

## jobactive Privacy Collection Statement

Jobfind is committed to protecting the privacy of information concerning yourself. This document explains the way we collect, use, store and handle your personal information.

Your personal information is protected by law, including the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs). Personal information includes your name, date of birth, contact details, education and employment history, and details of your personal circumstances.

Wherever possible Jobfind will try to collect this personal information directly from you. With your consent Jobfind may also collect personal information from third parties such as your previous, current or future employer, and referees nominated by you.

The personal information you provide to Jobfind is collected on behalf of the Australian Government Department of Jobs and Small Business (the Department) in order to provide you with appropriate employment services and support, including:

- delivering employment services to you and to help you find a job;
- helping in evaluating and monitoring the programmes and services provided to you by the Department and its contracted providers, including jobactive and Work for the Dole;
- contacting you about your participation in jobactive and mutual obligation requirements
- helping to resolve complaints made by you or your Provider; and
- involving you in surveys conducted by the Department or on behalf of the Department.

If you do not provide some or all of your personal information, the Department and Jobfind cannot ensure that you are provided with the most suitable level of employment assistance.

Sensitive information including racial or ethnic background, affiliations or beliefs, criminal record, financial status, health or disability may be collected to assist in assessing the best ways to assist you. Sensitive information can only be collected and used by Jobfind if your consent has been obtained or if the collection is required by law. Generally Jobfind does not collect sensitive information from you; the exception being any information about you that you think will assist us in placing you in employment and servicing you in jobactive.

Your personal information (including sensitive information) may be passed on to and between the Department's contracted Providers, and to agencies involved in the administration of employment services and income support payments and services, including Centrelink, the Department of Human Services, the Department of Education and Training, the Department of Immigration and Border Protection, the Department of Social Services, the Department of the Prime Minister and Cabinet and the Australian Taxation Office and their respective contracted providers where those providers are delivering services to you.

In addition, your personal information may also be shared with third parties, such as Activity Host Organisations and employers, in the delivery of employment services to you. Your personal information may also be used by the Department or given to other parties where you have agreed, or where it is otherwise permitted, including where it is required or authorised by or under an Australian law, such as social security law, a court or tribunal order, or where a duty of care exists.

For more information about the way in which your personal information is managed, including information about how you may access your personal information held by Jobfind and the Department and seek correction of such information, and how you can complain about a breach of the APPs and how such complaints will be dealt with, refer to the following Privacy Policies –

- **Jobfind's Privacy Policy available from our offices**
- **Department's Privacy Policy is available from <https://www.employment.gov.au/privacy> or by requesting a copy from the Department via email at [privacy@employment.gov.au](mailto:privacy@employment.gov.au).**

Additional information about the Privacy Act can be obtained from the website: [www.privacy.gov.au](http://www.privacy.gov.au) Complaints about acts or practices may be investigated by the Information Commissioner.

# Privacy Acknowledgement

Jobfind collects personal information to assist you find employment, training or work placement opportunities and to deliver jobactive services.

## Acknowledgement:

I have been made aware of Jobfind's Privacy Policy and have received a copy of Jobfind's Privacy Collection Statement. I understand that Jobfind collects and maintains information about me in order to provide me with employment related services and to deliver jobactive services.

I understand that:

- Jobfind maintains information and documents in accordance with the Privacy Act 1988 and the Australian Privacy Principles.
- In the course of providing me with employment-related services Jobfind may share information contained in my records and documents with relevant organisations and individuals, such as:
  - Centrelink, the Department of Employment, Skills, Small and Family Business, other government bodies or others as required / authorised by law
  - Referees and potential, current or future employers
  - People / organisations providing services to Jobfind including specialist professionals and Work for the Dole Hosts
  - Other jobactive Members
- If I am receiving jobactive services from Jobfind, they need to collect information about my current or future employment including the employer's name, address, a contact person at the employer and my dates and hours worked and salary payments for a period of up to 9 months after I begin work. Furthermore, I agree that wherever possible Jobfind personnel will try to collect this information from myself but if unable to do so will collect it from Third Parties such as Centrelink or my employer.
- Jobfind may use an agent to assist in the collection of information where required.
- Jobfind may need to collect details of my participation in a course of study and obtain verification of my completion of Semesters One and Two from the education or training provider.
- I acknowledge that I have received information regarding the Service Guarantee, Complaints and Appeals processes, jobactive Privacy Collection Statement, Minimum Wage Fact Sheet and Initial Interview Job Seeker Information.

