



Australian Government



JOB SERVICES AUSTRALIA

INDIVIDUALISED ASSISTANCE FOR JOB SEEKERS

JOB SERVICES AUSTRALIA PROVIDES ONE-ON-ONE ASSISTANCE AND TAILORED EMPLOYMENT SERVICES FOR AUSTRALIANS. IT PROVIDES ALL THE SUPPORT YOU REALLY NEED TO HELP FIND AND KEEP A JOB.

With Job Services Australia you'll receive personalised help, services that are tailored to your needs and access to training opportunities and work experience.

Job Services Australia providers are organisations contracted by the Australian Government to provide employment services and are available across Australia in more than 2000 locations. They can provide or connect you to a wide range of government initiatives that will give you the skills and training you need.

FOR MORE INFORMATION CALL **13 62 68** OR VISIT deewr.gov.au/jobservicesaustralia

Help to get a job

Your Job Services Australia provider will work with you to create an Employment Pathway Plan, tailored to your individual needs. This plan will set out the services and training that will help you find and keep a job. This may include help:

- writing a résumé
- accessing work experience opportunities
- gaining new skills or qualifications
- overcoming other barriers to employment.

Your Job Services Australia provider will work with you every step of the way by getting to know you and your individual circumstances. Your plan can be built around you—and this will increase your chances of getting a job.

Your Job Services Australia provider will work with local employers, registered training organisations, State, Territory and local governments, community and health services, and other organisations. They will know where the jobs are and what to do to help you get one. You will have access to training, skills development and other flexible assistance when you require it. This includes gaining work experience and access to other initiatives.

Work experience will help you to:

- develop your skills on the job
- demonstrate your abilities to potential employers
- obtain references
- meet new work contacts
- take part in structured training
- stay connected to the workforce.

Work experience activities can be part time, casual or full time, and either paid or unpaid. It can include:

- Work for the Dole and other voluntary work
- Green Corps environmental activities
- Work in a social enterprise
- Drought Force
- Defence Force Reserves
- Structured training.

Other initiatives can also help you to overcome barriers to getting a job. You may be eligible for one of the following programs.

- **New Enterprise Incentive Scheme** provides the necessary training, mentoring and support to help you start a small business.
- **Productivity Places Program** provides places in training courses delivered by registered training organisations where you can gain new qualifications or upgrade your existing qualifications.
- **Australian Apprenticeships Access Program** is a free, nationally recognised industry training program that gives you basic skills to help you secure an Australian Apprenticeship.
- **Language, Literacy and Numeracy Program** provides free training to improve your reading, writing or maths skills.

Extra help

Your Job Services Australia provider can offer you specialised services if you are assessed as being highly disadvantaged. Depending on the type of disadvantage you face, you can receive specific services to help you find a job. Higher levels of funding and more assistance are available to help you if you are highly disadvantaged.

If you are homeless, a person with disability, an at-risk young person, or experience mental health issues, your provider will help you to get the support and assistance suited to your circumstances. This could include mental health support services, counselling, rehabilitation services, financial counselling and anger management.

All Job Services Australia providers can deliver specific services to meet your needs if you are a highly disadvantaged job seeker. You may also be given the choice of attending a specialist Job Services Australia provider, for example, a youth or disability specialist, that operate in many locations across Australia.

Job seekers with disability and mental health conditions

If you are a person with disability or experience mental health issues and have special workplace support needs, you may be eligible for the Disability Employment Services. Centrelink or your Job Services Australia provider can talk to you about your eligibility and refer you to have your eligibility assessed if needed.

A Disability Employment Services provider can help you with specialist assistance and provide ongoing support to help you find and keep a job. Disability Employment Services is delivered by a network of organisations—both large and small—around Australia.

For more information about how Disability Employment Services providers can help you, or to locate your local service call a JobAccess Adviser on **1800 464 800** or visit **jobaccess.gov.au**.

If you have a disability or mental health condition and are already in employment, you may also be able to receive assistance through the JobAccess service. For more information call a JobAccess Adviser on **1800 464 800** or visit **jobaccess.gov.au**.

If English is not your first language

The Adult Migrant English Program or the Language, Literacy and Numeracy Program can help you to improve your English language skills. Your Job Services Australia provider will help you find an interpreter if necessary.

Information for redundant workers

If you have been made redundant, you could be eligible to receive employment services through Job Services Australia.

You can register for these services either with Centrelink or directly with a Job Services Australia provider.

1. Contact Centrelink

Centrelink will determine your eligibility for both income support and employment services. If you are not eligible for income support, you may still be able to receive employment support based on your individual needs.

Centrelink will assess your eligibility for these specialised services and make an appointment for you at a nearby Job Services Australia provider.

2. Meet with your local Job Services Australia provider

Your provider will assess your circumstances in detail and work with you to provide services that will help you to re-enter the workforce.

