



Australian Government



Your Service Guarantee—Employment services for people not on income support

This guarantee covers employment services that are available to unemployed people not receiving income support payments such as Newstart Allowance. You should always check your eligibility for income support and employment services with Centrelink. You may be eligible for additional Job Services Australia assistance, for example, if you are a young person who has recently left school.

To ensure you are getting the right support you should let your Provider and Centrelink know if something in your life changes such as health, housing, living arrangements, parenting responsibilities, personal crisis, education, voluntary or paid work.

What help can I expect?

As your Job Services Australia Provider we will treat you fairly and with respect and explain clearly what services you are eligible to receive and what we can do to help you.

At a face-to-face interview, we can help you to prepare a résumé, and provide you with information on job opportunities in your area, including a list of available jobs which might be suited to you. We will also give you advice on what types of jobs need more workers and how you can receive training to skill you for those opportunities through the government funded Productivity Places Program.

To help you look for work you will also have reasonable ongoing access to computer, newspapers and other facilities to help you in your job search, and advice about how to use them to look for work. If you need an interpreter, we can arrange one for you.

If you haven't found work after three months you can renew your registration online which will ensure your résumé will continue to be made available and you can continue to access onsite computer facilities and maintain your résumé.

If you haven't found work after six months, you can approach us for an additional meeting.

What happens to what I tell you?

We have to keep all information confidential. We share the information with government so that they can make sure that you are receiving the appropriate level of support and services from your Provider.

We will only tell employers things about you that are related to job opportunities. We will not tell them anything private or confidential about you unless you want us to.

If you ask, we will show you the information we hold about you.

What can I do if I'm not happy with the service I receive?

If you think you aren't receiving the right help, you should first try to talk to us.

We will provide a feedback process which is fair and we will try to resolve your concerns.

If you can't do this, or you are still not happy, you can call the Government's Customer Service Line on 1800 805 260 (free call).