

# Unemployed Workers Rights A Guide



***NOVEMBER 2016 UPDATED EDITION***



Australian  
Unemployed  
Workers'  
Union



**(03) 8394 5266**

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## I. Introduction

### **Congratulations on getting hold of the AUWU's guide to unemployed workers rights!**

You are now reading information written by and for all unemployed and underemployed workers in Australia. The AUWU hopes this 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 unemployment entitlement, then you have rights. These rights are protected by a number of government documents called deeds, 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 Disability Employment Services (DES) deed, the *jobactive* guidelines and the "Guide to Social Security Law".

Every job agency in Australia is a signatory to either the *jobactive* or DES deed depending on what type of service the government has contracted them to provide. The job agencies are beholden to this deed and are contractually obliged to follow it.

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 that job agencies want to keep you in the dark so that they can make money by pushing you into a range of lucrative activities and appointments. Job agencies commonly use the threat of penalties to push unemployed workers into attending unfair activities and appointments. The job agency's business model relies 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 is aware that if every unemployed worker knew their rights as they are stated in the deed, job agencies would find it much harder to make money, which in turn, would make the whole employment services industry unworkable.

Once you understand your 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 support of social security law and the AUWU, you can demand better.

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



## 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*

*Counselling Services*

### Phone numbers / Emails

#### Australian Unemployed Workers Union

National Advocacy Hotline: (03) 8394 5266  
Turner Freeman Law Firm (no-win-no-fee legal  
advise for personal injury issues): 13 43 63  
[dsppofficer@unemployedworkersunion.com](mailto:dsppofficer@unemployedworkersunion.com)  
[advocacy@unemployedworkersunion.com](mailto:advocacy@unemployedworkersunion.com)  
[secretary@unemployedworkersunion.com](mailto:secretary@unemployedworkersunion.com)  
[contact@unemployedworkersunion.com](mailto:contact@unemployedworkersunion.com)

#### Government

Department of Employment Customer Service  
Hotline (jobactive complaints): 1800 805 260  
/ [nationalcustomerserviceline@employment.gov.au](mailto:nationalcustomerserviceline@employment.gov.au)  
Complaints Resolution and Referral Service (DES  
complaints): 1800 880 052  
National Disability Abuse and Neglect Hotline: 1800  
880 052  
National Relay Service: 1800 55 677/  
[hotline@workfocus.com](mailto:hotline@workfocus.com)  
Centrelink Participations Line: 1300 306 325  
Feedback, Suggestions or Complaints: 1800 132 468

"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

### 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 (and 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**

Going by the official ABS figures, there are currently 19 job seekers competing for every job vacancy. This ratio has tripled since 2008

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

As of November, the Newstart Allowance is currently just under \$400 below the poverty line per fortnight and sinking deeper. This payment has not 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 for not attending job agency interviews (No Show No Pay penalty) and behaving ‘inappropriately’ at Work for the Dole. The Government is currently pushing to expand these powers.

"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

- **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). *Please note: For those entering the Work for the dole phase after 1 Oct 2016, the waiting period was increased to 1 year*

- **Income Management Expansion**

In March 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 II and Part 1, Question 9 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 1, Question 3)*

☐ **ENSURE YOUR JOB AGENT PROVIDES CORRECT SERVICES**

*See Part One, Question One*

## **PART ONE: Your Rights At A Jobactive Agency**

### **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*

"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

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

"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 generally 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.
- Work Trials limited to no more than 2 weeks and only for

"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

*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.

### 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.

**"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**

## 2. **Why Won't Centrelink Accept My Medical Certificate?**

Centrelink commonly reject medical certificates without adequate explanation and forces unemployed workers with serious medical conditions to attend appointments and activities with their job agency. Below is an excerpt of a letter from the Department of Social Services explaining how to successfully submit a medical certificate to Centrelink:

*To be granted an incapacity exemption, the job seeker must provide a medical certificate signed by a medical practitioner which states:*

- *the medical practitioner's diagnosis;*
- *the medical practitioner's prognosis;*
- *that the person is temporarily incapacitated for all work (of at least eight hours per week); and*
- *the period for which the person is incapacitated.*

*An incapacity exemption may not be granted for a number of reasons including:*

- *The medical condition is not temporary (i.e. it is likely to persist for more than two years) and it is not a temporary exacerbation of that condition;*



- *The person has capacity to participate in a suitable program (such as Employment Services);*
- *The person is able to work at least eight hours per week; or*
- *Insufficient evidence supplied (e.g. the medical certificate does not contain all the required information).*

For more info see Part 3, Question 12

### 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) should 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.

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 might include:

- Physical condition
- Psychological condition
- Caring Responsibilities

If your barriers to work are proven to be genuine, you can be exempted from 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 (for more information on appealing, see Part Four).

You can request an ESAt by contacting 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 ESAt.

"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



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 that Centrelink can't accommodate your request – they are obliged to help you.

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

Your job agency must ensure that your job plan reflects your personal circumstances. If you feel that your job plan does not accurately reflect your needs and abilities, request that your job agency change your job plan 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:

- *individual circumstances, in particular their assessed work capacity (where relevant), their capacity to comply with the requirements, and their personal needs*
- *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.