**Job Seeker name (print):**

---

**Job Seeker Signature:**

---

**Consultant Name:**

---

**Date:**

---

## Compliments, Complaints and Suggestions

Whether you are a job seeker, a participant, an employer, or a community organisation involved in a work experience programme, Jobfind is committed to providing a friendly, helpful and professional service.

We aim to ensure that any customer feedback, including a complaint, is responded to quickly with minimum distress and maximum respect for those involved.

---

### If you are concerned about the service you are receiving from Jobfind, we recommend the following steps:

1. Try to resolve the problem by first discussing with the Jobfind employee concerned. Alternatively, outline your concern/s in the space provided on this form and send to the Jobfind employee.
2. If for some reason you can't discuss the issue with the Jobfind employee, or you have tried but are still not satisfied, ask to speak or meet with the Business Manager. A private meeting can be arranged.

The Business Manager will talk to you about your feedback to assist in resolving the issue promptly.

### **For job seekers, employers or community partners serviced under the jobactive, Disability Employment Service or ParentsNext programmes**

3. If you are not satisfied with the outcome from steps 1 and 2, we advise that you contact the:  
**National Customer Service Line on 1800 805 260** (freecall from landline).  
Where appropriate, they will contact Jobfind to seek our input. Your concern/s will be considered promptly and fairly.

### **Appeals Process**

If the complaint is due to disagreement with decisions regarding job seeker non-attendance and compliance action taken by Jobfind, follow Steps 1 and 2 above.

If a resolution cannot be reached, follow step 3 to contact the National Customer Service Line.

Please note that your privacy will be respected at all times. We recommend providing your name, address or telephone number if you would like us to contact you about your concern/s.

Complete this form and send to your local Jobfind office.

<b>Jobfind office location:</b>	
<b>Jobfind employee contact:</b>	

YOUR DETAILS	
<b>Your Full name:</b>	
<b>Address:</b>	
<b>Suburb:</b>	
<b>State:</b>	
<b>Postcode:</b>	
<b>Mobile:</b>	
<b>Phone:</b>	
<b>Email Address:</b>	

Please tick

Complaint

☐

Compliment

☐

Suggestion

☐


Extra documents attached (Tick if applicable):

☐

Total number of extra pages:

## **Jobfind Service Delivery Plan for Job Seekers - jobactive**

### **Job Seekers**

Jobfind is committed to assisting you find work in a friendly and flexible way. We work hard to give you a competitive edge in accessing job opportunities and staying in employment.

We design strategies aimed at getting you back into the workforce or employed to your full potential. These strategies reflect both the time you have been looking for work and your individual needs in relation to the jobs market.

Our minimum service levels for all job seekers include:

- ✓ An initial meeting with one of our staff to make a plan to assist you start employment
- ✓ Access to onsite self-help job search services including computers, printers, photocopiers, newspapers and free Wi-Fi
- ✓ Assistance with your résumé and advice on the best opportunities in your local labour market
- ✓ Access to vacancies collected from a wide-range of job boards and employers. We fill vacancies for employers across the major industries in your region. For example we regularly fill jobs in retail, office, customer service, health services, hospitality, manufacturing and warehousing.

