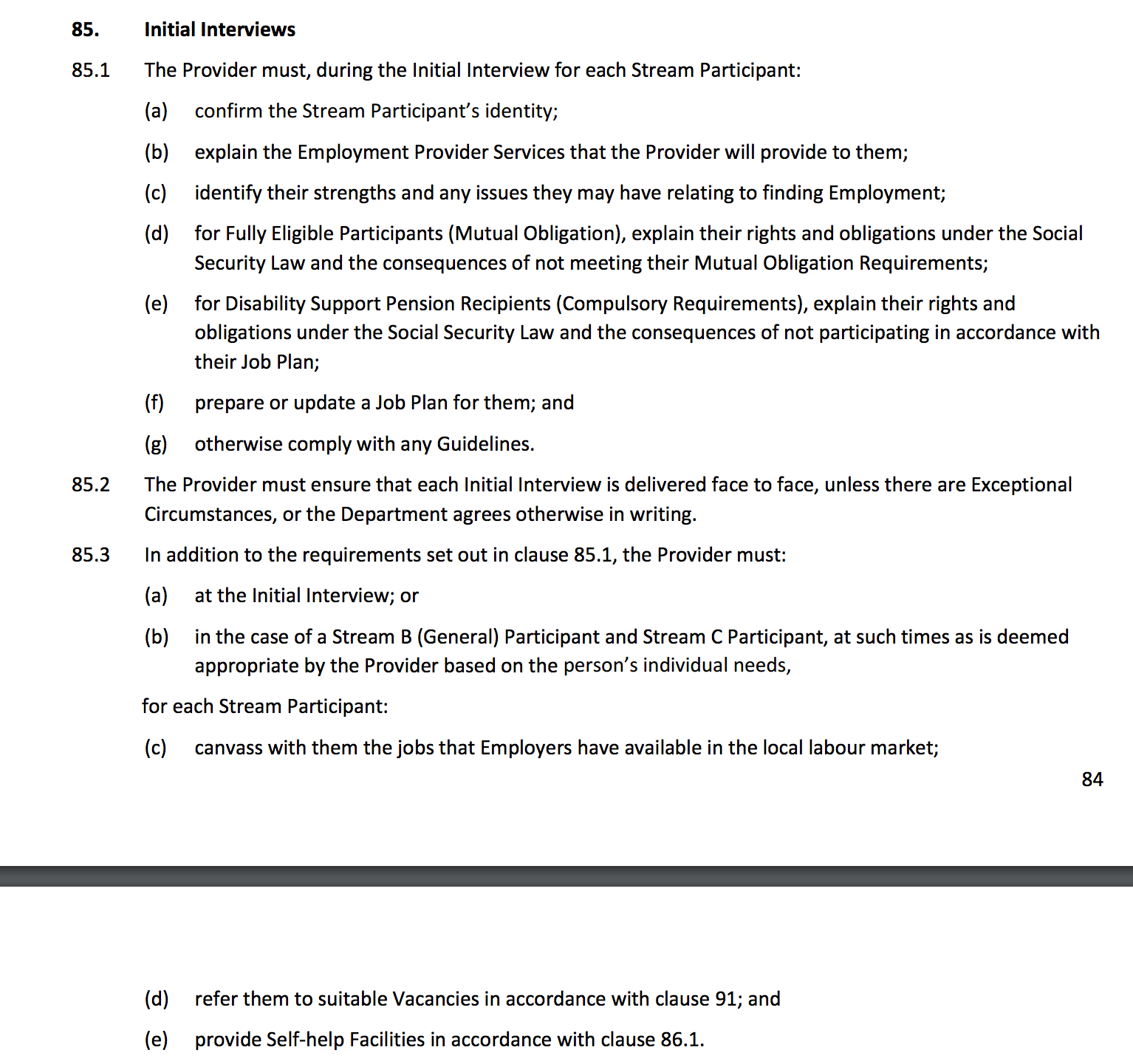
**Email Template to Job Agent – Job Agencies Obligations (jobactive)**