#### 5. [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 unemployed workers 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 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*

## 6. 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 (depending on capacity). 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:*

"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

### **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).*

*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.*

"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

### **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:*

- *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.*

#### ***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)*

**“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**

## **7. My job agent is bullying me. What can I do?**

All job agencies must uphold the ‘Employment Service Provider Guarantees’ and ‘Employment Services Code of Practice’ (see Appendix IV). 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 IV).

- **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 11 for more details.

- **Make a complaint**

Lodge a formal complaint with the Department of Employment by calling **1800 805 260**. See Part Four for more details.

8. **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.

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

According to the *jobactive* deed (84.1), job agencies **must** provide unemployed workers with "one contact each month to discuss Job Searches they have undertaken in the previous month and to identify jobs that they can be referred to". Anything above this monthly appointment is therefore voluntary. If your job agent demands that you attend any more appointments on top of this monthly appointment, request

"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



that they:

- produce the relevant section of the jobactive deed or guidelines to provide evidence for this requirement; and
- re-negotiate your job plan to put it in line with your minimum “Mutual Obligations Requirements”.

The monthly job agency appointment is in addition to your job searches and Annual Activity Requirement (Work for the Dole, voluntary activity etc.) See Appendix II for more details.

If you are unable to attend your monthly job agency appointments due to certain issues, you have the right to call 24 hours in advance to reschedule your appointment. You have the right in certain circumstances to conduct the appointment over the phone.

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

#### **10. 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 an excerpt from the “Job Seeker Compliance Framework Guideline”:

- *If your provider contacts you by **phone, face to face, or hands you 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 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**.*

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

"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

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 to the Department (see Part Four).

## **11. I want to change Job Agencies. How can I do this?**

Transferring providers is an important right of unemployed workers. To transfer you must call the Department of Employment's National Customer Service Line on **1800 805 260**. The Department will generally only accept your transfer request under specific circumstances as noted under the "Transfers Guideline". These are:

- **Transfer by agreement**

You can request a transfer at anytime by filling out a "Transfer By Agreement" form (see 'helpful forms' section). This must be signed by your current and future job agencies.

- **Change of Address**

After changing addresses, the Department 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 by calling the Department of Employment. If you get transferred automatically and you would prefer to stay at your old Provider, you can also request a transfer through the Department.

- **Relationship Failure**

If you believe you cannot maintain a "reasonable and constructive relationship" with your Employment Service Provider, call the Department of Employment and request a transfer. A customer service officer will record the request and help to make the transfer if approved.

- **'Better Servicing'**

If you believe that you could receive services that could "better enhance" your Employment prospects from another provider, you have the right to request a transfer.

If the Department agrees, they will accept the transfer. If they do not agree, you will be informed of the decision. The Department can be quite difficult to deal, so be sure to ask for a reference number for you call and stand your ground if they refuse to process your request. If you feel they have treated you unfairly, contact the Commonwealth Ombudsman (**1800 362 072**) to make a complaint.

**"The manager at my jobactive provider office hung up on me during a phone call because she 'wasn't happy'". – Liljana**



## 12. [My job agent wants my pay slips. What should I do?](#)

There is no section of the *jobactive* deed that states unemployed workers are required to hand in payslips to their job agency. As an unemployed worker, you are required to report your income to Centrelink, not your job agency. Job agencies are able to see your latest reporting details on its system.

If your job agency requests that you hand in your payslips, inform them in writing that you will only give them payslips if **they provide evidence** with reference to the *jobactive* deed stating that it is part of your mutual obligation requirements. The AUWU website has a template letter for this situation (see helpful links).

## 13. [My job agency is penalising me for missing an appointment or activity. What is a reasonable excuse?](#)

Before your job agency can penalise you for failing to attend an appointment or activity, the *jobactive* deed states that they **must** contact you **on the day of being made aware of the compliance failure** to ensure a reasonable excuse “does not exist”.

This means that if your job agency issues you with a financial penalty **without contacting you** to see if you have a reasonable excuse, **the penalty is unfair**.

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.”*

**"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**

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 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.*

#### **14. 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: Your Rights at Work for the Dole**

### **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 there are certain incentives for Job agencies to place unemployed workers into a Work for the Dole activity (see appendix III). As a result, it is commonplace for job agencies to force unemployed workers into a 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.*

*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*

"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

- *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.*

*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.

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 III), 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.

“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

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 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 links). 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 links)

Unfortunately, due to the fact that there are no incentives for you job agent to place you in a volunteer activity, you must do most of 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.

Consequently, the AUWU recommends that you ask Centrelink for stamped copies of the processed voluntary forms when you submit them. You can provide this to your job agency later as proof.

### **3. 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 are subject to perverse incentives to place unemployed workers into the Work for the Dole program (see Appendix III), safety checks are routinely rushed through or conducted improperly.

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 V). 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 (see Appendix V)**

The Work for the Dole Risk Assessment (place) is designed to ensure that Work for the Dole activities 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, 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 Four for more details).

