



A job seeker's guide to Job Network

Helping you move into work

This fact sheet outlines what Job Network is and how it can help you move into work.

Contents

What is Job Network?	1
How can Job Network help me get a job?	1
How can I start using Job Network?	2
What is RapidConnect?	3
Finding a job—jobsearch.gov.au	3
Your first appointment with your Job Network member	3
Changes from 1 July 2006	5
Extra services available	5
What is mutual obligation?	5
Australian Government employment services	6
Help for Indigenous job seekers	7
Your right to privacy	8
Your guarantee of service	8

What is Job Network?

Job Network is an Australia-wide network of organisations dedicated to helping you get and keep a job. In most cases you will be able to choose your Job Network member and you will stay with them until you have found work. If you have special needs you may be able to get extra help from Job Network.

How can Job Network help me get a job?

You will receive ongoing employment services provided by your Job Network member. These services will be culturally sensitive to your circumstances and background as well as tailored to your needs and available job opportunities.

Through your Job Network member you can expect that:

- you only need to register with one Job Network member. They will help you until you find work
- your Job Network member will record your skills and experience on JobSearch and you will be given a copy of your résumé
- your résumé will be matched to jobs automatically on JobSearch, and
- services will be designed to meet your needs and available job opportunities.

If you have been unemployed for more than three



Job Network

AN AUSTRALIAN GOVERNMENT INITIATIVE

months and are receiving Intensive Support services, your Job Network member will also:

- assess your skills, experience and capabilities and will develop a Job Search Plan with you to help you get work
- help you improve your job search skills by giving you intensive Job Search Training and extra support to help you present better job applications, and
- contact you regularly; at least every three months, and more frequently if you have been unemployed for more than 12 months.

If you have special needs or have been unemployed for an extended period of time, your Job Network member may also provide:

- help with access to employment and training programmes, counselling and work experience
- more intensive job search activities and work preparation, with fortnightly contact to help you get a job
- interpreter services and travel assistance (if you are referred to a job interview by your Job Network member), and
- support while you are settling into your new job.

Job Search Support

Job Search Support can help you to find and keep a job.

Through Job Search Support your Job Network member will:

- give you advice on job search techniques and career options
- help you to meet the responsibilities you have while you are looking for work, and
- enter your résumé on JobSearch at jobsearch.gov.au.

Job Placement Services

Job Placement organisations form a large network of recruitment organisations (including Job Network members) who find jobs. You can find the jobs they place on JobSearch.

How can I start using Job Network?

Visiting Centrelink

When you contact Centrelink to receive an income support payment, you may be referred to a Job Network member.

When you sign up with Centrelink as looking for work, your Customer Service Officer will ask you some questions about your work skills, experience, education and personal details. They will tell you about your local Job Network members and give you other information that will help you get a job.

Choosing your Job Network member

You can find out about a Job Network member's services and how they provide them by:

- calling them directly
- looking at JobSearch Kiosks at Centrelink offices, or
- visiting jobsearch.gov.au.

When searching for a Job Network member on jobsearch.gov.au, you should take note of the Job Network member's Star Rating. This is a measure of the success of Job Network members in finding jobs for job seekers. The system is also designed to show how each Job Network member is performing compared to other Job Network members.

If after this you still aren't able to select a Job Network member, Centrelink will refer you to one in your local area.

All Job Network members must provide you with a certain level of service, but the ways in which they can help you will differ. Centrelink can give you more information and a list of specialist Job Network members in your local area.

As each Job Network member offers different services it's important that you choose one that suits you. Some Job Network members specialise in working with particular groups, such as:

- people who speak a language other than English
- Indigenous job seekers
- young people
- people who are HIV positive
- people with disability.

If you find that you are not eligible for a Centrelink allowance you may still be able to get employment services from the Job Network member of your choice.

What is RapidConnect?

RapidConnect is a process that helps connect you with a Job Network member in your local area as soon as possible after you visit Centrelink.

A Centrelink Customer Service Officer will talk to you about your work skills, experience, education and personal details, and if you are considered ready for the workforce, you will be given an appointment with a Job Network member within the next two working days.

How does this affect my income support payments?

If you are being helped through RapidConnect, you are legally required to attend an appointment with a Job Network member to meet payability conditions for Newstart or Youth Allowance.

If you attend your Job Network member appointment as arranged, you will be paid from the date you first contacted Centrelink (pending any determined waiting periods). If you delay attending your Job Network appointment, you may only be paid from the date you attend.

Finding a job—jobsearch.gov.au

Jobsearch.gov.au is Australia's largest free online job board with more than 70 000 jobs displayed daily. Whether you are looking for a job, a career change or a volunteering opportunity, JobSearch can help. You can browse for jobs or create and build a résumé—no matter how you use JobSearch, it's free.

