How to self-manage your Online Employment Services

Information you need to understand your responsibilities and avoid losing your income support payment while you’re in Online Employment Services.
Hi there.

We are trying a new way to deliver employment services. In Online Employment Services, you manage your requirements and reporting through the jobactive website and Job Seeker app for up to six months. You do not have to go to appointments with an employment services provider.

In this document

- Your responsibilities
- Job Plan
- Compliance
- Additional support
- Leaving Online Employment Services
- Contacts
- Your privacy

Your responsibilities
Your focus is to find and keep a job, so you only have 5 responsibilities in Online Employment Services.

- Do your Job Seeker Snapshot.
- Review and agree to your Job Plan.
- Apply for jobs and report your job search effort by the due date every month. You can see your target on your dashboard.
- Prepare for and go to any interview you are offered.
- Accept any suitable job you are offered.

Job Seeker Snapshot
The Job Seeker Snapshot is a short series of questions that help us get to know you better. It lets us know what kind of support we should give you so you have the best chance of getting a job.

Job Plan
Your Job Plan is an agreement you make with the Australian Government to get a Centrelink payment while you look for a job.

You have to agree to your Job Plan to get your Centrelink payment.

In Online Employment Services you have two mutual obligation requirements in your Job Plan.

1. Apply for jobs and report your job search effort by the due date every month.
2. Prepare for and go to any interview you are offered.

When you agree to your Job Plan you also agree to accept any suitable job you are offered.

Your payment could be put on hold or cancelled if you don’t meet your requirements.

Review your Job Plan often to make sure it matches your current circumstances. Go to the Job Plan section of your dashboard to view or download a copy. Go to youtube.com/jobactivejobs and search for Your Job Plan Explained for more information about your Job Plan.

If you can’t meet the requirements in your Job Plan call us on 1800 805 260 to talk about it. We’re here to help.
Compliance
You have mutual obligation requirements in your Job Plan, and you need to meet them to get your payment. On your dashboard, you can see how you’re going with meeting your requirements.

A green tick means you’re on track and meeting your requirements.

A red warning sign means your payment is on hold and you need to meet your re-engagement requirements to get it back.

An orange exclamation mark means you have a demerit. If you get three demerits, you will be referred to a provider.

You can see more details about compliance in the participation history section on your dashboard.

Job search effort
Your job search effort is the number of jobs you need to apply for each month to get your Centrelink payment. You report these applications through your job seeker account on the jobactive website or Job Seeker app.

When you are signed in to your account, any jobs you apply for directly through the jobactive website are automatically added to your job search effort.

If you apply for jobs through SEEK, CareerOne, Adzuna, JORA and Indeed you can add them to your job search effort by sending us an email. You can also manually add jobs to your job search effort and upload supporting evidence if required. Our user guides explain how to do this.

Additional support
We have helpful information to support you in your job search. You can use your job seeker account on the jobactive website to:

- search and apply for jobs
- set up a career profile and online resume
- set up job alerts
- get tips to do better applications

You can also get helpful tips and information from:

- jobactive.gov.au
- youtube.com/jobactivejobs
- blog.jobactive.gov.au
- joboutlook.gov.au
- jobjumpstart.gov.au
- jobactive.gov.au/jobsearchtips
- jobactive.gov.au/how-to-guide

We’ll keep in touch with you by email and SMS, too. So make sure your contact details are accurate and check your jobactive inbox regularly.

Leaving Online Employment Services
There are two ways to leave Online Employment Services.

1. We transfer you to an employment services provider.
2. You opt out to connect with an employment service provider.
Transfer out
You could be transferred to a provider for different reasons including, but not limited to:

- You get three demerits and are referred to a provider.
- Centrelink tells us your circumstances have changed.
- You tell us your circumstances have changed.
- You move to a different type of Centrelink payment.
- You complete six months in Online Employment Services without getting a job.

In some cases you get to choose which provider you are transferred to. In other cases one will be assigned to you.

You choose to leave
Some people prefer to connect with an employment services provider because they want personalised support.

Before you make your decision, check out the jobactive providers in your area at jobactive.gov.au/service-providers. Just put in your post code to find the closest one. We recommend you read their service delivery plans. It will help you decide which provider is right for you.

If you want to opt out, there are two ways:

1. Fill in our quick opt out and transfer form at jobactive.gov.au/jobseekers/provider/transfer
2. Call us on 1800 805 260 and press 2. We will transfer you to your chosen provider if they’re available.

Contacts
If you need help using your jobactive website account or have questions about Online Employment Services, contact us: jobactive.gov.au/contact-us

If you have a question about your Centrelink payment, or want to permanently leave employment services, contact Centrelink. You can find the relevant phone number at their website servicesaustralia.gov.au/individuals/contact-us/phone-us

Your privacy
In Online Employment Services you do tasks and reporting through the jobactive website or Job Seeker app. Each has a privacy statement and conditions of use that you should read and understand. View them at jobactive.gov.au/privacy-and-conditions.

Personal information is collected from you when you register, provide or update your personal details on the website or app. It may also be collected from a third party, including Centrelink or employers you have contacted through the website or app.

We use your personal information to:

- help you find a job
- determine which services you can get
- ensure you get the right Centrelink payment
- help you meet your Job Plan requirements
- give you access to your job search history
- help resolve complaints made by you
- assist in the administration of programs
- improve our services and systems
At times, we will ask you to confirm you have read and understood the conditions of use and privacy statement before you can complete actions on the website or app. All personal information collected by us is protected by the *Privacy Act 1988 (Cth)* (the Privacy Act).