(ii) **Work for the Dole risk assessment (job seeker) checklist**

Your job agency must 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”. As stated in the government’s “Work for the Dole guideline”, this risk assessment 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** (for more details see Part Four).

**“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**

4. **Am I insured if I am injured at my Work for the Dole activity?**

Yes. Although you are not legally considered a ‘worker’ and therefore not entitled to State Government protections, 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.

To provide further recourse to unemployed workers who suffer injuries at Work for the Dole sites, the AUWU has partnered up with Turner Freeman law firm. Turner Freeman has agreed to provide no-win-no-fee advice to all AUWU members. Call them on 13 43 63 for free legal advice (see helpful links for more information).

5. **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 receive a reduced Newstart rate as a result (even by 1 cent), you do not have to do Work for the Dole (or any “approved programs of work”).

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.*

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

The hours you are required to work 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. To find how many hours you have to work, please look at the mutual obligation tables seen in Appendix II.

"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



## **Part Three: Your Rights At a Disability Employment Service (DES)**

### **1. What is a Disability Employment Service (DES)?**

Disability Employment Services (DES) are contracted by the government to help unemployed workers with disability, injury or health condition get ready to look for a job, find a job and keep a job.

There are 2 types of Disability Employment Services available:

- *Disability Management Service (DMS)* - for people with disability, an illness or injury who need help from an employment service but aren't expected to need long term support in the workplace
- *Employment Support Service (ESS)* - for people with permanent disability and with an assessed need for longer term, regular, ongoing support in the workplace.

"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

### **2. How Can I Register for DES?**

In order to register with DES, you must be either:

- in receipt of DSP with a recent job capacity assessment with a work capacity of 8 hours per week; or
- in receipt of Newstart with a recent Centrelink assessment referring you to DES; or
- A school leaver or other special class of unemployed worker

Generally, you will be eligible for DES if you have serious health or other barriers to employment that will not be stabilised or addressed within the next 2 years without intensive support (as in the support that DES can provide in comparison to jobactive). You must complete a job capacity assessment or have already completed one within the last 12 months with the outcome, in relation to job service provisions, resulting in a 'Referral to DES'.

### **3. Am I Eligible for DES?**

To be eligible for Disability Employment Services you must:

- Have a permanent, or potentially permanent disability [for example sensory, physical, psychiatric, intellectual, neurological or acquired brain injury] or a mental health condition
- Be assessed as eligible by an independent Job Capacity Assessor or Employment Services Assessment (see Part One, Question 3)

- Require support for more than six months after placement in employment or require specialist assistance in order to meet participation requirements
- Have an assessed future work capacity of eight or more hours per week
- Require long-term support in the workplace and/or are unable to work at full wages
- You do not need to be receiving income support payments to be eligible for the DES. School leaver or other special class job seeker may also be eligible.

#### 4. What are the National Standards for Disability Services?

As a jobseeker with a disability you have rights. All DES job agencies must adhere to the Disability Service Standards. According to the Governments “National Standards for Disability Services – Summary Table” (see Appendix IV), these standards are broken down into the following six categories:

1. **Rights:** *The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.*
2. **Participation and Inclusion:** *The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.*
3. **Individual Outcomes:** *Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.*
4. **Feedback and Complaints:** *Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.*
5. **Service Access:** *The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.*
6. **Service Management:** *The service has effective and accountable service management and leadership to maximise outcomes for individuals.*

"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

#### 5. What assistance can a DES provide?

DES agencies must offer you support to suit your *individual* needs, which according to the DES deed and guidelines include:

- *help to prepare for work including training in specific job skills, help with writing a resume and interview skills*
- *access to job search facilities*
- *information on local employment opportunities*
- *help to gain new skills or qualifications*
- *help with overcoming other barriers to employment*

- *access to financial assistance to purchase work-related modifications and services, like adjustments to your work environment, communication devices or Auslan interpreting*
- *on-the-job support when you are placed into a job, including support for your co-workers and employer*
- *ongoing support in a job if you need it*
- *help if you are at risk of losing your job because of your disability, injury or health condition. (This is under the Job in Jeopardy service)*

Your DES agency is under agreement with the Government to work with you every step of the way by getting to know your individual circumstances. They should work with you to develop your own personal Job Plan that sets out the services and assistance you will receive.

DES agencies are contracted to deliver employment services funded by the Australian Government, and they have agreed and are committed to observe the Employment Services Code of Practice (see appendix IV).

You should receive ongoing personalised employment services from your DES agency. These services *must* be sensitive to your circumstances and background. The “Disability Employment Services Service Guarantee” (see appendix IV) outlines the level of service you should expect to receive.

**"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**

## 6. What are my job search requirements with DES?

DES job search requirements are very similar to jobactive and are generally 20 jobs per month (depending on capacity).

Unemployed workers who are registered with DES may have full-time requirements or part-time and Principal Carer requirements. Unlike *jobactive*, DES agencies must provide ongoing support as you search for work, secure employment and then maintain employment. In DES, there is funding available to provide longer and higher levels of support. This is to assist unemployed workers with disabilities to address any barriers that their disabilities/conditions may trigger or arise due to new employment.