Depending on your situation, immediate help may include:

- job search training and assistance, such as résumé preparation and advice on the best ways to look for work
- access to telephones, computers, stationery and employment vacancy listings to help you look for work
- advice on skills shortage areas and information about training relevant to the local labour market
- referral to education or training to improve your language, literacy and numeracy skills, if required
- access to an interpreter where needed.

Labour Adjustment Packages

Labour Adjustment Packages are available for workers who have been made redundant from eligible companies in the automotive manufacturing or the textile, clothing and footwear industries.

If you have been made redundant from an eligible company you may be able to access further intensive employment services through these Labour Adjustment Packages.

To find your nearest Job Services Australia provider call **13 62 68** or visit deewr.gov.au/jobservicesaustralia.

Information for Indigenous job seekers

The Australian Government has reformed the Indigenous Employment Program to be more responsive to the needs and expectations of Indigenous people and their communities. The Indigenous Employment Program includes support for employers to recruit and retain more Indigenous Australians and also assistance to help you to create and build your own business.

Job Services Australia can help you to access training or find a job that will match your skills. Your Job Services Australia provider will work with you to create an Employment Pathway Plan, which will provide you with access to a full range of employment services.

Your provider can help you to:

- gain work experience by placing you with an employer
- learn new skills through on-the-job training, up-skilling and specific training that employers want
- get an apprenticeship or traineeship or, if you're still at school, a school-based apprenticeship or traineeship
- study at diploma level or above at registered training organisations or university
- start your own business or help you build your existing business
- relocate to a place with more work opportunities and provide support for you and your family to make the move
- overcome barriers that prevent you from getting or keeping a job
- improve your reading, writing and maths.

Job Services Australia providers work in partnership with local Community Development Employment Projects (CDEP) providers. If you are an Indigenous job seeker living in a remote area, your Job Services Australia provider may refer you to your local CDEP provider, who will work closely with your provider to help you get the skills you need to find a job.

Your provider may also help you relocate temporarily to take part in education, training or work experience activities if these opportunities are not available locally. For more information call **13 62 68** or visit deewr.gov.au/jobservicesaustralia.

For more information on CDEP call your local Indigenous Coordination Centre on **1800 079 098** or visit fahcsia.gov.au/indigenous.

Other important information

To register for assistance

1. Visit your local Centrelink office

Centrelink can assess your situation and work out which services you are eligible for. Centrelink will provide you with information to enable you to choose a Job Services Australia provider and will make an appointment for you with your Job Services Australia provider.

Some eligible job seekers can register directly with a Job Services Australia provider without going through Centrelink. To find out if you can do this call **13 62 68** or visit deewr.gov.au/jobservicesaustralia.

2. Meet with your Job Services Australia provider

At your first appointment you will meet with a consultant who will tailor an Employment Pathway Plan which will map out the services and work experience to suit your individual needs.

This could include:

- writing a résumé
- accessing work experience opportunities
- gaining new skills or qualifications
- overcoming other barriers to employment.

Job Search Facilities

To assist you in your search for work, your Job Services Australia provider will provide you with access to personal computers with broadband internet connectivity and printers. You can use these facilities to access the internet to undertake job seeking activities including, updating and printing your résumé or searching and applying for jobs online.

You will also be able to access a range of job sites including Australian JobSearch at jobsearch.gov.au.

JobSearch is Australia's largest free job website with thousands of jobs displayed daily. It provides information about jobs and working conditions, careers and training.

Eligibility

If you are unemployed, you are eligible to register with a Job Services Australia provider.

Your obligations

If you receive Newstart, Youth Allowance or Parenting Payment with Activity Test or participation requirements, you will need to look for work and take part in activities that will help you find a job.

Your Job Services Australia provider will consider your personal circumstances and negotiate suitable activities to include in your Employment Pathway Plan.

If you are unable to take part in activities you should discuss this with your provider. If you fail to undertake your agreed activities then this may affect your income support payments.

Your right to privacy

Your personal information is protected by the *Privacy Act 1988* and information about you may also be protected by the *Social Security (Administration) Act 1999* (for example, if you are receiving income support). Your information may be shared between Job Services Australia providers, the Department of Education, Employment and Workplace Relations (DEEWR), Centrelink and other Australian Government departments and agencies, which enables the organisations to provide you with the most appropriate services to meet your needs.

For more information speak to your Job Services Australia provider, DEEWR or visit privacy.gov.au.

Our guarantee of service to you

Service Guarantee

You will receive ongoing personalised employment services provided by your Job Services Australia provider. These services will be sensitive to your circumstances and background. To view all Service Guarantees visit deewr.gov.au/jobservicesaustralia.

Code of Practice

Job Services Australia providers are contracted to deliver Australian Government funded employment services and have agreed and are committed to observe the Employment Services Code of Practice. To view the Code of Practice visit deewr.gov.au/jobservicesaustralia.

For more information

Call **13 62 68** or visit deewr.gov.au/jobservicesaustralia.

**FOR MORE
INFORMATION
CALL 13 62 68
OR VISIT
deewr.gov.au/jobservicesaustralia**