



A young job seeker's guide to **Job Network**

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.

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How does Job Network help young job seekers?

If you are a job seeker aged between 15 and 20 and not in full-time education or training, you are eligible for the full range of Job Network services, even if you are not eligible for income support. You will have access to a wide range of services once you register with Centrelink as 'looking for work'.

If you are a job seeker aged 21 to 24 and receiving a payment from Centrelink, you may also be eligible for the full range of Job Network services.

How to register

You can register with Centrelink as 'looking for work', and they will refer you to a Job Network member.

Centrelink can give you information on your local Job Network members, where they are and how they can help you. In some areas, Job Network members who provide specialist services for young job seekers are available. Where there is more than one provider in your local area, Centrelink will provide a list for you to select from. In most cases, once you choose your Job Network member you'll stay with them until you find work.



Job Network

AN AUSTRALIAN GOVERNMENT INITIATIVE

What help will I get?

Once you have chosen a Job Network member they will help you while you are looking for work. Your Job Network member will:

- give you advice on job search techniques, career options and employment programmes
- give you feedback on any job interviews they arrange for you
- help you to meet the responsibilities you have while you are looking for work
- enter your résumé on JobSearch.

Your Job Network member will discuss with you if any of your job search skills need improving. Then you and your Job Network member can tailor a programme to improve your job search skills. It 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.

Your Job Network member can also help you look at how you might finish year 10 or 12 if you haven't already, or move into further training. This doesn't always mean you have to go back to school.

These services are available as soon as you register with Centrelink and attend an interview with your Job Network member.

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 your payments if you find part-time work?

Job seekers on income support are encouraged to find a job. There are new income tests which will mean you can keep more of your allowance if you work part-time.

In addition to existing Job Network and other employment services, there are more services to help you find a job. For some young job seekers, this will include a Job Capacity Assessment.

What is a Job Capacity Assessment?

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

A Job Capacity 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.

For more information contact Centrelink on 13 17 64 or visit australia.gov.au and click on 'moving into work'.

Your Job Network member can help you tailor a programme to improve your job search skills.



Useful online resources

JobJuice

jobjuice.gov.au

Information for young people on career, training and job opportunities including practical job tips, an online résumé builder and a career quiz.

Finding a job

jobsearch.gov.au

JobSearch 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 then JobSearch can help. You can browse for jobs, create and build a résumé—no matter how you use JobSearch it's free.

The Source

thesource.gov.au

Information about youth issues, including useful information about finding employment, Australian Apprenticeships, career advice, and starting a business.

myfuture

myfuture.edu.au

Useful information about career development, the labour market, starting a small business, finding work and getting training.

Job Guide

jobguide.dest.gov.au

Help choosing a career path, information about where to find training, help to prepare for job searching and links to other useful government services.

Career planning

centrelink.gov.au/internet/internet.nsf/services/career_planning.htm

A free service for job seekers registered with Centrelink who receive Youth Allowance, Newstart or are on the JET programme. Young people aged 15–20 who are not eligible for income support can still access this service if they are registered with Centrelink.

Career information products

dest.gov.au/sectors/career_development/

Information on how to choose an occupation and plan a career. This site also includes the booklet *How to Get Yourself a Job* which is aimed at job seekers and has tips on how to find jobs, apply for them and prepare for interviews.

Year 12—What Next?

year12whatnext.gov.au

A guide to help year 12 students plan their post-school employment, education and training.

Support programmes

Green Corps

greencorps.gov.au

A youth development and environmental training programme for people aged 17–20. Projects give secondary students and young unemployed people in regional and rural communities the opportunity to preserve and restore natural and cultural heritage while working on six-month environmental conservation projects. Green Corps provides training, skills development, work experience and personal development. People who will take part in the 26 week programme, receive a training allowance while getting accredited on-the-job training.

Reconnect

centrelink.gov.au/internet/internet.nsf/services/reconnect.htm

An initiative that provides a range of community-based early intervention services aimed at family reconciliation and other support for young people aged 12–15 who are homeless or at risk of becoming homeless.

Mentoring Australia

dsf.org.au/mentor/index.htm

An organisation of mentors, educators and researchers.

