



Australian Government



Job Plan

This Job Plan includes attending appointments and other activities that I agree to undertake that will assist me in finding a job. I am aware that if I can't attend my appointments, or activities, I must contact my employment provider (or the Department of Human Services if I don't have a provider) before the appointment or activity is scheduled to occur.

I understand that I can have my Job Plan reviewed at any time to reflect any changes in my circumstances and ways my provider will help me.

Name:

JSID:

CRN:

Agreed Activities

Provider Assistance *[Provider Assistance will only display if the provider decides to include this]*

[Nudge messages may be included here].

I understand that I need to participate appropriately in Transition to Work. I also understand that if I don't participate appropriately I may be exited from Transition to Work by my provider. Following that exit, my income support will be suspended by my *jobactive* provider.

Prints if "yes": I was given access to an interpreter to assist in negotiating my Job Plan.

<p>Name:</p> <p>Signature: Date</p>	<p>Provider Details:</p> <p>Signature: Date</p>
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This Job Plan is an Employment Pathway Plan, for the purpose of the *Social Security Act 1991*.

Information You Need to Know

Job seekers with mutual obligation requirements are generally required to enter into a Job Plan to receive employment services. The Job Plan sets out the activities you have agreed to undertake with your provider that are designed to assist you find and/or maintain employment. This Job Plan is an Employment Pathway Plan for the purposes of the *Social Security Act 1991*.

What should I do if I can't do the things I have agreed to?

If you can't do an activity listed in your Job Plan, or can't attend an appointment that has been arranged for you, contact your Transition to Work provider as soon as possible to discuss. If you do so your provider may make another time to attend your activity or appointment.

If you do not participate as required in Transition to Work, your provider may exit you from Transition to Work services.

What happens if I leave a suitable job or I am dismissed from a job due to misconduct?

If you refuse or fail to accept a suitable job, your income support payments will be suspended and your payment may be cancelled. If you leave a job or are dismissed from a job due to misconduct, your income support payments may be cancelled. If your payment is cancelled, you will not be paid for four weeks and you will have to re-apply for your payment.

What happens if I get some paid work?

If you or your partner has undertaken any paid work then you need to tell the Department of Human Services about any income you or your partner have received, in the same fortnight you worked. This will help the Department of Human Services to make sure you are paid the correct amount of income support. If you are overpaid, you may need to pay the money back to the Department of Human Services.

What if I disagree with a decision that has been made?

If you disagree with a decision that the Department of Human Services has made which impacts on your payment or a decision the Department of Human Services has made about your Job Plan, or have concerns about the service you have received, you should contact the Department of Human Services feedback and complaints line as soon as possible on 1800 050 004.

If you disagree with a decision your provider has made about your Job Plan, or have concerns about the service you have received, you can contact your provider to discuss your concerns or you can contact the Department of Jobs and Small Business' National Customer Service Line on 1800 805 260, who will investigate your concerns.

If you are not satisfied with the response you receive, you may take the matter further by contacting the Ombudsman's Office on 1300 362 072.

Privacy

Your personal information is protected by law, including the *Privacy Act 1988*. It can only be collected, used or disclosed where you give permission, or where it is permitted by law. We have provided you with important privacy information about the collection, use and disclosure of your personal information. More information is available from jobs.gov.au/privacy, your provider, the Department of Human Services, or the [Office of the Australian Information Commissioner](#). You should ensure that you read and understand this information.