## 7. How do I transfer to a different DES?

To request a transfer to a new DES agency, call the Department of Employment Customer Service Line on 1800 805 260. Similar to *jobactive*, the Department will only accept your transfer request if you have an approved reason. Below is an excerpt of the Government’s “Disability Employment Services Transfer Guideline” detailing the circumstances in which the Department will accept a transfer:

*A Participant may change DES Providers in their local Employment Service Area (ESA) if the Participant:*

- moves to a new location—**relocation***
- or DES Provider, requests a transfer by the Department, if at any time the Participant and DES Provider are unable to achieve or maintain a reasonable and constructive service relationship—**relationship failure***

- iii. requests to change DES Provider and both DES Providers agree to the change—**by agreement** or
- iv. requests the Department to change DES Provider where the Participant can demonstrate they would receive better services that could enhance their employment prospects from another DES Provider — **better services for the Participant with another DES Provider; or**
- v. requires a change of DES Provider as a result of an Ongoing Support Assessment recommendation—**Assessment**.

For more information on this process, see Part I, Question 12

## 8. How often do I need to attend an appointment with a DES?

You are required to ‘make contact’ with your DES agency **every fortnight**.

Below is a direct extract from the DES deed:

Participant	Minimum Contacts
<b>All Participants (excluding Job in Jeopardy Participants)</b>	Initial Interview on Commencement
	<b>Six Contacts over each period of three months</b> (fortnightly appointments/contacts) for Participants receiving Employment Assistance and Extended Employment Assistance
	Regular Contacts, as deemed appropriate by the Provider, for Participants receiving Post Placement Support
	Initial Interview for a New Programme when a Participant moves from Disability Employment Services – Disability Management Service to Disability Employment Services – Employment Support Service or vice versa
	As required, for Participants receiving Flexible Ongoing Support
<b>Job in Jeopardy Participants</b>	Initial Interview on Commencement
	Regular Contacts, as deemed appropriate by the Provider, during the Period of Service
<b>Disability Employment Services – Employment Support Service Participants only (applicable to Disability Employment Services – Employment Support Service Providers only)</b>	Six Contacts over each period of three months for Participants receiving Moderate Ongoing Support
	Twelve Contacts over each period of three months for Participants receiving High Ongoing Support

- *Note 1: The timing and duration of Contacts is not specified but will depend on the individual circumstances of each Participant, as determined by the Programme Provider.*

- *Note 2: There is no minimum number of Contacts specified for Participants who are receiving Flexible Ongoing Support*

Post Placement Support (PPS): For jobseekers who have secured employment, they will receive support to assist them in maintaining employment.

Extended Employment Assistance: Once 18 months of service with DES has been completed, your provider will be required to submit a report to Human Services advising if they recommend a further 6 months in DES or if they are ready to be exited to mainstream (jobactive) job services.

## 9. [Am I entitled to any wage subsidies?](#)

Below is an excerpt from the DES deed:

<b>Objective</b>	To provide a flexible financial incentive for Employers to offer DES Participants an opportunity to demonstrate suitability for ongoing employment.
<b>Eligibility</b>	The following eligibility requirements apply to this wage subsidy: <ul style="list-style-type: none"> <li>• <b>Participants:</b> all DES Participants are eligible for this subsidy; and</li> <li>• <b>Placements:</b> expected to provide at least 8 hours of employment per week for at least 13 weeks (or at least 6 weeks for seasonal work placements).</li> </ul>
<b>Subsidy details</b>	Maximum of \$1,500 pre- GST is available. May be used for: <ul style="list-style-type: none"> <li>• <b>Wage Subsidy:</b> to be negotiated commensurate to the Participant's level of disadvantage, for a subsidy period of 13 weeks; and optionally</li> <li>• <b>Provider Expenses:</b> up to \$400 of the \$1,500 can be used for items essential to the placement. Up to \$100 of this \$400 can be claimed as an administration fee.</li> </ul>
<b>Other conditions</b>	Nil
<b>Maximum duration</b>	26 weeks. The subsidy is payable for first 13 weeks the Participant works 8 or more hours. The subsidy period is extended for each non-payable week that the Participant does not work 8 hours, to a maximum of 26 weeks from placement start date.
<b>Agreement</b>	The subsidy must be negotiated before the placement commences. The Wage Subsidy Agreement may be created as a Manual Agreement or as a DEEWR's IT System generated Agreement.  The subsidy must be recorded on the Participant's Placement Record in DEEWR's IT Systems within 28 days of the placement commencing.  The Employer may choose to sign and manage Wage Subsidy Agreements online, and submit documentary evidence online.



<b>Payments</b>	Wage subsidy payments to Employers may not be made without appropriate documentary evidence that the Employer has paid the Participant wages.
<b>Claims</b>	A single claim for reimbursement of actual expenses incurred by the DES Provider, up to the maximum amount allowed, may be lodged through DEEWR's IT Systems when the subsidy ends.

