



Australian Government

jobactive

Providers of jobactive services

A network of jobactive providers operate across approximately 1700 locations in Australia to provide employment services to employers and job seekers.

Employers can get help from jobactive providers to source and recruit employees who meet their business needs.

Job seekers can get help from a jobactive provider to find and keep a job.

Providers of jobactive services have a strong understanding of local labour markets. They know where the jobs are, what to do to help job seekers get ready for work and how to match job seekers to employer needs.

Services for employers under jobactive

Employers looking for staff can receive help from a jobactive provider.

A jobactive provider works closely with employers to understand their recruitment needs. They tailor their services to ensure an employer gets the help they need to find suitable staff.

Providers of jobactive services can help employers by:

- referring potential employees who are ready for a real work environment
- providing support after their new employee starts work as they settle into the job
- offering supports to assist with hiring, and keeping, eligible participants in ongoing jobs.

More information for employers

Employers who need help with recruitment can visit the [Jobsearch](#) website to find the details of their local jobactive provider.

Employers can also choose to manage their own vacancies through the jobactive website. For more information visit the [Jobactive](#) website.

Services for job seekers under jobactive

The Volunteer Online Employment Services Trial

Job seekers not already registered as a Volunteer and who are not eligible for the full range of jobactive services may be eligible for the Volunteer Online Employment Service Trial (VOEST).

Job seekers eligible for the Volunteer Online Employment Service Trial will use a dashboard via the jobactive website or app to:

- build a career profile and resume
- get tips on and use tools for interviews
- learn what employers want
- undertake job searches and apply for jobs
- access other online resources to support you to find work.

Access to the Volunteer Online Employment Services Trial will be for up to 12 months.

Centrelink will assess eligibility for this service.

Please visit your local Centrelink office or call 13 28 50 to check your eligibility.

A jobactive provider also works closely with job seekers, tailoring their services to the job

seeker's assessed needs so they can find and keep a job.

A jobactive provider will have a face-to-face meeting with the job seeker to develop a Job Plan. The Job Plan will set out all of the activities the job seeker will do to help them find work, such as the job searches they need to carry out and the activities like Work for the Dole that they need to complete.

Services for job seekers from jobactive providers include:

- help to look for work, write a résumé and prepare for interviews
- referrals to jobs in the local area and help to relocate for work if they are interested
- help to become job ready, including targeted training that is suited to the skills that local employers need
- individualised support (called case management) so they are ready to take up and keep a job
- support to complete Work for the Dole, or other eligible activities, that provide work-like experiences, help to learn new skills and improve the job seeker's chances to find a job.

To help job seekers get and keep a job, jobactive providers can access the Employment Fund. This is a pool of funds that can pay for work-related items, professional services, relevant training and support after they start work.

Providers of jobactive services can also connect job seekers to a range of other government initiatives.

To search for a jobactive provider visit the [Jobsearch](#) website.

Job seeker eligibility for jobactive

Job seekers who receive income support payments, such as Newstart Allowance, Youth Allowance (other), or Parenting Payment, and have mutual obligation

requirements will generally receive the full range of jobactive services.

Support to suit a job seeker's needs

Most new job seekers on income support will have their first contact with Centrelink, who will assess their needs for jobactive services. Centrelink will refer a job seeker to a service 'stream' depending on their readiness for work. This guides the level of support a job seeker will receive from a jobactive provider:

- **Stream A** job seekers are the most job ready. They will receive services to help them understand what employers want and how to navigate the local labour market, build a résumé, look for jobs and learn how to access self-help facilities.
- **Stream B** job seekers need their jobactive provider to play a greater role to help them become job ready and will be referred for case management support.
- **Stream C** job seekers have a combination of work capacity and personal issues that need to be addressed and will get case management support so that they can take up and keep a job.
- If still unemployed, job seekers will generally start Work for the Dole, or another approved activity, after 12 months in jobactive services.

Job seeker obligations

To ensure job seekers remain active and engaged while looking for work, they may need to meet certain requirements to keep receiving income support. These are called mutual obligation requirements.

If a job seeker has mutual obligation requirements, they will generally need to:

- enter into a Job Plan that will outline what they will do to become more job ready and satisfy their mutual obligation requirements

- look for up to 20 jobs each month, with jobactive providers able to tailor this requirement to a job seeker's individual circumstances and local labour market conditions
- complete Work for the Dole or another suitable activity (such as part-time work, part-time study in an eligible course, participation in accredited language, literacy and numeracy training or voluntary work) for six months each year.

A job seeker's mutual obligation requirements vary according to their age and other personal circumstances. For further information please visit the [Job Seeker factsheet](#) page on the Department of Employment, Skills, Small and Family Business website.

Expectations for service delivery

The Australian Government expects jobactive providers to deliver quality services to employers and job seekers.

Service Guarantees setting out provider service requirements can be found on the [Department of Employment, Skills, Small and Family Business](#) website.

Providers of jobactive services are required to display the Service Guarantees and their service delivery plans in their offices and make them available to employers and job seekers. Their service delivery plans are also published on the [Jobactive](#) website.

Want more information?

- Visit the [Department of Employment, Skills, Small and Family Business](#) website.
- Job seekers can:
 - If they are not registered with jobactive or Disability Employment Services, call the Employment Services Information Line on 13 62 68*
 - If they are registered with jobactive or Disability Employment Services, talk to their provider or call the National Customer Service Line on 1800 805 260*
- Employers can call the Employer Hotline on 13 17 15*

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 the Employment Services Information Line on 13 62 68* or the Employer Hotline on 13 17 15*.

If you are deaf, or have a hearing or speech impairment, you can use the National Relay Service. For more information, visit the [National Relay Service](#) website.

** Note that call charges apply for calls to '13' and '1800' numbers from mobile phones*