



## JOBACTIVE - KNOW YOUR RIGHTS

### THIS FACT SHEET IS FOR:

This fact sheet is for people who are receiving assistance from Centrelink as a jobseeker and have registered or will register with a Jobactive provider.

This information is designed to help you understand your rights and obligations

### What can I expect from my Jobactive provider?

#### Your Jobactive provider will:

- Work with you to develop your Job Plan (this is also referred to as an Employment Participation Plan). This sets out the services you will receive and the minimum requirements you need to meet while you are on activity tested income support.
- Identify your strengths and any challenges you face to increase your job readiness.
- Refer you to suitable jobs.
- Match you to a suitable Work for the Dole placement (where appropriate).
- Reassess your needs if your circumstances change.
- Help you with wage subsidies or relocation assistance (where appropriate).
- Keep in contact with you and your employer once you have started a job.
- Provide the services that are set out in their Service Delivery Plan.
- Treat you fairly and with respect in a culturally sensitive way.

### What is expected of me?

- Everything you have agreed to do in your Job Plan.
- Accept any suitable job.
- Make every effort to get and keep a job.
- Complete the required number of job searches in your Job Plan.
- Meet your annual activity requirements—such as taking part in Work for the Dole—as outlined in your Job Plan.
- Contact your Jobactive provider as soon as possible if you are unable to attend an appointment or do an activity.
- Notify your Jobactive provider of any changes in your circumstances.  
If you fail to do any of the above it could affect your income support payments.

You have 48 hours to think about your Job Plan. Think about it before signing and agreeing.



info@ssrv.org.au  
www.ssrv.org.au  
03 9481 0355  
1800 094 164

## What if I have a complaint?

Many providers have their own internal and external complaints process.

Jobactive Providers are required to tell you about their feedback/complaints process in your first interview with them.

Services must have a senior staff member investigate your complaint. The senior staff member must inform you of the outcome of any investigation and any action the service proposes to take about the complaint.

You can make a formal complaint online to:

- Centrelink  
Ph: 1800 132 468
- The Commonwealth Ombudsman  
Ph: 1300 362 072  
GPO Box 442, Canberra, ACT 2601;  
Fax: 02 6276 0123;  
or using their online complaint form:  
<http://www.ombudsman.gov.au/making-a-complaint>

Alternatively, you can make a complaint via the Australian Government Department of Employment website or by email: [nationalcustomerserviceline@employment.gov.au](mailto:nationalcustomerserviceline@employment.gov.au)

## How do I change Jobactive Providers?

If your expectations of your Jobactive Provider/Employment Services Provider are not being met, you can switch.

In order to change providers, the reason for changing needs to fit into one of these areas:

1. Better services can be provided elsewhere (eg. more culturally appropriate)
2. Moving locations
3. Transfer with agreement of your provider.

Communicate your concerns to your Provider, where possible, before changing agencies.

Ultimately, if your Jobactive Provider does not assist you with the request to change, you should call the Department of Employment Customer Service Line: 1800 805 260 (free call from landlines).

**“Shop around” before you change! Make sure other providers offer what you want before making a switch**

Note that your Job Services Australia or Disability Employment Services provider has a vested interest in you remaining as a client with their organisation. Therefore, they will be reluctant to have you transferred to another organisation.



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**PLEASE NOTE:**

This fact sheet contains general information only. It does not constitute legal advice.

If you need legal advice, please contact SSRV on either **9481 0355** or **www.ssrv.org.au**. SSRV is a community legal centre which specialises in social security law, administration and policy. SSRV is independent of Centrelink and all assistance is free.

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This fact sheet was funded by the Victorian Law Foundation. This fact sheet was developed with reference to the work of the National Welfare Rights Network and Basic Rights Queensland.

Funded by  
a grant from | **Victoria Law  
Foundation**

February 2017