## 10. [What is the Employment Assistance Fund \(EAF\)?](#)

The EAF gives financial help to eligible people with disability and mental health conditions. It also assists employers to buy work related modifications and services. The EAF is available to people with disability who are about to start a job or who are currently working, as well as people who need help to find and prepare for a job. It is also available to people with disability who are self-employed, and jobseekers who need Auslan assistance, or special work equipment to look for and prepare for a job.

A free workplace assessment (Workplace Modification Assessment) through the EAF is available to help work out what modifications will best meet your needs and help you do your job. The assessment will look at your role and workplace and any barriers that you might have to identify any equipment or modifications that would work for you and your workplace. The Assessor will recommend any equipment or modifications from the assessment and liaise with you and your employer to find and access solutions to make your workplace more flexible and accessible.

All applications are made through JobAccess. JobAccess may waive your need for an assessment, for example, if your EAF application is submitted by a Government Employment Service provider like a Disability Employment Services (DES), and items cost less than \$10,000.

Ask your DES, jobactive, Community Development Programme provider or a friend or advocate to help you submit an online enquiry to JobAccess, or call JobAccess on **1800 464 800** and get a JobAccess Adviser to help you to submit an application. Your application may take 10 days to assess and refer for further assessment.

"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

## 11. [Am I Eligible for the Employment Assistance Fund \(EAF\)?](#)

Funding through the EAF is dependent on eligibility requirements, workplace assessment outcome and sourcing equipment and modifications from suppliers – this may take some time to finalise. Once you make a request for funding through JobAccess on **1800 464 800**, a JobAccess Advisor will be in contact with you to request any further documentation and to help guide you through the application process.

To be eligible for the EAF you:

- *must be an Australian citizen or a permanent resident*
- *are currently in a job that is expected to continue for 13 weeks or more*
- *are working at least 8 hours per week, or 20 hours per week if you are self-employed*
- *have an ongoing disability that has lasted, or will last at least two years. Your disability must limit, restrict or impair your ability to work.*

*There are special conditions that must be met for your EAF application to be approved. Your EAF will not be approved if you:*

- *do not meet the eligibility criteria*
- *do not complete the application entirely*
- *don't provide the required supporting information with your application*
- *have not provided enough evidence that the requested modification will help you do your job or improve your work productivity*
- *have bought a modification without having your EAF application approved*
- *can access funding for workplace modifications through another Government source or state, territory or local government bodies. For example, the National Disability Insurance Scheme (NDIS)*
- *have received a compensation payment from your employer or someone else in the last seven years*
- *want to purchase medical, therapeutic, health related aids, equipment or services including prescription glasses, cochlear implants and hearing aids and/or;*
- *the cost of the modification is unreasonable and there are other ways to help you do your job and/or;*
- *the application is for repairs or maintenance.*

## 12. [Why Won't Centrelink Accept My Medical Certificate?](#)

As noted in Part I, Question 2, Centrelink commonly rejects medical certificates without providing adequate explanation. In addition to the information already mentioned, below are some tips and information on getting your certificate accepted:

1. Firstly, make sure that your doctor has completed a Centrelink Medical Certificate (see helpful links). On the whole, these are the only medical certificates that Centrelink will accept.
2. If you are registered with a DES and you present a medical certificate for illness/conditions that you have already reported to Centrelink and have undergone a Job Capacity Assessment (JCA) or Employment Services Assessment (ESAt), then Centrelink **may refuse your Medical Certificate**. This is because your illness/conditions have already been taken into account and this resulted in your current work capacity and requirements, and a referral (or extension of services) in a DES.

**"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**



3. If you present a Centrelink approved medical certificate with a **new illness/condition**, then Centrelink should accept this. The Centrelink Representative should update your Jobseeker Circumstances Indicator and this will determine if you should be referred to a further JCA/ESAt due to new barriers to employment, or alternatively, your updated condition might have no effect on your current work capacity.

If for any reason your current illness/conditions are exasperated, aggravated or triggered and you are unable to meet your mutual obligations such as an appointment with DES, then present your medical certificate to your DES provider so that they can record a 'Did not Attend – Reasonable Excuse' for your appointment/activity result. This can be provided **at your next appointment**.

You should not have to participate in job search activities if your doctor has provided you with a medical certificate declaring you unfit for work. A DES staff member (in most instances) is not also a medical practitioner and cannot determine anyone fit for work over a doctor's diagnosis.

### 13. Can my DES Provider force me to do Work for the Dole?

Commonwealth funding is not provided for DES Participants placed in Work for the Dole. Providers may broker or purchase Work for the Dole as a form of unpaid voluntary Work Experience Placement Activity if the placement meets all of the requirements in the Disability Employment Services Deed and any Guidelines. In this case you have the right to refuse if you find another suitable activity.

## **Part Four: Appealing Against a Decision, Making Complaints and Fighting Back**

1. **Am I likely to be subjected 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 meet your minimum mutual obligations, your job agency should not penalise you. If your job agency threatens to penalise you for asserting your rights, this is bullying. See Part 1 for more information on how to handle a bullying job agency.

