How to manage your Digital Employment Services

Updated 31 July 2020

Information you need to understand your responsibilities and avoid losing your Centrelink payment.
Hi there.

We are changing the way we deliver employment services. Many of the appointments or activities you would have done face-to-face with an employment services provider, you can now do online through jobactive.gov.au.

It gives you more control over the way you use your time to do the tasks you need to do to get your Centrelink payment.

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Why am I using Digital Employment Services?
We looked at the information you gave us when you did your Job Seeker Snapshot. Your answers about your current circumstances told us you’re a great candidate to manage your own employment services because:

- you are ready to start work
- you do not need specialised help from an employment services provider to find work

Your location is also a factor. Digital Employment Services are being delivered in 2 locations: suburbs and towns south of Adelaide as well as towns and cities across the mid north coast of New South Wales.

What are my responsibilities?
You have requirements you need to meet in exchange for your Centrelink payment. You should check your dashboard regularly to make sure you stay up to date.

Your focus is to find and keep a job, and your requirements are designed to give you the best chance to do so. Your requirements are outlined in your Job Plan and listed in Your tasks to do on your dashboard.

Your requirements can change over time. The longer it takes you to find a job, the more likely it is you will have extra requirements to keep your skills up to date and keep you connected with the job market.
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 or keep your Centrelink payment.

Requirements in your Job Plan can be voluntary or compulsory. Over time they can change, but initially you’ll need to:

- apply for a set number of 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

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.

Watch the video Your Job Plan Explained at youtube.com/jobactivejobs for more information about your Job Plan. If you can’t meet the requirements in your Job Plan, call us on 1800 805 260 and press 9 immediately.

Compliance
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 or more demerits, you could 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. It is displayed at the top left of your dashboard. You can see:

- your job search effort period
- how many jobs you need to apply for
- how many jobs you have already applied for
- how many days you have left in your current job search effort period

If your wheel is red, it means you’re falling behind on your job search effort for the current period. If it’s green, it means you are staying on track.

You can report your job search effort through your job seeker account on the jobactive website or Job Seeker app. Watch the job search effort playlist at youtube.com/jobactivejobs, or download the job search effort user guides at jobactive.gov.au/how-to-guide to see how to:

- add jobs by email
- add jobs manually
- do good quality job applications

Support
We have resources to give you tips for your job search and help you manage your requirements online:

- 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. Make sure your contact details are accurate and check your jobactive inbox regularly.
Contacts
If you need help using your jobactive website account or have questions about your requirements, you can:

- use our contact form [jobactive.gov.au/contact-us](http://jobactive.gov.au/contact-us)
- call 1800 805 260 and press 9 and have a chat
- email digitalservices@dese.gov.au

If you have a question about your Centrelink payment, contact Centrelink at [servicesaustralia.gov.au/individuals/contact-us/phone-us](http://servicesaustralia.gov.au/individuals/contact-us/phone-us)

Leaving Digital Employment Services
There are two ways to leave Digital 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 or more 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.

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](http://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, call 1800 805 260 and press 9. We will transfer you to your chosen provider if they’re available.

Your privacy
In Digital 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 [jobsearch.gov.au/privacy-and-conditions](http://jobsearch.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).