

# INDIVIDUALISED ASSISTANCE FOR JOB SEEKERS

**JOB SERVICES AUSTRALIA PROVIDES ONE-ON-ONE ASSISTANCE AND TAILORED EMPLOYMENT SERVICES FOR AUSTRALIANS. IT PROVIDES THE SUPPORT YOU 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 appropriate training and work experience opportunities.

Job Service Australia providers are organisations contracted by the Australian Government to provide employment services and are available across Australia in up to 1700 locations. They can connect you to a wide range of government initiatives that will give you the skills and training you need.

## Eligibility

If you have the right to work in Australia, and are not working or studying full-time, you may be eligible to register with a Job Services Australia provider. To find out if you are eligible, please contact the Department of Human Services on **13 28 50**, go to [humanservices.gov.au/jobseeker](https://humanservices.gov.au/jobseeker) or visit your local Department of Human Services office.

## To register for assistance

### 1. Visit your local Department of Human Services office

The Department of Human Services can assess your situation and work out the services for which you are eligible. They will provide you with information to enable you to choose a Job Services Australia provider and will make an appointment for you. Some eligible job seekers can register directly with a Job Services Australia provider without going through the Department of Human Services. To find out if you can do this call **13 62 68**.

### 2. Meet with your Job Services Australia provider

Your Job Services Australia provider will work with you every step of the way by getting to know you and your individual circumstances. A consultant will offer assistance to help you find and keep a job. This assistance could include a range of services such as:

- writing a résumé
- information on local employment opportunities
- tailoring an Employment Pathway Plan to suit your circumstances
- accessing work experience opportunities
- gaining new skills or qualifications
- overcoming other barriers to employment.

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 may 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 training
- stay connected to the workforce.

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

- **New Enterprise Incentive Scheme** provides the necessary training, mentoring and support to help you start a small business.
- **Australian Apprenticeships Access Program** is a free, nationally recognised industry training programme that gives you basic skills to help you secure an Australian Apprenticeship.
- **Skills for Education and Employment (SEE) Program** provides free accredited training to improve your English, reading, writing or maths skills.

## 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](http://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.

## 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 Job Services Australia provider. If you fail to undertake your agreed activities then this may affect your income support payments.

## 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 Job Services Australia provider will help you to get support and assistance suited to your circumstances. This could include mental health support services, counselling, rehabilitation services and financial counselling.

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.

## If English is not your first language

The Adult Migrant English Program and the Skills for Education and Employment Program can help you to improve your English language skills. Your Job Services Australia provider will help you to access these programmes and find an interpreter if necessary.

## 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 Disability Employment Services. The Department of Human Services or your Job Services Australia provider can talk to you about your eligibility and refer you to have your eligibility assessed if needed. For more information call a JobAccess Adviser on **1800 464 800** or visit [jobaccess.gov.au](http://jobaccess.gov.au).

## 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 the Department of Human Services or, in some cases, directly with a Job Services Australia provider.

### Structural Adjustment Programmes

Structural Adjustment Programmes are available for workers who have been made redundant from eligible companies in the manufacturing industry such as the automotive, textile, clothing and footwear industries. For more information or to check whether you have been made redundant from an eligible company under one of these programmes, speak with your Job Services Australia provider.

## Information for Aboriginal and Torres Strait Islander job seekers

If you are an Aboriginal and Torres Strait Islander job seeker, your Job Services Australia provider can work with local employers, Indigenous Employment Program providers, community and health services, registered training organisations, state, territory and local government and other organisations. They will know where the jobs are and what they can do to help you get one. You will have greater access to training, skills development and other flexible assistance best suited to your needs. This includes work experience and other programmes. You may also be eligible for the Indigenous Wage Subsidy. For more information, speak with your Job Services Australia provider.

## 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 Employment, the Department of Human Services and other Australian Government departments and agencies. This 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, contact the Employment Services Information Line on **13 62 68** or visit [privacy.gov.au](https://www.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 [employment.gov.au/job-seeker-servicing-what-you-can-expect](https://www.employment.gov.au/job-seeker-servicing-what-you-can-expect).

### 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 [employment.gov.au/job-seeker-servicing-what-you-can-expect](https://www.employment.gov.au/job-seeker-servicing-what-you-can-expect).

## For more information

Call **13 62 68** or visit [employment.gov.au/job-services-australia-isa](https://www.employment.gov.au/job-services-australia-isa). To find a Job Services Australia provider in your local area visit [jobsearch.gov.au](https://www.jobsearch.gov.au).