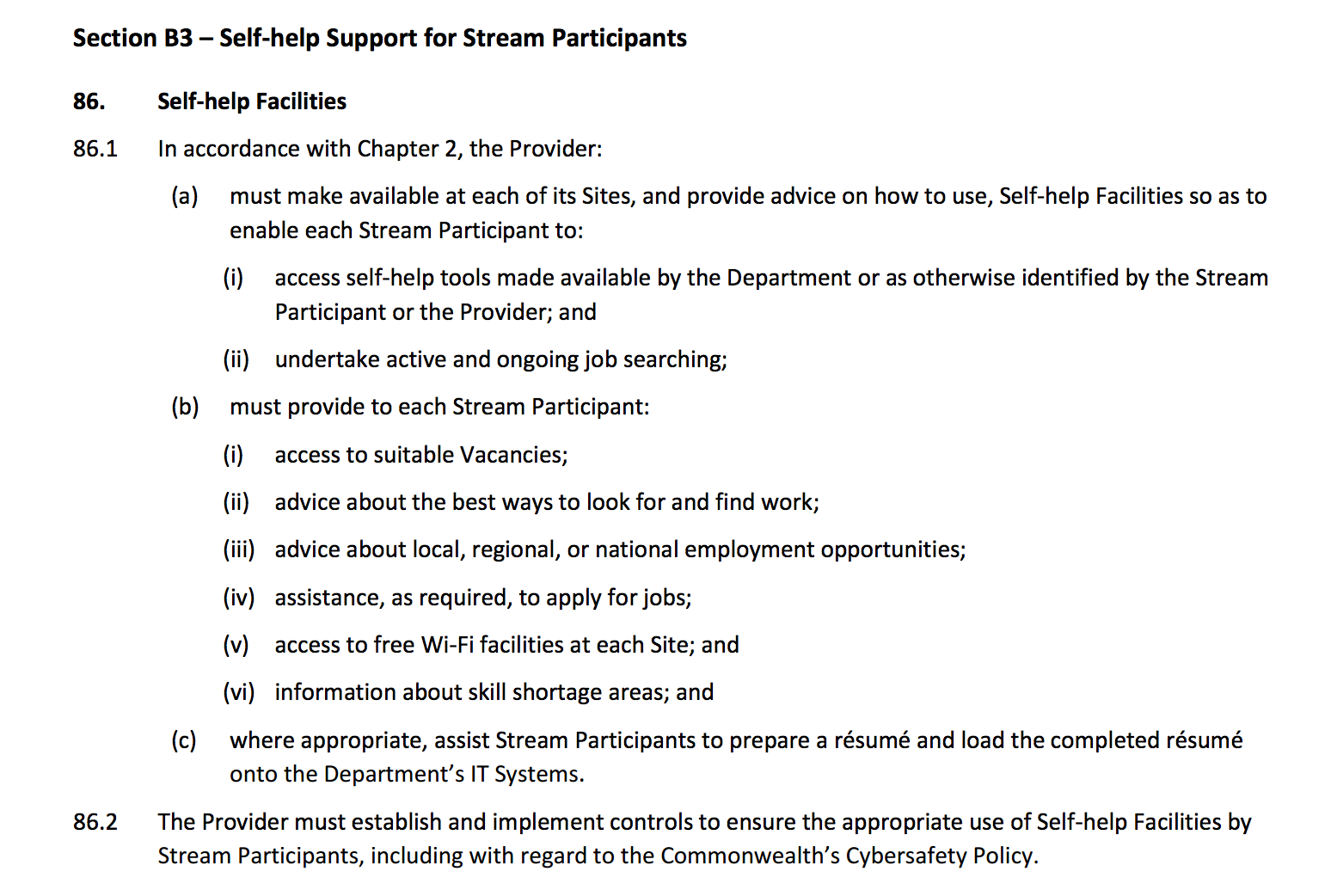
