**Email Template to Job Agent – Job Agencies Obligations**

To whom it may concern,

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

After looking into this matter more closely, I have discovered that according to section B2 and B3 of the *jobactive* deed I am entitled to a range of services, some of which you are currently not providing to me.  
  
I would like an explanation from you for why you have not been providing me with these services, and a commitment that you will be providing me these services in the future.  
  
I look forward to your written reply.  
  
On a broader note, I am deeply concerned that you have tried to avoid providing these basic services which you are being paid to perform.

If you continue to not respect my rights under the *jobactive* deed, I will be taking further steps with the Department of Employment.  
  
Sincerely,

[INSERT NAME AND DATE]