Your first appointment with your Job Network member

At your first appointment, your Job Network member will help you enter your résumé onto jobsearch.gov.au.

This will allow you to be matched to jobs that suit your skills and experience. You will have to follow up on these job leads.

To make this easier you should bring:

- any education certificates
- details of your work history
- names and contact details of referees
- examples of job applications or other similar papers
- a copy of your résumé on disk or in hard copy, if you have one.

How will I know if I have any job leads?

JobSearch will automatically notify you of any job leads through:

- your 'Personal Page' on JobSearch
- your email account
- telephone message bank, or
- SMS (if you have a mobile phone).

Your Job Network member will help you choose and set up an option for how you want to be notified about any job leads from JobSearch.

JobSearch Kiosks and Telephones

Most Job Network members have a JobSearch Kiosk and a JobSearch Telephone in their office.

Your Job Network member will show you how to use the JobSearch Kiosk to:

- find a job you are interested in
- print out a job description
- check if you have been matched to any available jobs
- email your résumé to employers
- update and print your résumé
- get other information about employment.

From the JobSearch Telephone you can phone employers to arrange job interviews or ask about a job you have found on JobSearch.

To give yourself the best chance of getting a job, you should regularly use these and other resources to look for work even if you are participating in other employment services (like Work for the Dole or Employment Preparation).

After three months

If you have not found work three months after signing up as looking for work with Centrelink and Job Network, your Job Network member will give you more specialised one-to-one assistance. This is called Intensive Support.

You will get Intensive Support services until you find a job. This may include Job Search Training where your Job Network member will discuss with you areas of job search skills that may need improving, and then work out a programme suited to your particular needs.

This may include help with:

- application writing
- updating your résumé
- improving your interview skills
- showing your skills to employers
- building your self confidence
- exploring new work areas where your experience can be used.

If you are an Indigenous or mature age job seeker (aged 50 years and over) you may volunteer to receive the help listed above as soon as you register with Centrelink as looking for work.

If you are a young job seeker (aged 15 to 24 years), you will have access to the services listed above as soon as you register with your Job Network member.

Job Search Plan

With your Job Network member you will look at how you can improve your chances of finding work by:

- upgrading your work skills with training courses offered by TAFE and other training organisations
- career counselling
- attending a work experience programme, such as Community Work.

Stay in touch

Regular contact with your Job Network member allows you to get advice on the best ways to find a job.

If you need to change your details on JobSearch, your Job Network member can help you with that.

You will meet with your Job Network member at least once every three months and more frequently if you have been unemployed for more than 12 months.

Need more help?

Some people face tough barriers to employment and are particularly disadvantaged in finding work. Centrelink will use the information you give them at registration to see if you are at very high risk of long-term unemployment. If so, you will get immediate entry to Intensive Support Customised Assistance.

What happens next?

If your unemployment continues, the level of assistance you get from Intensive Support will increase. This is called Customised Assistance.

With Customised Assistance, as part of your Job Search Plan, you may receive:

- intensive work preparation
- work experience
- training and counselling.

Depending on your needs, your Job Network member may also give you:

- more intensive job search activities and contact you each fortnight
- additional services, facilities and activities such as interpreter services, or some money for fares if you cannot afford to get to a job interview
- help with work experience, counselling or training to get a job, and
- support while you are settling into a new job.

While receiving Intensive Support, your Job Network member will meet regularly with you to talk about job search approaches and refine your personal details on JobSearch. Job Search Support services will continue while you remain unemployed.

Intensive Support services will continue while you take part in mutual obligation activities for six months. If you don't have any mutual obligation requirements, your Job Network member will continue to provide you with support.

Changes from 1 July 2006

From 1 July 2006 the Australian Government is making some important changes to the income support system to help people move into paid work.

These changes include a balance of support through improved services, increased financial incentives and some new obligation requirements. There are more places in employment services, a new compliance system and new eligibility rules for income support customers (particularly parents, people with disability, mature age, and long-term unemployed job seekers).

For more information on the changes, visit australia.gov.au/movingintowork.

What will happen to my income support payment if I find part-time work?

There are new income tests, which mean you can keep more of your allowance if you work part-time.

Extra services available

Along with existing Job Network and other employment services, there are more services to help you prepare for and find a job. For some people on Newstart Allowance, this may include:

- Employment Preparation, and
- Job Capacity Assessments.

What is Employment Preparation?

Employment Preparation is a new service delivered by Job Network for parents, carers and mature aged people.

It provides practical assistance to develop your skills or upgrade your qualifications to help you find a job.

If your Job Network member determines you are eligible, you will be required to participate in Employment Preparation to help you prepare for work. This service will be individually tailored to your circumstances.