Job Placement Employment and Training Programme

workplace.gov.au/jpet

A programme that provides support for homeless and disadvantaged young people (aged 15–21) to help stabilise their accommodation and address barriers they may face to employment or education. The programme offers a broad range of services on a case management basis.

Supported Accommodation Assistance Programme

facs.gov.au/saap

This programme helps people who are homeless or at risk of homelessness, through a range of support and supported accommodation services.

Personal Support Programme

workplace.gov.au/psp

This programme helps people who are facing personal issues that make it difficult to find employment, such as homelessness, drug dependence, psychological disorders, domestic violence, or financial management problems.

Language, Literacy and Numeracy Programme

<https://llnp.dest.gov.au>

This programme gives basic language, literacy and numeracy help to job seekers, particularly young job seekers whose skills are below the level considered necessary to get and keep a job. The programme provides up to 400 hours of basic adult literacy and numeracy. It is targeted at Indigenous Australians, young people with disability, people with mental illness, those who are unemployed or homeless and early school leavers.

Australian VolunteerSearch

volunteersearch.gov.au

This web site contains listings of thousands of volunteer positions from all over Australia.

Australian Apprenticeships

phone 1800 639 629 or visit

australianapprenticeships.gov.au

Australian Apprenticeships combine practical work with structured training, leading to a nationally recognised qualification. They are competency based and can take less time to complete than a traditional apprenticeship or traineeship.

The web site also provides support material including case studies, brochures in languages other than English for clients and parents, and links to useful Internet resources on career planning, job hunting and vocational education and training. The location of all Australian Apprenticeship Centres can also be found on this web site.

Australian Apprenticeships Access Programme

acesstraining.dest.gov.au

A programme that offers literacy and numeracy, communications and vocational skills training to young

people who are looking for an Australian Apprenticeship, but face barriers to their access. Alternatively, job seekers may be supported into employment, further education or training. Information is available on locations of training providers and on the training programmes that AAAP brokers offer.

Australian Apprenticeships Information Service

nacinfo.com.au

A service that allows job seekers to search for Australian Apprenticeships by job title, industry or state.

Support programmes for young Indigenous Australians

Indigenous Youth Employment Consultants (IYEC)

workplace.gov.au/iyec

The IYEC programme aims to enhance employment, education and/or training outcomes for Indigenous young people. It is aimed at Indigenous young people aged 15 to 19 in and outside the Job Network and Centrelink systems, who are disengaged from school, considering entering the workforce and intend continuing with their education and/or training before entering the workforce.

Indigenous Employment Programme

workplace.gov.au/indigenous

A programme that provides a comprehensive package of employment assistance to meet the special needs of Indigenous Australians. These include Wage Assistance, Corporate Leaders for Indigenous Employment Project, CDEP Placement Initiative, Structured Training and Employment Projects, National Indigenous Cadetship Project and Indigenous Community Volunteers.

Community Development Employment Projects

workplace.gov.au/cdep

The Community Development Employment Projects (CDEP) programme is an Australian Government funded initiative for unemployed Indigenous people. It provides activities that develop participants' skills and improve their employability to help them move into employment outside the programme. Information is available from Centrelink on **13 62 68**.

Indigenous Employment Centres

workplace.gov.au/indigenous/iec

Indigenous Employment Centres (IEC) provide help to CDEP participants to help them get the skills and experience they need to get a job and keep it. They help participants get ready for work outside of the CDEP and support them while they are in their chosen jobs.

More information

Your local Job Network member can provide you with more information on the services that are available to eligible job seekers. You can find contact details for Job Network members in your region by talking to your local Centrelink office, phoning **13 62 68** or visit jobnetwork.gov.au.

For more information about career, training and job opportunities, including practical job tips, an online résumé builder and a career quiz, visit jobjuice.gov.au.

You will receive ongoing personalised employment services provided by your preferred Job Network member.



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 Activity Test obligations when you are looking for work.

From commencement with your Job Network member, the services will include:

- recording your résumé in JobSearch
- matching of your résumé 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, then you should phone the Job Network Customer Service Line on **1800 805 260**. A Customer Service Officer will try to resolve your concerns quickly and fairly.