Activity?		
6	Does the Place/Activity meet the Department's insurance policies purchased for job seekers as outlined in the Deeds and Guidelines?		
7	If the Place/Activity involves work exclusively on private property, has Departmental approval been sought in accordance with the Guidelines? If yes, include the approval and any conditions in the risk assessment (Place).		
Place/Activity assessment		Yes	No
8	Have you undertaken a risk assessment (Place), as required under the Deed and Guidelines?		
9	Will identified work health and safety issues be adequately addressed and managed before the Place/Activity commences and at all times during the Place/Activity?		
10	Does the Place/Activity involve work that is inherently dangerous (i.e. working with electricity, heavy machinery or at heights; or work that requires formal competency assessment or operator tickets)?		
11	Have you identified the particular work health and safety training to be undertaken by the job seeker to participate safely in the task(s) and have you outlined this information in the risk assessment (Place)?		
12	Is personal protection equipment and clothing required to undertake the Place/Activity? Will the Host Organisation provide this for the job seeker? If not, the safety equipment that is required and that will be arranged by the Provider is to be detailed in the risk assessment (Place).		
13	Will the Host Organisation make available appropriate facilities (i.e. access to drinking water, lunchroom facilities and toilets) to the job seeker at all times during the course of the Place/Activity?		
14	Is there any reason that it would not be appropriate for the Place/Activity to be filled?		
15	Have you negotiated the cost for the Place/Activity?		
Displacement, suitability and supervision		Yes	No
16	Has the Host Organisation confirmed and are you satisfied that this Place/Activity does not involve work that would have been undertaken by a paid worker if the Place/Activity had not taken place, as outlined in the Deeds and Guidelines?		
17	Have you ensured that the Place/Activity does not fall within the excluded activities, as outlined under the Deed and Guidelines, unless otherwise agreed by the Department in writing? For example, on private property, in child care, at pre-schools or involving overnight accommodation		
18	Have you identified the level of supervision that will be provided to the job seekers as part of undertaking the Place/Activity and outlined this information in the risk assessment (Place)? For example, continuous supervision for vulnerable cohorts, ratio and frequency of supervision and so on		
19	Are you and the Host Organisation satisfied that the supervisor(s) are appropriate and adequate for the specific Place/Activity, as per the Deed and Guidelines?		

Coordinator or Provider name:

Signature:

Date:

Specific information regarding work health and safety can be found on the Safe Work Australia website:

<http://www.safeworkaustralia.gov.au/sites/SWA>

Work for the Dole Guideline

Effective Date: 1 May 2015