2. **Centrelink has imposed a financial penalty on me. How do I appeal against this decision and make a complaint?**

Under social security law, Centrelink makes all compliance decisions. Your job agent only sends a recommendation to Centrelink that a financial penalty should be imposed – Centrelink is the one that implements it. For this reason, all appeals/reviews must be made through Centrelink's Internal Review Officer. The Internal Review Officer reverses over one-third of Centrelink decisions.

To ensure Centrelink fairly reviews your case, follow the following steps:

- **Step one: Request a Review**

You can request a review in one of three ways:

- (1) *Calling Centrelink;*
- (2) *Completing a Review of Decision Form (SS351, see helpful links); or*
- (3) *Visit a service centre*

- **Step two: Contact your local MP and write to the AUWU**

Contacting your local MP in relation to your matter is a good way to apply maximum pressure on Centrelink. The AUWU will be able to publish your story (anonymously if you wish) to gain public support.

- **Step Three (in case of an unsuccessful appeal): Contact the Administrative Appeals Tribunal**

If you disagree with the decision of the Authorised Review Officer, apply to the **Administrative Appeals Tribunal (AAT)** for a review of the decision by calling **1800 228 333**. This application must be made within 13 weeks of the initial decision.

There are two levels of AAT review. The AAT reverses around one quarter of Centrelink decisions.

"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

- **Step Four: Lodge a Complaint**

If you are not satisfied with the way your case has been handled, call **1300 132 468** and lodge a formal complaint with Centrelink. If you are not satisfied with how this complaint was handled, call the Commonwealth Ombudsman on **1800 362 072**

3. **My job agency has unfairly suspended my Newstart payment. How do I appeal against this and make a complaint?**

If you believe that your job agency either did not make an attempt to contact you to determine if you had a “**reasonable excuse**” or unfairly rejected your excuse, you should challenge the penalty immediately. Follow the below steps:

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

Send an email or letter to your job agency case manager informing them that you believe you have been treated unfairly.

In the letter, inform your job agency that they have broken the *jobactive* deed and that you will be lodging an official complaint with the Department of Employment. The AUWU has provided a number of templates on its website (see helpful links). This letter is important as it provides a record of your complaint, which you can use later. Also be sure to include the AUWU and your local MP in this email.

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 you can request a transfer to a different agency (see Part 1, Question 11).

*Please note: If you do not wish to make a complaint and want to have your payment reinstated, call your job agent to organise a re-engagement appointment.*

- **Step Two: Contact Centrelink’s Participations Team (if you are still suspended)**

If your job agency has treated you unfairly, you have the right to go over your job agency’s head and ask Centrelink directly to put you back on your payment. To do this, call **Centrelink’s Participation Team** on **1300 306 325**.

- **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, how your job agency

"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

broke the deed, and request that the Department investigate the matter.

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

When talking to the Department make sure to ask them for the reference number for the call and 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 some material in the mail giving them permission to contact the job agency on your behalf.

"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

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

If Centrelink or the Department of Employment refuse to process your appeal or you believe that they have failed to investigate your appeal adequately, contact the **Commonwealth Ombudsman on 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). In relation to discrimination and personal injury issues, contact Turner Freeman law firm on 13 43 63.

- **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 to gain public support.

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

#### 4. 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 to address Australia's employment crisis and to help organise a popular movement demanding immediate and extensive Government action.

Uniting with other social security recipients and the 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 by visiting our website. It is free and all are welcome. By joining you will get:

- i. free access to our National Advocacy Hotline to support you in your dealing with your job agent
- ii. copies of our leaflets and posters
- iii. the opportunity to meet other AUWU activists in your area
- iv. notification of upcoming meetings, actions, legislative changes etc
- v. access to our growing list of contacts and friendly organisations

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

If you are interested in joining your local branch, go to our 'Find Your Branch' page on our website (see helpful links). There are four national working groups that we encourage you to join:

- i. Advocacy working group (*Hotline work, rights workshops, lobbying etc*);
- ii. Communications (*Managing facebook and website, emails, media work etc*);
- iii. Administration (*Co-ordinating national organisation, membership lists etc*);
- iv. Campaigns (*Building alliances, organising protests and campaigns etc*).

Please email us on [contact@unemployedworkersunion.com](mailto:contact@unemployedworkersunion.com) to express your interests. If you do not have access to the internet contact us on (03) 8394 5266 and we will assist you.

