



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.

I also understand that if I don't comply with the requirements of this Job Plan that I may be exited from Transition to Work by my provider.

Name:

CRN:

JSID:

Provider Assistance

I was given access to an interpreter to assist in negotiating my Job Plan: Yes | No

<p>Name:</p> <p>Signature:</p> <p>Date</p>	<p>Provider Details:</p> <p>Signature:</p> <p>Date</p>
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Information You Need to Know

Job seekers 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.

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 employment services provider (or the Department of Human Services if you do not have a provider) as soon as possible to discuss. If you do so your provider may make another time to attend your activity or appointment.

For those job seekers referred to a provider, if you repeatedly fail to attend appointments or participate in agreed activities without an appropriate reason, your provider may exit you from employment services.

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

If you leave paid work without a reasonable excuse, or are dismissed because of misconduct, you may not be eligible to receive income support for up to eight weeks (or 12 weeks if you are receiving relocation assistance) if you claim for, or are receiving, an income support payment with mutual obligation requirements.

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

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.