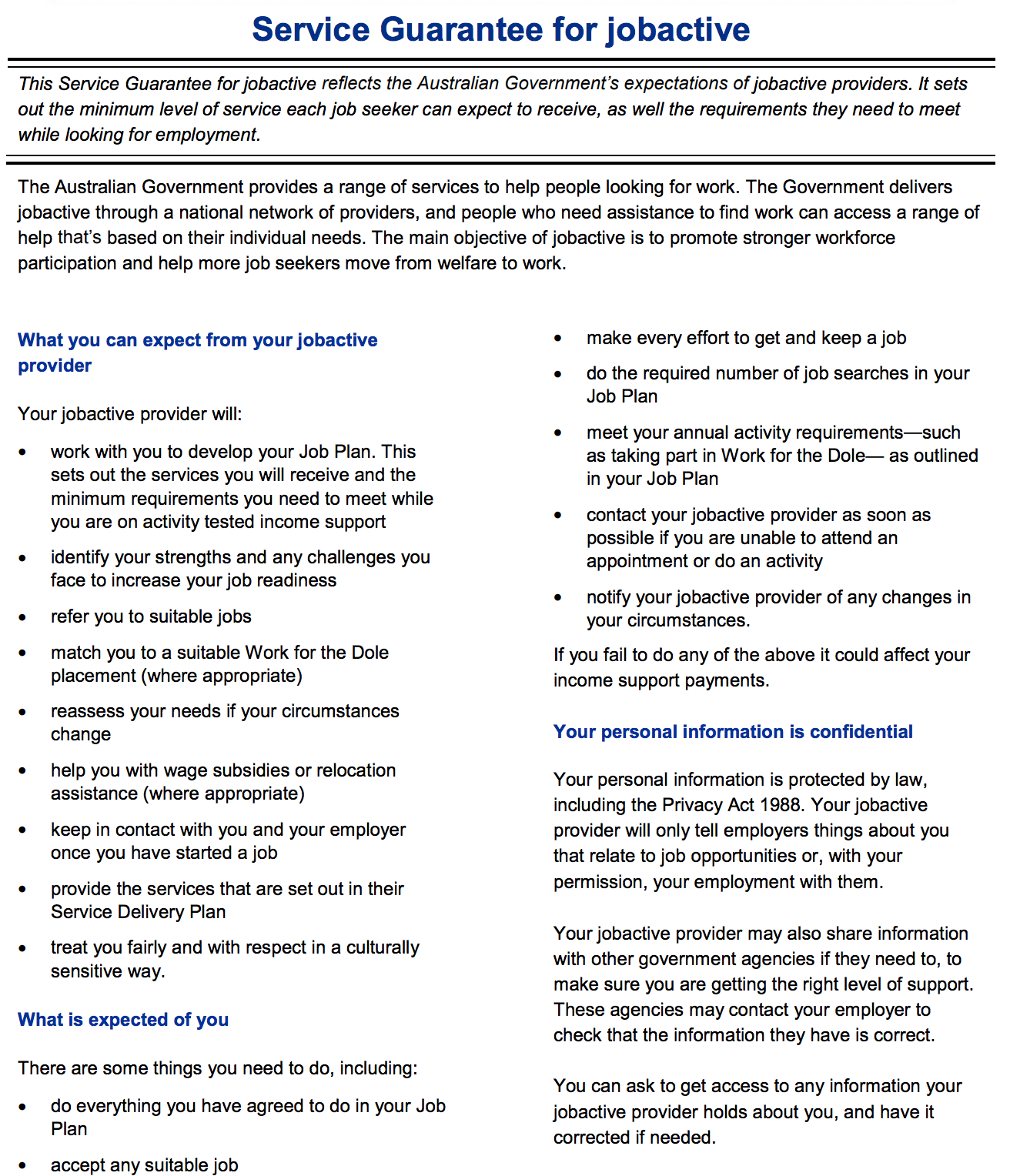
To whom it may concern,