Depending on your needs and circumstances we may also provide you with:

- ✓ Monthly or, if you require further assistance, fortnightly one-on-one meetings with your own employment consultant allocated to assist you find work
- ✓ Fortnightly job search run by our staff at each Site to help you find and apply for jobs
- ✓ Access to training that meets the skill needs of employers looking for staff
- ✓ Personal updates on job opportunities utilising a range of media including email, text, Twitter and Facebook
- ✓ Clothing or work items you need for a job
- ✓ Personal support to assist you stay in on-going employment once you have started work
- ✓ Work for the Dole placements that will give you recent experience in work-like settings
- ✓ Access to our specialist staff to assist you with any personal non-vocational barriers that are making it difficult for you to get a job.

We also have specific strategies to assist Indigenous job seekers. These include an Indigenous Employment Officer who will offer and provide each individual with support, access to designated Indigenous vacancies, employer advocacy for each Indigenous job seeker and referral to Indigenous organisations for further community support.

# Jobfind Service Delivery Plan for Job Seekers

## Our Networks

To assist job seekers find work we partner with community organisations. These include organisations assisting:

- ✓ Young people
- ✓ Ethnic communities and refugees
- ✓ People with disability
- ✓ Mature age job seekers
- ✓ Principal Carer Parents
- ✓ People who are homeless
- ✓ Indigenous job seekers

They may be of assistance in helping you find work and providing you with further support.

## About Us

Jobfind is an experienced and successful employment services provider who has been placing job seekers into work in metropolitan Melbourne for over twenty years.

We are providing jobactive services to employers and job seekers throughout Melbourne's south-east, Mornington Peninsula, north west and inner metropolitan regions and the city. Our 22 sites provide excellent coverage throughout this area with locations in Central Melbourne's CBD, Richmond, Camberwell, Cheltenham, Oakleigh, Glen Waverley, Springvale, Dandenong, Narre Warren, Pakenham, Cranbourne, Frankston, Campbellfield, Craigieburn, Sunbury. Airport West, Broadmeadows, Box Hill, Coburg, Flemington, Fitzroy, and Prahran.

You can access our services from your local office or our office in central Melbourne CBD, especially if you would like to work in the city. You will find our offices neat and clean and our friendly and professional staff will treat you with dignity and respect.

We look forward to assisting you find work.

## Service Guarantee for jobactive

---

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

---

The Australian Government provides a range of services to help people looking for work. The Government delivers jobactive through a national network of providers, and people who need assistance to find work can access a range of help that's based on their individual needs. The main objective of jobactive is to promote stronger workforce participation and help more job seekers move from welfare to work.

### What you can expect from your jobactive provider

Your jobactive provider will:

- 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
- identify your strengths and any challenges you face to increase your job readiness
- refer you to suitable jobs
- match you to a suitable Work for the Dole placement (where appropriate)
- reassess your needs if your circumstances change
- help you with wage subsidies or relocation assistance (where appropriate)
- keep in contact with you and your employer once you have started a job
- provide the services that are set out in their Service Delivery Plan
- treat you fairly and with respect in a culturally sensitive way.

- do everything you have agreed to do in your Job Plan
- accept any suitable job
- make every effort to get and keep a job
- do the required number of job searches in your Job Plan
- meet your annual activity requirements—such as taking part in Work for the Dole— as outlined in your Job Plan
- contact your jobactive provider as soon as possible if you are unable to attend an appointment or do an activity
- notify your jobactive 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 jobactive provider will only tell employers things about you that relate to job opportunities or, with your permission, your employment with them.

### What is expected of you

There are some things you need to do, including:

Your jobactive 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 jobactive 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 Jobs and Small Business and your jobactive 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 jobactive provider first. Your jobactive 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 jobactive provider, or you are still not happy, you can contact the Department of Jobs and Small Business National Customer Service Line on 1800 805 260 (free call from land lines) or email [nationalcustomerserviceline@jobs.gov.au](mailto:nationalcustomerserviceline@jobs.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 jobactive provider know or call the National Customer Service Line.

If you have any concerns about your income support payments, you should contact the Department of Human Services. Contact details for the Department of Human Services can be found at [www.humanservices.gov.au](http://www.humanservices.gov.au).