What is a Job Capacity Assessment?

If you have a medical condition or problem that prevents you from finding or keeping a job, your employment service provider or Centrelink may refer you for a Job Capacity Assessment.

The new assessment will help identify what services you need to overcome any barriers to employment. It will also ensure your ability to work is determined quickly. Your Job Capacity Assessor will be able to arrange for services to match your needs to help you find and keep a job.

What additional assistance is available?

If you have been unemployed for 12 months or are assessed as having specific difficulties in finding a job, you may be referred for additional personalised assistance. This could include referral to Intensive Support services provided by Job Network, or referral to other specialised employment services.

What is mutual obligation?

Mutual obligation is about helping you improve your chances of finding work while giving something back to the Australian community.

If you are receiving payments such as Newstart or Youth Allowance, as well as looking for work you must undertake some approved activities.

Mutual obligation activities are outlined in your Activity Agreement or in your Job Search Plan.

Your Activity Agreement is an agreement you will develop with Centrelink, and your Job Search Plan is a plan you will develop with your Job Network member if you are in Intensive Support.

Work for the Dole is one option for your mutual obligation activity.

Any job seeker aged 18 and over on Newstart, Youth Allowance or Parenting Payment can participate in Work for the Dole.

Work for the Dole gives you:

- work experience opportunities in a wide range of community activities
- a chance to demonstrate your abilities to potential employers
- an opportunity to gain references from your supervisors about your work
- a network of volunteer colleagues to introduce you to potential employers.

When you complete Work for the Dole you may be eligible for a Passport to Employment with personal training that includes:

- résumé development
- written references
- updating your job seeker skills.

You may also earn a Training Credit of up to \$800 to pay for accredited training to improve your employment chances.

Community Work is voluntary work that you can do with an approved volunteer organisation as another mutual obligation option. If you do not have a mutual obligation you can gain work experience and a Training Credit if you volunteer for Community Work.

You will be referred to a Community Work Coordinator for advice and to monitor your participation.

What if I don't meet my obligations?

You could be penalised for failing to participate in activities and services that are designed to help you find a job. For example, you could be penalised for not looking for work or not turning up for appointments with your employment service provider.

If you don't meet your obligations, Centrelink will contact you to talk about your reasons before any penalties are imposed. If you have a good reason you will not be penalised. You will be given the chance to comply before any penalty is imposed, except in the case of repeated or more serious failures. You will have the right to appeal if a penalty is applied.

What are the penalties?

From 1 July 2006, there will be a new system of penalties for people who do not meet their obligations.

If you don't comply—for example, you miss a job interview without a good reason—your payment may be temporarily stopped or suspended until you do.

Repeated or more serious failures to comply can incur a penalty where you lose your payment for eight weeks. These include:

- a third or subsequent failure within 12 months to turn up to a job interview or an interview with your employment service provider
- refusing a suitable job offer
- voluntarily leaving a suitable job
- being dismissed because of misconduct.

Australian Government employment services

New Enterprise Incentive Scheme (NEIS) helps unemployed people start and run their own new small business. If you have a good business idea, you may be able to get NEIS assistance which gives you small business training, income support and mentoring during the first year of your business.

Visit workplace.gov.au/neis for more information.

Harvest Trail gives you the chance to harvest fruit and vegetables around Australia throughout the year. You can find out about harvest work through the National Harvest Labour Information Service and Harvest Labour Services providers.

Visit jobsearch.gov.au/harvesttrail or phone the National Harvest Labour Information Service on **1800 062 332** for more information.

Personal Support Programme helps people who are more vulnerable to social isolation and find it difficult to become part of the workforce and the community. It is a bridge between short-term crisis assistance and employment-related assistance.

Visit workplace.gov.au/psp for more information.

Job Placement, Employment and Training (JPET) helps young people aged between 15 and 21 who have personal and social difficulties to get their lives back on track. If you are dealing with living arrangements and issues that are preventing you from going to school, attending training or getting a job, JPET can give you support and advice.

Visit workplace.gov.au/jpet for more information.

Disability Employment Network (DEN) provides specialist assistance to job seekers with disability who need support to find and maintain employment.

A job seeker can be referred to DEN if they:

- have a permanent (or likely to be permanent) disability
- have a reduced capacity for communication, learning or mobility
- require support for more than six months after placement in employment
- require specialist assistance to build capacity in order to share the financial, social and personal benefits that employment offers.

Visit jobaccess.gov.au for more information.

Drought Force is an initiative that is part of Work for the Dole that helps individuals and communities that have been severely affected by drought.