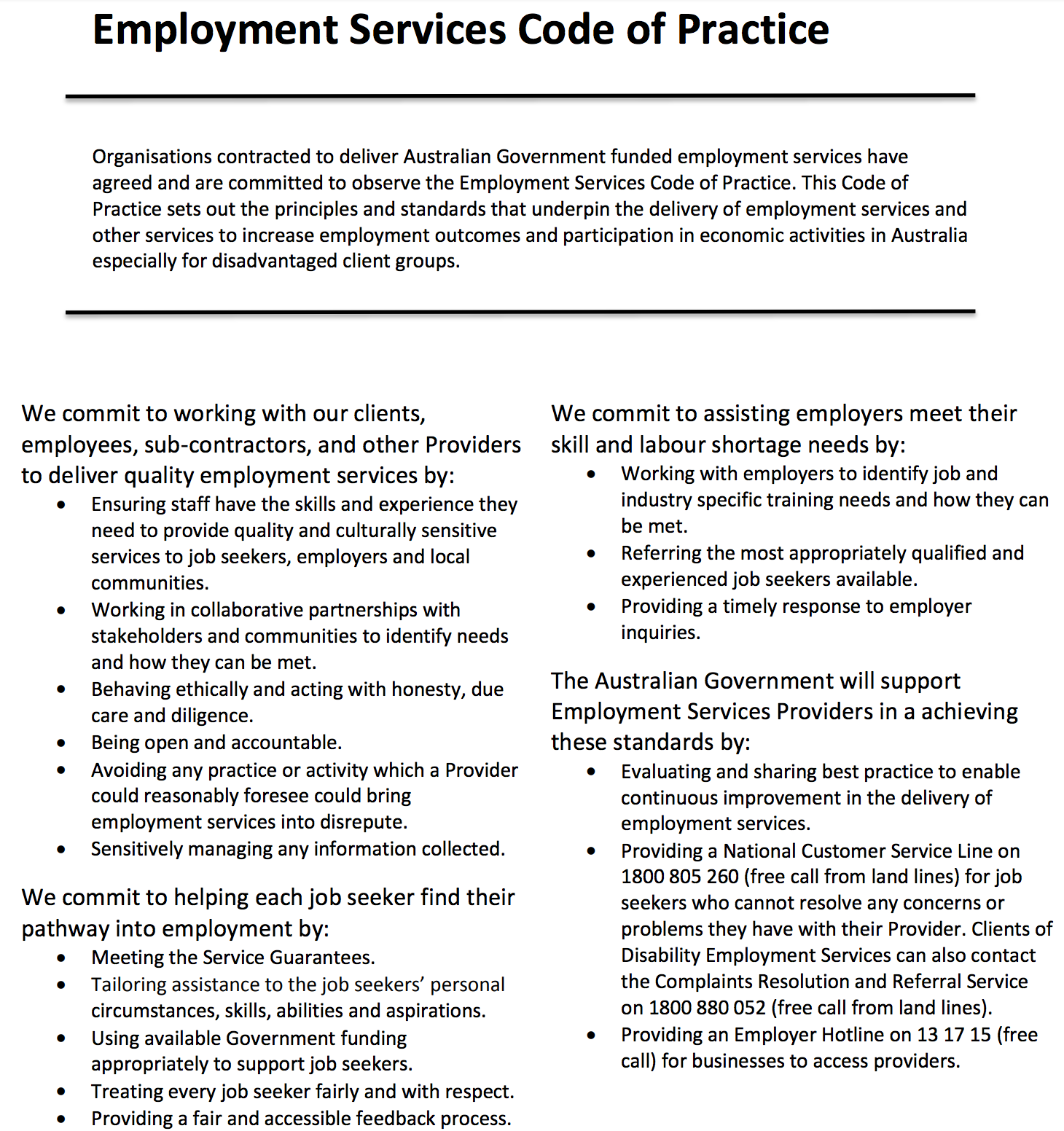
During a recent correspondence, I inquired why you have not been providing me with [INSERT JOB AGENCY SERVICE].  
  
You responded by stating you are not obligated to provide that service to me.

After looking into this matter more closely, I have discovered that according to section B2 and B3 of the *jobactive* deed I am entitled to a range of services, some of which you are currently not providing to me.

Below is an excerpt from the *jobactive* deed:



  
  
Additionally, you are required to meet the *jobactive* Service Guarantee and Code of Conduct as shown below:  
  


  
I would like an explanation from you for why you have not been providing me with these services, and a commitment that you will be providing me these services in the future.  
  
I look forward to your written reply.  
  
On a broader note, I am deeply concerned that you have tried to avoid providing these basic services which you are being paid to perform.

If you continue to not respect my rights under the *jobactive* deed, I will feel obliged to take further steps with your head office, the Department of Employment, the Commonwealth Ombudsman, my local member of parliament and the Australian Unemployed Workers’ Union.  
Sincerely,

[INSERT NAME AND DATE]