## **Appendix**

### **I. Legend**

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

- SPI = Stronger Participation Incentives

*SPI Participants are people who are Fully Eligible Mutual Obligation Jobseekers under the age of 30 years. SPI Participants can be in either Stream A or Stream B.*

- AAR = Annual Activity Requirement

*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 = Primary Care Provider / Partial Capacity to Work

*Job Seekers with part-time participation requirements, such as Primary Care Provider (PCP) or those assessed as having Partial Capacity to Work (PCW), will generally have to undertake fewer 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 SPI job seekers		Other Stream A b Seekers		Other Stream B Job Seekers	Stream C
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
	<b>Case Management</b>	<b>Case Management</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	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—generally 20 per month Other suitable Activities as appropriate	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	<b>Work for the Dole Phase</b>		<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/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 hrs/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 hrs/fortnight), choice of activities	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate		
	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	Appointments Job Search—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/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	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/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 hrs/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— depends on capacity AAR—650 hours over 26 weeks (50 hrs/ 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)
24-30 months; etc	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/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	Appointments Job Search—generally 20 per month AAR—650 hours over 26 weeks (50 hrs/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 hrs/fortnight), choice of Activities	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

## (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
	Started in the Work for the Dole Phase for the first time before 1 October 2016	Did not start in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	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—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search— depends on capacity Other suitable Activities as appropriate
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	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		
12–18 months; 24 – 30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	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), 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 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—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	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for the Case Management for six months	As above for the Case Management for six months	As above for the Case Management for six months

Mutual Obligation Requirements and Job Plan Guideline

Effective Date: 14 October 2016

## (c) Unemployed workers 50 to 59 years

### Mutual Obligation Requirements —job seekers 50 to 59 years

Period of Service	Stream A		Stream B	Stream C
	<b>Started</b> in the Work for the Dole Phase for the first time before 1 October 2016	<b>Did not start</b> in the Work for the Dole Phase for the first time before 1 October 2016		
<b>0–6 months</b>	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	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—generally 20 per month Other suitable Activities as appropriate	Appointments Job Search—depends on capacity Other suitable Activities as appropriate
<b>6–12 months</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	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		
<b>12–18 months; 24 – 30 months; etc</b>	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	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—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
<b>18–24 months; 30 – 36 months; etc</b>	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for the Case Management for six months	As above for the Case Management for six months	As above for the Case Management for six months

## (d) Unemployed workers 60 years and over

### Mutual Obligation Requirements—job seekers 60 years and over

Period of Service	Stream A		Stream B	Stream C
	<b>Started</b> in the Work for the Dole Phase for the first time before 1 October 2016	<b>Did not start</b> in the Work for the Dole Phase for the first time before 1 October 2016		
0–6 months	<b>Self Service and Job Activity</b>	<b>Self Service and Job Activity</b>	<b>Case Management</b>	<b>Case Management</b>
	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate	Appointments Job Search—generally 10 per month Other suitable Activities as appropriate		
6–12 months	<b>Work for the Dole Phase</b>	<b>Case Management</b>		
	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		
12–18 months; 24 – 30 months; etc	<b>Case Management</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>	<b>Work for the Dole Phase</b>
	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—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	<b>Work for the Dole Phase</b>	<b>Case Management</b>	<b>Case Management</b>	<b>Case Management</b>
	As above for the Work for the Dole Phase for six months	As above for the Case Management for six months	As above for the Case Management for six months	As above for the Case Management for six months

#### Notes:

- Principal Carer Parents with the youngest child aged six years or over have to meet part time Mutual Obligation Requirements. A Principal Carer Parent 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 Principal Carer Parent 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 activities that can meet part-time Mutual Obligation Requirements section of this Guideline.
- Job seekers with a Partial Capacity to Work can fully meet their Mutual Obligation Requirements by undertaking 30 hours per fortnight of study 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 (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 Principal Carer Parents and those with a Partial Capacity to Work.
- Principal Carer Parents on Parenting Payment Single on the Age Pension do not have Mutual Obligation Requirements.

### 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)	
<b>Employment Outcomes</b>						
<b>Stream A and Volunteers</b>	<b>Partial Outcome</b>	<b>Full Outcome</b>	<b>Partial Outcome</b>	<b>Full Outcome</b>	<b>Partial Outcome</b>	<b>Full Outcome</b>
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
<b>Total</b>	<b>\$360</b>	<b>\$1,550</b>	<b>\$600</b>	<b>\$2,750</b>	<b>\$740</b>	<b>\$3,400</b>
<b>Stream B</b>	<b>Partial Outcome</b>	<b>Full Outcome</b>	<b>Partial Outcome</b>	<b>Full Outcome</b>	<b>Partial Outcome</b>	<b>Full Outcome</b>
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
<b>Total</b>	<b>\$900</b>	<b>\$4,150</b>	<b>\$1,200</b>	<b>\$5,500</b>	<b>\$1,500</b>	<b>\$6,900</b>
<b>Stream C</b>	<b>Partial Outcome</b>	<b>Full Outcome</b>	<b>Partial Outcome</b>	<b>Full Outcome</b>	<b>Partial Outcome</b>	<b>Full Outcome</b>
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
<b>Total</b>	<b>\$1,200</b>	<b>\$5,500</b>	<b>\$1,800</b>	<b>\$8,250</b>	<b>\$2,400</b>	<b>\$11,000</b>
<b>Education Outcomes</b>	<b>\$1000</b>					



## (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

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*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.*

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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.