Drought Force activities are designed to:

- encourage people to remain in their local community, retaining and building local skills
- support the local economy to deal with the impact of drought
- support local community priorities
- help drought mitigation
- ease the burden of the drought for farmers and their families
- make sure that farms and properties are maintained and therefore able to cope once the drought breaks.

Visit workplace.gov.au/droughtforce for more information.

The **Voluntary Work Initiative** supports anyone receiving a Centrelink payment who wants to become involved in volunteering. The programme provides referral services to help income support recipients find volunteer positions that suit their skills, experiences, activity test requirements, and ambitions. All volunteer positions are with approved, not-for-profit organisations.

Visit workplace.gov.au/vwi for more information.

Green Corps gives young people the opportunity to participate in projects to preserve and restore Australia's natural environment and heritage. Participants gain improved career and employment prospects through accredited training, structured work activities and work experience. They receive help in preparation for employment, personal development opportunities and also provide an opportunity to contribute to the well being of the community.

Visit greencorps.gov.au for more information.

Help for Indigenous job seekers

Wage Assistance encourages employers to hire eligible Indigenous job seekers by providing wage subsidies to employers.

If you are eligible, your Job Network member can help by using Wage Assistance in negotiating with employers to find you a job.

For more information about Wage Assistance phone the Indigenous Employment Line on **1802 102** or visit wageassistance.gov.au.

The **Community Development Employment Projects (CDEP)** programme is an Australian Government funded initiative for unemployed Indigenous people, providing activities that develop participants' skills and improve their employability in order to help them to move into employment outside the programme.

For more information on CDEP phone Centrelink on **13 62 68**.

Indigenous Employment Centres

Indigenous Employment Centres (IEC) provide assistance to participants in CDEP organisations to help them get the skills and experience they need to get a job and keep it. IECs provide participants with help that is tailored to the needs of each person and can include:

- job search skills such as résumé, job applications and interview techniques
- access to training to gain the skills needed for their chosen job
- work experience
- help to find a job
- ongoing mentoring and support, while both in the IEC and afterwards when placed in employment
- help to access other services such as Job Network and Centrelink.

These services complement the help available through Job Network. IEC and CDEP participants can also receive assistance from Job Network.

For more information on IEC phone **1802 102** or visit workplace.gov.au/iec.

Your right to privacy

Personal information is protected under the *Privacy Act 1988* and may not be disclosed unless it is authorised to do so.

If you are receiving income support, your information is authorised to be disclosed under *Social Security (Administration) Act 1999*.

In providing employment services to you, your information may be shared between those contracted service providers who are assisting you, the Department of Employment and Workplace Relations (DEWR), Centrelink and other Australian Government departments and agencies.

The sharing of your information is important as it enables Australian Government departments and agencies to provide you with the most appropriate services to meet your needs.

For more information about your privacy ask your service provider or DEWR, or visit privacy.gov.au.

Your guarantee of service

You will receive ongoing personalised employment services provided by your preferred Job Network member. These services will be culturally sensitive to your circumstances and background as well as tailored both to your needs and to the job opportunities available.

Throughout your period of unemployment, you can expect your chosen Job Network member to:

- provide access to job vacancy information and job search facilities through touch-screen kiosks
- advise you on job search techniques, career options and vocational employment programmes and other services available to you
- give you feedback on a job interview if your Job Network member arranged it for you
- help you to meet your income support obligations when you are looking for work.

From the time you first start to work with your Job Network member, services will include:

- recording your résumé summary and resulting résumé in JobSearch
- matching of your résumé summary against vacancies in JobSearch
- establishing a password for access to your personal page and job matches on JobSearch
- immediate access to any job matches via your personal page with additional advice, where arranged, through your personalised email, SMS or telephone message bank service.

If you have been registered with Centrelink as unemployed for more than three months, and are receiving Intensive Support services, your Job Network member will also:

- assess your skills, experience and capabilities and develop an Activity Agreement to help you get work
- help you to improve your job search skills by giving you intensive job search training and additional support to help you make job applications
- contact you regularly, at least every three months and more frequently if you have been registered for more than 12 months.

If you are receiving Intensive Support services, your Job Network member services may also include:

- help with access to training, a wide range of vocational programmes, counselling and other services and work experience consistent with your Activity Agreement
- more intensive job search activities and work preparation with fortnightly contact to help you into a job
- additional services, facilities and activities, such as interpreter services, travel assistance if you are referred to a job interview by your Job Network member, vocational training, or counselling you may require to get a job
- support while you are settling into your new job. If you are not satisfied with the service you have received, you should raise this first with your Job Network member. If you are still not satisfied, you should call the Job Network customer service line on **1800 805 260**. You will talk to a customer service officer, who will endeavour to resolve your concerns quickly and fairly.

For more information on how Job Network can help you move into work, phone 13 62 68 or visit jobnetwork.gov.au