



Australian Government

jobactive

Service Guarantee for jobactive

Volunteers

This Service Guarantee for jobactive reflects the Australian Government's expectations of jobactive providers. It sets out the minimum level of service each Volunteer job seeker can expect to receive.

The Australian Government provides a range of services to help people looking for work. The Government delivers jobactive through a national network of jobactive providers, and people who need assistance to find work can access a range of help that's based on their individual needs. The main objective of jobactive is to promote stronger workforce participation and help more job seekers move from welfare to work.

What you can expect from your jobactive provider

Your jobactive provider will:

- help you build your résumé
- provide advice on job opportunities in your area
- help you understand the skills local employers need
- refer you to jobs
- provide the services that are set out in their Service Delivery Plan
- treat you fairly and with respect
- provide services in a culturally sensitive way.

As a volunteer job seeker you will get up to six months of assistance, and you need to actively participate in order to stay registered. You should make sure you let your jobactive provider know if your circumstances change, as it may mean you are eligible for more assistance.

Your personal information is confidential

Your personal information is protected by law, including the Privacy Act 1988. Your jobactive provider will only tell employers things about you that relate to job opportunities or, with your permission, your employment with them.

Your jobactive provider may also share information with other government agencies if they need to, to make sure you are getting the right level of support. These agencies may contact your employer to check that the information they have is correct.

You can ask to get access to any information your jobactive provider holds about you, and have it corrected if needed.

Compliments, suggestions or complaints

Your views about the service you receive are important. The Department of Employment and your jobactive provider value any feedback you may have.

If you don't think you are receiving the right help and would like to make a complaint, please talk to your jobactive provider first. Your jobactive provider will offer a feedback process which is fair and will try to resolve your concerns.

If you feel you can't talk to your jobactive provider, or you are still not happy, you can contact the Department of Employment's National Customer Service Line on 1800 805 260 (free call from land lines) or email nationalcustomerserviceline@employment.gov.au.

If you have suggestions to improve the service you are getting or would like to make a compliment about the help you have received, please let your jobactive provider know or call the National Customer Service Line.

If you have any concerns about your income support payments, you should contact the Department of Human Services. Contact details for the Department of Human Services can be found at www.humanservices.gov.au.