How to self-manage in the Online Employment Services Trial

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

We are trying a new way to deliver employment services. In the Online Employment Services Trial, you manage your job search 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 while you are in the trial. Watch this video for more information about the trial.

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**Your place in the trial**

You were selected for the trial based on the information you gave Centrelink when you applied for income support. Your answers about your current circumstances told us you meet the requirements to join the trial.

- You are ready to start work.
- You have a mobile phone number OR an email address.
- You do not need specialised help from an employment services provider to find work.

**Your responsibilities in the trial**

Your main focus is to find and keep a job, so you only have four responsibilities while you are in the trial.

- Agree to your Job Plan.
- Apply for 20 jobs and report your job search effort by the due date every month.
- Prepare for and go to any interview you are offered.
- Accept any suitable job you are offered.

**Job Plan**

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

**You have to agree to your Job Plan to get your income support payment.**

In the trial you have two compulsory mutual obligation requirements in your Job Plan.

1. Apply for 20 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 reduced, suspended 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. Watch this video for more information about your Job Plan in the trial.

If you can’t meet the requirements in your Job Plan, or if you get part time or full time work, call the job seeker hotline on 13 62 68 immediately.

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 suspended 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 lose your place in the trial and 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 20 jobs you need to apply for each month to get your income support payment. In the trial you report your job search effort 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.

Support during the trial
We have helpful information to support you in your job search while you’re in the trial. 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 website
- jobactive YouTube channel
- Help me find a job blog
- Job Outlook
- Job Jumpstart
- Job application tips
- jobactive user guides

We’ll keep in touch with you by email and SMS during the trial, too. So make sure your contact details are accurate and check your jobactive inbox regularly.
Leaving the trial
There are two ways to leave the trial:

1. We transfer you out of the trial to an employment services provider.
2. You choose to leave.

Transfer out
You could be transferred out of the trial 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 tell us you have paid part time or full time work.
- You move to a different type of income support payment.
- You complete six months in the trial 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
You can leave the trial if you decide it is not right for you, or if something in your life changes and you can no longer participate in the trial.

If you find yourself in this situation, call the job seeker hotline on 13 62 68 to talk about your options.

Contacts
If you need help using your jobactive website account or have questions about the Online Employment Services Trial, call the job seeker hotline on 13 62 68.

You can send feedback about the jobactive website to ajsfeedback@jobs.gov.au. If you have a question about your income support payment, contact Centrelink.

Your privacy
In the trial 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.

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 income support
- 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).