



# Your guide to Job Placement Employment and Training

## What is Job Placement Employment and Training?

Job Placement Employment and Training (JPET) is a programme that helps young people with personal and social difficulties in their lives.

If you are dealing with issues that are stopping you from getting back to school, training or into a job, then JPET may be for you. JPET can give you support and advice to find a place to live, work out your finances, deal with difficult issues, stay at school, get into some training or on the path to finding a job that suits you.

## Is JPET for me?

JPET is for you if you are aged 15–21 and are homeless, or might become homeless. JPET can also help if you are facing personal and social difficulties that could include:

- drug and alcohol issues
- sexual abuse or violence
- mental health issues
- extreme difficulties at home
- behavioural issues
- issues related to torture or trauma
- language, reading and writing problems.

## What will it cost me?

It costs nothing to become involved with JPET. Just contact your nearest:

- JPET provider or
- Centrelink office.

## How can JPET help?

JPET can help you:

- get a job by connecting you with employment assistance
- find a place to live
- resolve problems through support and advice
- set your own goals and go at your own pace
- with health and legal issues
- with Centrelink and income support issues
- with training needs to get you ready for a job.

## 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](http://australia.gov.au/movingintowork).



**Job Placement  
Employment and Training**  
AN AUSTRALIAN GOVERNMENT INITIATIVE

## 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](http://privacy.gov.au).

## Your guarantee of service

When you participate in the programme, your JPET provider will give you information and assistance such as:

- help you sort out your living situation
- help to stay in school or get into training or a job
- information about education, training and job assistance that will suit you.

You can expect your JPET provider to:

- tell you about your rights and responsibilities
- tell you about other services that can help you
- teach you skills and offer you chances to develop
- help you deal with problems that stop you from achieving your goals
- help you get back to school, or get into training or a job
- give you information about education and training
- talk to others on your behalf
- support you and listen to you
- offer you a range of services to support you, including interpreter services if you need them.

At all times, your JPET provider has a responsibility to:

- behave professionally
- provide polite service
- consider your needs, including your family background
- treat you fairly and with respect
- talk to you in a way you can understand
- only collect, use and disclose personal information about you in accordance with any relevant privacy laws including the *Privacy Act 1988* (Cth).

Your JPET provider is responsible for providing this guaranteed level of service.

If you are not happy with the service you have received from your JPET provider:

1. talk to your JPET provider—ask to speak to the manager
2. if you are still not happy, or feel you cannot talk to your provider, you can phone the Customer Service Line on freecall **1800 805 260**. You will speak to a Customer Service Officer in the capital city of the state or territory you are calling from. This person will try to sort things out quickly and fairly.

**For more information about JPET phone the Employment Services Hotline on 13 62 68, or visit [workplace.gov.au/jpet](http://workplace.gov.au/jpet).**