



Volunteer Online Employment Services Trial

Fact Sheet for Participants

Do you need help understanding or reading this fact sheet?

If you need an interpreter, please call the [Translating and Interpreting Service](#) on 13 14 50.

If you have a hearing or speech impairment, you can use the [National Relay Service](#).

What is the Volunteer Online Employment Services Trial?

The Volunteer Online Employment Services Trial (Trial) allows Volunteer job seekers and ParentsNext participants to self-manage their job search through an online platform.

The Trial also replaced jobactive face-to-face services for ParentsNext participants looking for work as their ParentsNext activity.

The Trial runs in all jobactive, ParentsNext and New Employment Services Trial (NEST) Employment Regions, except in the Yarrabah community and on Norfolk Island.

The Trial aims to test:

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

The Trial started on 9 December 2019 and will end on 30 June 2022.

Am I eligible?

Centrelink (Services Australia) will assess your eligibility to take part in the Trial.

Some job seekers will remain eligible for jobactive and NEST provider face-to-face services. This includes:

- newly arrived refugees
- certain vulnerable youth; and
- all retrenched workers and their partners.

These job seekers can directly register with an employment services provider. You can find a list of providers at jobsearch.gov.au/service-providers.

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

Please visit your local Centrelink (Services Australia) office or call **13 28 50** to check your eligibility.

How do I sign into the Trial?

If you are not already using the jobactive website or app, register for myGov. Then [link your jobactive account to myGov](#). Signing into your jobactive account will sign you in to the Trial.

What are the benefits of the Trial?

For up to 12 months, you can use a dashboard via the jobactive website or app to:

- build a career profile and resume
- get tips on and use tools for interviews
- learn what employers want
- undertake job searches and apply for jobs
- access other online resources to support you to find work.

Where can I get help to use the Trial?

For assistance using the Trial, visit jobsearch.gov.au/how-to-guide to access the user guides. You can also contact the Digital Services Contact Centre on **1800 314 677**.

I am a current volunteer with a jobactive, DES or NEST provider, will I be moved to the Trial?

No. If you are already with a jobactive or NEST provider, you can remain with them for up to six months. If you are already with a DES provider, you can remain with them.

I am a ParentsNext participant, can I participate in the Trial?

You can choose to take part in the Trial as your ParentsNext activity. You will not need an eligibility assessment from Centrelink. If you already have jobactive as your ParentsNext activity, you can continue with it for up to six months. The Trial will still be available as an activity option when you finish with jobactive.

ParentsNext providers can help you access the Trial via your jobactive website logon.

Am I eligible for a wage subsidy?

The Restart wage subsidy may be available to your employer if you are:

- 50 years of age and older,
- have been receiving a qualifying government payment for the past six months, and
- are commenced in the Trial.

You can let an employer know they may be able to receive a wage subsidy to increase your chances of getting a job. To check your eligibility for a Restart wage subsidy, please contact the Digital Services Contact Centre on **1800 314 677**.