



A parent's guide to Job Network

If you are a parent, part-time or full-time work can give you financial independence. There are a range of Australian Government employment services and programmes to help you find work that suits you.

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How can Job Network help parents looking for work?

If you're receiving a Parenting Payment from Centrelink, you can use Job Network to help you find work. Job Network offers a range of free employment services to help you get a job.

When you first register with Job Network you will be provided with:

- advice on job search techniques, career options, employment, training programmes and other services
- help with writing your résumé
- notification of any jobs available in your area that match your skills by SMS, email or by phoning a toll-free number
- advice on how to use the JobSearch web site to look for work
- job search services that are tailored to your circumstances, and
- the services of a translator if needed.

How do I choose a Job Network member?

Job Network members are flexible and can provide services to meet your particular needs. You can find out more about the services provided by Job Network members in your area by:

- asking your Centrelink Customer Service Officer or Personal Adviser
- using the touch screen kiosks in Centrelink offices
- phoning the Employment Service Information Line on **13 62 68** or
- visiting jobnetwork.gov.au.



Job Network

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Once you've decided which Job Network member you want to see, you can ask your Centrelink Customer Service Officer or Personal Adviser to make an appointment for you, or phone Centrelink on **13 61 50**.

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.

Job Network members are flexible and can provide services to meet your particular needs.

What's in it for me?

If you do find work that suits your needs, you, your family and the community will benefit from the extra income that you take home.

You can:

- meet new people
- make new friends
- create new networks and broaden your interests
- develop your confidence, and
- learn new skills that could lead to further promotion or other employment.

Your Job Network member will help you find work to fit in with your family commitments. If you already have a part-time job and would like to find one with more working hours, your Job Network member can also help you to find a suitable full-time job and help with the transition to longer working hours.

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.

Extra help for parents

If you're still looking for work after three months, Job Network can offer extra help—such as further job search training—that fits in with your parenting commitments.

Job seekers can get help to meet certain work-related costs, such as fares to attend interviews, costs associated with child care while you are attending an interview, buying work clothes, or job training. Some people are eligible for this assistance as soon as they register with their Job Network member.

If you've been out of the workforce for a long time and you face greater barriers to finding work, Job Network can offer immediate additional help. This includes working closely with an employment consultant to further help your job prospects.



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 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.

The 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.

Your guarantee of service

From July 2006, many parents who are unemployed and on income support will be seeking part-time work of at least 15 hours per week with the help of a Job Network provider.

When you register as looking for work with a Job Network provider, you will be provided with a high standard of employment services. Your Job Network provider will provide services that are tailored to your personal circumstances.

Find a Job Network provider

You can be referred to Job Network by Centrelink or, if you are a Parenting Payment recipient whose youngest child has not yet turned six, you can be directly registered by your local Job Network provider. Job Network will provide a flexible mix of services, support and training to meet your needs and fit around your caring responsibilities.

Job Network providers will be responsive to particular issues faced by parents when joining the workforce. In particular, they can help you with locating Outside School Hours Care and Vacation Care and provide support while you look for work.

Your Job Network provider has the ability to help prepare you for employment and tailor services to suit your needs. Depending on the level of service you are entitled to, this may include:

- providing information on job opportunities
- arranging employment and training programmes
- accessing counselling services, work experience and/or other services
- providing interpreter services
- providing travel assistance (if you are referred to a job interview by your Job Network provider)
- providing support while you are settling into your new job
- helping you to access Outside School Hours Care and Vacation Care.

Job Network providers are committed to providing this guaranteed level of service. Your Job Network provider will help you find a job by:

- recording your skills and experience
- providing advice on updating your skills and qualifications
- addressing self esteem or confidence issues
- discussing Outside School Hours Care and Vacation Care issues with you and helping you to locate relevant services
- advising you on job search techniques, career options and employment opportunities
- providing access to resources to look for work such as computers, newspapers and faxes
- providing immediate access to messages about job matches through JobSearch
- giving you feedback on job interviews they arrange for you.

Employment and Related Services Code of Practice

The Employment and Related Services Code of Practice is part of your Job Network provider's contract with the Australian Government. It tells you how Job Network will deliver services to you.

You can expect:

- high quality service
- professionalism and integrity
- confidentiality and privacy
- personalised and courteous service
- consideration of your needs and background
- fairness in dealing with all clients
- clear and timely communication.

Your Job Network provider or Centrelink office should have copies of the Code of Practice which you can take. Just ask for one.

If you are not satisfied with the service you have received, raise this first with your Job Network provider—ask to speak with the manager or supervisor. If you are still not satisfied, phone the Customer Service Line on **1800 805 260**—an interpreter is available on request. You will speak to a Customer Service Officer who will try to resolve your concerns quickly and fairly.

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**.

More information

- **13 62 68**—the Employment Services Information Line
- **jobsearch.gov.au**—search for jobs available in your region and create an online résumé that can be seen by prospective employers
- **volunteerssearch.gov.au**—search for volunteering opportunities around Australia
- **workplace.gov.au**—this web site has information about jobs; careers; training; wages; government help; and workplace relations
- **jobwise.gov.au**—if you're aged over 45, this web site contains relevant information about changing your career and finding a job
- **workplace.gov.au/indigenous**—if you come from an Indigenous background, there are a number of programmes that can help you find and keep long-term employment