



Australian Government



## Employment services have changed

The Australian Government is committed to building a strong and prosperous economy that promotes workforce participation and helps more job seekers move from welfare to work.

To achieve this, the Government is investing \$6.6 billion over four years from 1 July 2015 in new employment services called jobactive.

jobactive started on 1 July 2015 and replaced Job Services Australia.

Remote areas are continuing to receive services through the Community Development Programme, and jobactive operates alongside Disability Employment Services in non-remote areas of Australia.

### What services are available under jobactive?

There are five jobactive services:

- **jobactive providers** assist job seekers to find and keep a job and ensure employers are receiving candidates that meet their business needs
- **Work for the Dole Coordinators** source suitable Work for the Dole activities in not-for-profit organisations such as local councils, schools, community organisations and state and federal government agencies. These activities will help prepare job seekers for the work environment.
- the **New Enterprise Incentive Scheme** helps eligible job seekers to start and run

their own small business with support including accredited small business training, business advice and mentoring for up to 52 weeks as well as an allowance for up to 39 weeks.

- **Harvest Labour Services** and the **National Harvest Labour Information Service** support the harvest requirements of growers in the horticulture industry. **Harvest Labour Services** gather vacancies from growers, provide eligible job seekers with information, and supply harvest workers to horticultural producers in regions where there is a need for out-of-area harvest workers. The **National Harvest Labour Information Service** coordinates information about harvest opportunities across Australia.

These arrangements build on changes already introduced by the Government, including the Job Commitment Bonus for eligible young people who stay in work and off income support for at least 12 months, Restart wage subsidies for mature age job seekers and Relocation Assistance to Take Up A Job.

### What services do job seekers receive?

jobactive provides job seekers with access to tailored help from a jobactive provider, based on their assessed needs. This could include:

- help with looking for work, writing a resume and preparing for interviews
- referrals to jobs in their local area

- training that is suited to the skills that local employers need
- case management so they are ready to take up and keep a job
- support to complete Work for the Dole or other eligible activities to provide them with work-like experiences, to help them learn new skills and improve their chances of finding a job.

### What do job seekers need to do?

From 1 July 2015, most job seekers who have mutual obligation requirements (such as people on Newstart Allowance, Youth Allowance Other or Parenting Payment recipients with a youngest child at least six years of age) need to:

- enter into a Job Plan that outlines what they will do to become more job ready and satisfy their mutual obligation requirements
- undertake 20 job searches per month, with their jobactive provider able to tailor this requirement to a job seeker's individual circumstances and local labour market conditions
- complete Work for the Dole or another approved 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.
  - job seekers aged under 30 years typically need to complete 25 hours per week of Work for the Dole or another approved activity for six months each year.
  - job seekers aged 30 to 49 years typically need to complete 15 hours per week of Work for the Dole or another approved activity for six months each year.
  - job seekers aged 50 to 59 years typically need to complete 15 hours

per week of an approved activity for six months each year.

The frequency and quality of a job seeker's job searches are actively monitored by jobactive providers. They make sure a job seeker meets their requirements in return for their income support and completes their Annual Activity Requirement.

Job seekers who have a partial work capacity or who are principal carer parents will have job search requirements tailored to their individual circumstances.

Job seekers who are 60 years of age or over will have job search requirements tailored to their individual circumstances and can volunteer for Work for the Dole or other approved activities.

Modern online and self-help facilities are available to help job seekers engage with employers and jobactive providers.

Job seekers have access to targeted training and assistance to help them become work ready. Wage subsidies for mature age, long term unemployed and Indigenous job seekers are also available to also assist them to transition from welfare and stay in work.

Job seekers will change their jobactive provider if they have not been employed for two years (or three years for those with more complex non-vocational issues) for a fresh perspective to help them move off welfare and into work.

### What do the changes mean for employers?

There is a new network of jobactive providers across Australia who are sourcing and preparing job seekers to meet employers' needs.

Job seekers will take part in Work for the Dole or other activities to prepare them for the work

environment. Any training that job seekers do will be relevant to what local employers need, and real job opportunities.

Other help includes screening and matching job seekers to vacancies, support for employers once a new employee starts or financial help through a wage subsidy for eligible job seekers who are young, mature age, long-term unemployed or Indigenous.

There are also simpler online services for employers who choose to manage their own vacancies through the jobactive website [www.jobactive.gov.au](http://www.jobactive.gov.au), powered by JobSearch.

### **Who will deliver the new services?**

A total of 66 organisations are delivering the new services across Australia. There are:

- 44 jobactive providers
- 19 Work for the Dole Coordinators
- 21 New Enterprise Incentive Scheme providers
- five Harvest Labour Services providers
- one National Harvest Labour Information Service

A full list of organisations delivering jobactive is available at [www.employment.gov.au/employment-services-procurement-information](http://www.employment.gov.au/employment-services-procurement-information).

### **How were successful organisations selected?**

An open tender was conducted to select high performing organisations to deliver the new services. The tender opened on 7 October 2014 and closed on 17 November 2014 and was highly competitive. The tender was overseen by Maddocks as the independent probity adviser.

A summary of the tender process is at [www.employment.gov.au/employment-services-procurement-information](http://www.employment.gov.au/employment-services-procurement-information).

### **Transition from current employment services**

There are transition arrangements for job seekers, employers and current employment service providers to support the move to the new model.

Further information about the transition arrangements is available at [www.employment.gov.au/jobactive-transition](http://www.employment.gov.au/jobactive-transition).

### **More information**

- Go to [www.employment.gov.au/jobactive](http://www.employment.gov.au/jobactive)
- If you are an employer call the Employer Hotline on 13 17 15\*
- If you are a job seeker call the National Customer Service Line on 1800 805 260\*

### **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 National Customer Service Line on 1800 805 260\* or the Employer Hotline on 13 17 15\*.

If you are deaf, or have a hearing or speech impairment, contact the Employer Hotline or National Customer Service Line through the National Relay Service. For more information, visit [www.relayservice.com.au](http://www.relayservice.com.au)

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