



Service Guarantee - NEW EMPLOYMENT SERVICES TRIAL

This Service Guarantee reflects the Australian Government's expectations for providers delivering services to job seekers as part of the trial of new employment services. It sets out the minimum level of service each job seeker can expect, as well as the requirements they need to meet while looking for employment.

The Australian Government is transforming employment services to deliver better outcomes and service to job seekers. The transformed employment services ensure that people who need assistance to find work have the right service options that support them to find a job and deliver more flexibility to meet mutual obligation requirements.

What you can expect from your provider

Your provider will:

- deliver individually tailored case management that helps to build your job readiness, including identifying your strengths and any challenges
- work with you to develop your Job Plan. This sets out the services you will receive and the minimum requirements you need to meet while you are on activity tested income support
- assist you to search for a job and refer you to suitable jobs
- provide access to and support you to use self-help job search facilities and online information and tools
- match you to activities to help you prepare for work, for example training, education or work experience
- reassess your needs if your circumstances change
- connect you with other services to help build your job readiness
- help you with wage subsidies or relocation assistance (where appropriate)
- assist you to report job search and other mutual obligation requirements using online services
- keep in contact with you and your employer once you have started a job
- treat you fairly and with respect in a culturally sensitive way.

What is expected of you

There are some things you need to do, including:

- do everything you have agreed to do in your Job Plan
- accept any suitable job
- make every effort to get and keep a job. This includes working with your provider to improve your job readiness
- meet your mutual obligation requirements—such as taking part in activities to build your job readiness—as outlined in your Job Plan

- contact your provider as soon as possible if you are unable to attend an appointment or do an activity
- notify your provider of any changes in your circumstances.

If you fail to do any of the above it could affect your income support payments.

Your personal information is confidential

Your personal information is protected by law, including the *Privacy Act 1988*. Your provider will only tell employers things about you that relate to job opportunities or, with your permission, your employment with them.

Your provider may also share information with other government agencies if they need to, to make sure you are getting the right level of support. These agencies may contact your employer to check that the information they have is correct.

You can ask to get access to any information your provider holds about you, and have it corrected if needed.

Compliments, suggestions or complaints

Your views about the service you receive are important. The Department of Employment, Skills, Small and Family Business and your provider value any feedback you may have.

If you don't think you are receiving the right help and would like to make a complaint, please talk to your provider first. Your provider will offer a feedback process which is fair and will try to resolve your concerns.

If you feel you can't talk to your provider, or you are still not happy, you can contact the Department of Employment, Skills, Small and Family Business's National Customer Service Line on 1800 805 260 (free call from land lines) or email nationalcustomerserviceline@employment.gov.au.

If you have suggestions to improve the service that you are getting or would like to make a compliment about the help you have received, please let your provider know or call the National Customer Service Line.

If you have any concerns about your income support payments, you should contact DHS (<https://www.humanservices.gov.au/>).

For more information visit:

www.employment.gov.au