



Australian Government

 jobactive

Information for job seekers about moving to jobactive

What has changed?

The Australian Government has introduced new employment services called jobactive to better help you find and keep a job. jobactive started on 1 July 2015 and has replaced Job Services Australia.

These changes mean you could have a new provider to help you look for work from 1 July 2015.

What is jobactive?

The Government's new model of employment services to help more people find work is called jobactive. It gives you access to tailored help based on your assessed needs. This could include:

- help with looking for work, writing a resume and preparing for interviews
- referrals to jobs in your local area
- training that is suited to the skills that local employers need
- case management so that you are ready to take up and keep a job
- support to complete Work for the Dole or other eligible activities to provide you with work like experiences, to help you learn new skills and improve your chances of finding a job.

All of the activities you do to help you find work will be set out in a Job Plan that you enter into with your jobactive provider from 1 July 2015.

What does this mean for me?

All job seekers in Job Services Australia have been sent a letter by the Department of Employment with information about jobactive.

If you have been given a new jobactive provider, your personal information, such as your name, date of birth, contact details and your current Employment Pathway Plan has been transferred to them. This is to support you to find and keep a job.

What do I need to do now?

Until you have a Job Plan with your jobactive provider, it is very important that you:

- work with your jobactive provider and do what you have agreed to
- keep looking for work
- attend all appointments and job interviews that are organised for you
- continue any activities such as Work for the Dole or training that are included in your Employment Pathway Plan or new Job Plan.

If you do not do these things, your income support payment may be affected.

What happens from 1 July 2015?

Your jobactive provider will contact you to set up a time to meet after 1 July 2015. They will develop a new Job Plan with you.

For job seekers who have mutual obligation requirements, your Job Plan will include activities like:

- the number of job searches you need to complete per month. This is usually up to 20 but it can be tailored to your individual circumstances and where you live. Your jobactive provider will check that you apply for the right number and type of jobs. You can manage your job search activities through www.jobsearch.gov.au and the JobSearch app.
- Work for the Dole or another approved activity such as part time work, part time study in an eligible course, accredited language, literacy and numeracy training or volunteering for six months each year.
 - If you are aged under 30 years you need to complete 25 hours per week of Work for the Dole or another approved activity for six months each year.
 - If you are aged 30 to 49 years you need to complete 15 hours per week of Work for the Dole or another approved activity for six months each year.
 - If you are aged 50 to 59 years you need to complete 15 hours per week of an approved activity for six months each year.
- other activities to help you become work ready such as training to suit local employers.

Please remember that until your new Job Plan is agreed, you must continue to do the activities in your Employment Pathway Plan unless you were told otherwise by your Job Services Australia provider.

If you were doing an activity such as Work for the Dole just before 1 July 2015, you need to keep going to the activity unless your jobactive provider tells you to stop.

What if I am receiving a supplement payment?

Some people have been receiving a supplementary payment of \$20.80 a fortnight because they were doing an eligible activity such as Work for the Dole.

Depending on your circumstances, your Employment Pathway Plan with your Job Services Australia provider may have changed before 1 July 2015 and you may have stopped doing the activity you were getting the supplement for. If that happened, your supplement would have stopped before 1 July 2015.

Otherwise, people being paid the \$20.80 a fortnight would have received a letter from the Department of Human Services telling them this payment would stop on 1 July 2015.

You may be able to get this payment after 1 July 2015 if your jobactive provider thinks it is appropriate for you to continue in the activity or do a new activity that attracts the \$20.80 a fortnight.

Remember that if you have been doing an activity such as Work for the Dole immediately before 1 July 2015, you need to keep going until you are told to stop. You will get back paid for any eligible activity that you keep doing after 1 July 2015 that attracts the \$20.80 a fortnight.

Where do I go for help?

If you have questions about jobactive or would like further information, you can:

- speak to your jobactive provider
- go to www.employment.gov.au/jobactive
- go to www.jobsearch.gov.au
- call the National Customer Service Line on 1300 854 414*.

Do you need help with this fact sheet?

If you need an interpreter, please call the Translating and Interpreting Service (TIS) on 131 450* and ask for 1300 854 414*.

If you are deaf, or have a hearing or speech impairment, contact the National Customer Service Line through the National Relay Service. For more information, visit relayservice.gov.au.

** Note that call charges apply for calls to '13' numbers from mobile phones*