



Australian Government



Your Service Guarantee–Work Experience

As your Job Services Australia Provider we will:

- Explain clearly what services you are eligible to receive, what we will do for you, and what you have to do, including how often we will meet
- Provide assistance to help you find work
- Treat you fairly and with respect
- Take account of your parenting or caring responsibilities or other recognised limits on your ability to find work

What help can I expect?

You can expect us to provide the following service to you:

- Assistance preparing or updating a résumé
- Advice on the best ways to look for work
- Updating your *Employment Pathway Plan*
- Information on job opportunities in your area, including a list of available jobs which are suited to you
- Advice on what types of jobs need more workers
- Advice on how you can receive training to skill you for work opportunities through the government funded Productivity Places Program
- Reasonable access to Jobsearch and computer facilities and advice about how to use them to look for work
- Access to an interpreter if you need one

We will meet with you at least every two months, for as long as you stay out of work. We might want to meet with you more often.

Work Experience Activities

There are a broad range of work experience activities. We will talk about which activities are available in your local area and help you to select an activity that is best for you, such as:

- Work for the Dole or Full-Time Work for the Dole activities
- Green Corps environmental activities
- Education or accredited training, (for example, the Productivity Places Program)
- Participation in non-vocational programs (for example, drug or alcohol rehabilitation, counselling)
- Part-time or casual paid employment
- Unpaid work experience
- Voluntary work in the community and not for profit sector

- Drought Force farm-based activities
- Placement in labour market or training and/or skills development programs delivered by other Commonwealth or State Government

We will also continue to meet with you at least every two months while you are undertaking a work experience activity.

What are my responsibilities?

There are some things that you will have to do if you want to keep receiving income support:

- Make every effort to get a job, and accept any suitable job you are offered
- Do your best at every job interview
- Do everything that you have agreed to do in your *Employment Pathway Plan*, this includes going to all appointments

If for any reason you are not able to keep an appointment or if you have missed an appointment, you have to tell your provider why as soon as you can. You also have to do this if you can't do or haven't done something your *Employment Pathway Plan* says you have to do.

To ensure that you are getting the right support you have to 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 happens to what I tell you?

We will only use the information that you provide us to help you find and keep a job or deal with any problems that might stop you from finding and keeping a job.

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).