



Australian Government



jobactive—helping you find work

jobactive is the Australian Government’s way to get more Australians into work. It connects job seekers with employers and is delivered by a network of jobactive providers in over 1700 locations across Australia.

As a job seeker, your jobactive provider can help you to:

- write a résumé
- look for work
- prepare for interviews
- get skills that local employers need
- find and keep a job.

Am I eligible for jobactive?

jobactive services are generally available if you get an income support payment, such as Newstart Allowance, Youth Allowance (other), or Parenting Payment, and have mutual obligation requirements. Mutual obligations are certain things that you need to do in return for your payment, like look for work.

The Australian Government Department of Human Services will assess your circumstances and eligibility for jobactive and refer you to a jobactive provider.

If you aren’t on income support, or you are receiving income support and don’t have mutual obligations, you may be able to volunteer for jobactive services if you:

- are not working or studying full-time, and
- have the right to work in Australia.

For more information, see the jobactive — help for volunteer job seekers fact sheet at www.employment.gov.au/jobactive.

What help can I get?

jobactive providers have the flexibility to tailor their services to your assessed needs to help you get and keep a job.

Your jobactive provider will meet with you to help you find work and develop a Job Plan that could include:

- activities to help you get skills that local employers are looking for
- help for you to overcome or manage non-vocational issues where relevant
- looking for up to 20 jobs each month— your jobactive provider can tailor this number to your circumstances and local labour market conditions
- 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 volunteer work) for six months each year.

To help you get and keep a job, your jobactive provider can access funding to pay for work-related items, professional services, relevant training and support after you start work.

Your provider can also connect you to a range of other government initiatives. These include relocation assistance, wage subsidies, training, apprenticeships and help to start a business through the New Enterprise Incentive Scheme (NEIS).

What tools are available to me?

To help you find work, your jobactive provider will give you access to computers, the internet and printers at their office. You can use these facilities to look for and apply for jobs, and update and print your résumé.

You can also look for jobs and access online services on the jobactive website at www.jobactive.gov.au or the free Job Seeker JobSearch app (available from iTunes and Google Play).

By linking your myGov account to your JobSearch account, you can track your job applications, manage appointments with providers, get job alerts and manage your résumé, all from your personal dashboard.

The Career Quiz App can also help you find out about the types of work that might suit you, as well as useful information like how many people are employed in certain industries and what they earn. You can download the Career Quiz from your app store or go to www.joboutlook.gov.au/careerquiz.

What is expected of me?

If you receive an income support payment and have mutual obligation requirements, you will need to enter into a Job Plan and do all of the activities listed, such as completing:

- the required number of job searches per month, and
- Work for the Dole, or another approved activity, for six months each year.

You also need to act on referrals from your provider to specific jobs in your local area.

Your jobactive provider will explain and work with you to help you meet your mutual obligation requirements.

Expectations for service delivery

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

Service Guarantees setting out provider service requirements can be found at www.employment.gov.au.

jobactive providers are required to display the Service Guarantees and their service delivery plans in their offices and make them available to job seekers and employers. Their plans are also published at www.jobsearch.gov.au.

Want more information?

- Go to www.employment.gov.au/jobactive
- Call the Employment Services Information Line on 13 62 68* or talk to your provider if you are already registered with jobactive or Disability Employment Services
- Search for a local jobactive provider at www.jobactive.gov.au.

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 13 62 68*.

If you are deaf, or have a hearing or speech impairment, you can use the National Relay Service. For more information, visit www.relayservice.com.au*.

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