



# Volunteer Online Employment Services Trial

## Fact Sheet for Providers

From 1 July 2021, [Disability Employment Services](#) (DES) eligibility for some new job seekers will change. They will instead be eligible for the Volunteer Online Employment Services Trial - more information below.

### What is the Volunteer Online Employment Services Trial?

The Volunteer Online Employment Services Trial (Trial) allows eligible Volunteers, in all jobactive, ParentsNext and New Employment Services Trial (NEST) Employment Regions, to self-manage their job search through an online platform, from 9 December 2019.

All new job seekers determined to be Stream A Volunteers (Volunteers) are eligible to participate in the Trial for up to 12 months. ParentsNext participants looking for work can choose to participate in the Trial as their ParentsNext activity.

The Trial will replace jobactive face-to-face services for ParentsNext participants wanting to look for work as their ParentsNext activity. They can choose to cease using the Trial at any time and select a new ParentsNext activity by discussing with their provider.

The Trial will end on 30 June 2022.

### What is the aim of the Trial?

As part of the Government's digital transformation agenda, the Trial is exploring whether people can access and use digital employment services. The Trial aims to test:

- whether Volunteers can self-manage effectively with online services; and
- the digital approach to service delivery.

### Who will NOT be involved in the Trial?

Job seekers who will not be involved in the trial include:

- newly arrived refugees
- Vulnerable Youth and Vulnerable Youth (Students)
- All retrenched workers and their partners.

They can directly register and receive immediate jobactive and NEST provider face-to-face services before they become eligible for income support.

## **How is the Trial different from current arrangements?**

Volunteers participating in the Trial will not be referred to a provider to attend face-to-face appointments.

ParentsNext participants who choose to participate in the Trial as their activity, will continue to attend their quarterly appointments with their ParentsNext provider.

All job seekers will be supported to manage themselves using the jobactive website or app.

## **How will Volunteers access and participate in employment services?**

Centrelink (Services Australia) will assess job seekers' circumstances and eligibility for the Trial.

ParentsNext participants can choose to access digital services through their jobactive website logon, without the need for Centrelink to assess their eligibility. ParentsNext providers can show their participants how to access and use the digital service.

Volunteers and ParentsNext participants need to [link their jobactive account to myGov](#) if they are not already using the jobactive website or app. Once they register on the jobactive website they can use their dashboard to:

- build a career profile and resume
- get tips on and use tools for interviews
- understand what employers want
- undertake job search and apply for jobs
- access other online content targeted at enhancing their opportunities and abilities to secure employment.

Volunteers may also contact the Digital Services Contact Centre (DSCC) on 1800 314 677 if they are in need of assistance with the Trial.

From 1 July 2021, new job seekers with disability who are not on income support won't be eligible for [Disability Employment Services](#) (DES). They will instead be eligible for the Trial.

Job seekers who need help with workplace adjustments or advice on disability employment can still access support services, like [JobAccess](#).

Job seekers already participating in DES will not be affected and can continue to access DES.

## **Where will the Trial operate?**

The Trial will operate in all jobactive, ParentsNext and NEST Employment Regions.

## **Can Volunteers request to exit the Trial?**

Volunteers can request to exit the Trial but will not be able to access face-to-face services with a jobactive or NEST provider, unless their circumstances change.

ParentsNext participants, who are volunteering in the Trial as their ParentsNext activity, may exit the Trial at any time and select a new ParentsNext activity. They will remain in ParentsNext, while eligible.

### **What if a Volunteer in the Trial approaches a provider for assistance?**

If a potential Volunteer directly approaches you, you should check the relevant guidelines to determine whether they are eligible for provider assistance.

If a job seeker is not eligible for direct registration, provide them with the Trial's Volunteer information fact sheet available on the [department's website](#), ask them to visit their local Centrelink office, or call Centrelink on 13 28 50.

In NEST regions, all Volunteers should be given access to the provider's self-help facilities.

If a Volunteer is participating in the Trial and requires additional assistance and advice, you should refer them to the DSCC on 1800 314 677. ParentsNext providers can assist their participants to use the digital service (see 'Digital Training for job seekers' resource on the Learning Centre).

### **What if a Volunteer who was on the Trial is transferred to a jobactive or NEST provider?**

Volunteers may be transferred to a jobactive or NEST provider if their circumstances or eligibility changes. ParentsNext participants won't be transferred while they continue meeting eligibility requirements for ParentsNext. If participants exit ParentsNext and remain on income support, Centrelink may refer them to a jobactive or NEST provider.

### **Will the current caseload of Volunteers be transferred to the Trial?**

No. Job seekers who register with a provider **before 9 December 2019** can stay with their jobactive or NEST provider and complete their six-month period of assistance. This includes all Volunteers already participating in:

- jobactive
- NEST
- ParentsNext participants in jobactive

Providers should refer to existing policy and guidelines for these participants in relation to claiming of employment outcomes and usage of the Employment Fund and ParentsNext Participation Fund.

### **Further questions?**

If you have any additional questions about the Trial, please contact your Department of Education, Skills, and Employment Account Manager.