# 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

# DISABILITY EMPLOYMENT SERVICES PROGRAMS — YOUR SERVICE GUARANTEE

## As your Disability Employment Services Provider:

- We will clearly explain to you what services you can receive, what we will do for you, and what you have to do, including how often we will meet.
- We will provide help for you to find and keep a job. This includes giving you ongoing support once you get a job, if you need it.
- We will treat you fairly and with respect, in line with the Disability Services Standards.
- We will be sensitive to your individual needs when helping you, including any impact that your disability, injury or health condition might have on your ability to find and keep a job. This could also include any parenting or caring responsibilities you might have.
- We will deliver services that are culturally appropriate.

## What help can I expect?

We will work with you to agree on a plan with assistance and activities to help you find and keep a job. This is called your Employment Pathway Plan.

We will work with you to help you deal with any issues that might be making it hard for you to look for work. Some of the ways we might do this include:

- looking at what work you have done before, and what work is available in your area
- looking at what skills and education you have and what skills and education might help you get work
- working with prospective employers to match your skills to their needs
- providing you with help which may include training, work experience or services to help you overcome any issues that are making it difficult for you to find and keep a job
- helping you to be ready for a job
- helping you to access other support services you may need
- helping you to write a résumé
- providing you with advice on the best ways to look for work
- providing you with information about computer and internet facilities relevant to helping you to find and keep a job, including access to Australian Jobsearch ([jobsearch.gov.au](http://jobsearch.gov.au))
- providing you with access to an interpreter if you need one
- checking that work is suitable for your condition or injury.

Once you have a job, we will continue to support you and will develop a plan with you to help you keep your job.

This may include:

- support to help you settle into your job
- on-the-job training
- information, support and training for your employer and/or co-workers
- help to resolve any problems you may have at work
- ongoing support appropriate to your needs, which may include meeting with you regularly, or giving you more intensive support when you need it.

Depending on your circumstances, we can also help you and your employer access a range of other support services which may include:

- modifications for your work area
- help to purchase specialised technology
- financial help for other services, available through a fund called the Employment Assistance Fund
- access to extra help if you are at risk of losing your job.





## National Standards for Disability Services – Summary Table

The Human Rights principles overarching all the National Standards					
1. Rights	2. Participation and Inclusion	3. Individual Outcomes	4. Feedback and Complaints	5. Service Access	6. Service Management
<b>Rights for people</b>					
I have the right to exercise control and choice when I use services or supports. I also have the right to dignity of risk and to be free from discrimination or harm.	I have the right to participate in my chosen community. I also have the right to decide how I have contact with family, friends and community.	I have the right to lead and direct decisions about my life and how the services I use support me.	I have the right and freedom to give positive and negative feedback about all aspects of my supports and services. I also have the right to independent advice and support to provide feedback or make a complaint when I need it.	I have the right to access services based on fair and equal and transparent criteria, and support for referral when a service is not available.	I have the right to services and supports that are effectively managed, regularly reviewed, accountable and contemporary.
<b>Outcomes for people</b>					
I can make choices about the services and supports I use, and how I use them. When I use a service or support, I am respected and safe.	I follow my interests, with the support of my services, family, friends, carers or advocates.	I use services and supports which build on my strengths and support me to reach my life goals.	I have a range of ways to speak up about my supports and services and play an active role in working out how things will improve. I know how to access independent support and advice when providing feedback or making a complaint.	I understand what the service offers, access to the service is fair and equal and I am supported with other options when I can't access a service.	My strengths and needs are effectively supported through soundly managed services.
<b>Standards for services</b>					
The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.	The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.	Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.	Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.	The service manages access, commencement and leaving a service in a transparent, fair and equal and responsive way.	The service has effective and accountable service management and leadership to maximise outcomes for individuals.
The Quality Management principles underpin all the National Standards					

## 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"> <li>'Work for the Dole Host Organisation' under the jobactive Deed 2015-2020- Work for the Dole Coordinator</li> <li>'Activity Host Organisation' under the jobactive Deed 2015-2020.</li> </ul> <p><i>References to 'job seekers' in this checklist have the same meaning as:</i></p> <ul style="list-style-type: none"> <li>'Eligible Job Seekers' under the jobactive Deed 2015-2020- Work for the Dole Coordinator</li> <li>'Fully Eligible Participant' under the jobactive Deed 2015-2020.</li> </ul>				
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:			
	(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).		
<b>Place/Activity assessment</b>		<b>Yes</b>	<b>No</b>
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?		
<b>Displacement, suitability and supervision</b>		<b>Yes</b>	<b>No</b>
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

## OUR DEMANDS

### Fair Welfare

- **Raise all Centrelink Benefits to Henderson Poverty Line (\$517 per week)**

- **Abolish Work For the Dole**
- **End Discrimination Against Centrelink Recipients (including Income Management)**
- **Remove Punitive Eligibility for Centrelink Payments**
- **Abolish use of Privately owned Employment Services Industry and Reinstate Commonwealth Employment Service**

### Fair Work

- **Undertake extensive Government-run job creation programs (i.e. Job Guarantee Program)**
- **Secure Employment for all Workers**
- **Enforce Minimum Wage and Award conditions across all Workplaces**
- **Reduce Working Week to 35 hours**
- **Lower Retirement age to 60**