## Minimum Wages Fact Sheet for Job Seekers – Effective 1 July 2019

### What is a minimum wage?

A minimum wage is the lowest wage you can be legally paid for your work. For the vast majority of people over 21 years or older, the wage should be at least \$19.49 per hour because that is the national 'minimum wage' for adults.

For most people, their minimum wage is set out in a document called either an Award or an Enterprise Agreement, and could be higher than \$19.49 per hour. If there is no Award or Enterprise Agreement that applies to the work you do and if you are 21 years or older, you still must be paid at least \$19.49 per hour.

If you are employed as a casual, an extra amount called 'Casual Loading' will usually bring your minimum hourly wage up to \$24.36 if you are 21 or older.

In some cases you can legally be paid less than \$19.49 per hour, for example if you are under the age of 21. But you would still need to get the casual loading if you are a casual.

If an Award or Enterprise Agreement applies to you then you have to be paid the amount it says in the document. Your employer should help you to get a copy of that Award or Agreement, for example give you the name of it so you can look it up on the internet yourself. Then you can see if you are being paid the right amount. Or, you can contact your jobactive provider or the Fair Work Ombudsman and ask them to look it up for you. The Fair Work Ombudsman's website ([www.fairwork.gov.au](http://www.fairwork.gov.au)) contains a range of useful information and online tools, including an online wage calculator.

A quick way to check your minimum wage, including any extra loadings, is to use the online wage calculator at <https://calculate.fairwork.gov.au>

You can also look at the full list of pay guides to find the award that applies to you at [www.fairwork.gov.au/pay/minimum-wages/pay-guides](http://www.fairwork.gov.au/pay/minimum-wages/pay-guides)

### What is the current national minimum wage?

As of 1 July 2019, the national minimum wage for adults is **\$740.80** per full time week or **\$19.49** per hour. Casuals get another 25% on top of that, which works out to be \$24.36 per hour. Remember, some Awards and Enterprise Agreements have a higher amount than the national minimum wage so you must be paid AT LEAST the national minimum wage.

If you are a junior employee (that is, you are under 21 years of age), a special national minimum wage will apply as the minimum amount you should be paid. Awards and Enterprise Agreements might have higher minimum rates so check what you are entitled to, but it must be AT LEAST what it says in the table below. If you are doing an apprenticeship or traineeship, or if you have a disability, there are different special national minimum wage rates.

Minimum wages by age under the national minimum wage are set out in the table below. They generally change each year on 1 July – most of the time they go up each year. For example, on 1 July 2019 the minimum hourly adult wage went up from \$18.93 to \$19.49 per hour. The Fair Work Commission decides the amounts each year. You can find more information on the [www.fairwork.gov.au](http://www.fairwork.gov.au) website.

Minimum wage rates for 2019-20			
You must be paid AT LEAST this amount (if you are on an award or enterprise agreement it could be more)	Minimum wage per 38 hour week	Minimum wage per hour	Minimum wage per hour - Casual (includes 25 per cent loading)
Aged 21 and over	\$ 740.80	\$ 19.49	\$ 24.36
At 20 years of age	\$ 723.76	\$ 19.04	\$ 23.80
At 19 years of age	\$ 611.16	\$ 16.08	\$ 20.10
At 18 years of age	\$ 505.97	\$ 13.31	\$ 16.64
At 17 years of age	\$ 428.18	\$ 11.27	\$ 14.08
At 16 years of age	\$ 350.40	\$ 9.22	\$ 11.52
Under 16 years of age	\$ 272.61	\$ 7.17	\$ 8.96

### Where can I find out more?

Visit the Fair Work Ombudsman website: [www.fairwork.gov.au](http://www.fairwork.gov.au)

Look at the Fair Work Ombudsman *Minimum Wages Fact Sheet*:

[www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/minimum-workplace-entitlements/minimum-wages](http://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/minimum-workplace-entitlements/minimum-wages)

You can also ring the Fair Work Infoline: **13 13 94**

### Need language help?

Contact the Translating and Interpreting Service (TIS) on 13 14 50





### Hearing & speech assistance

Call through the National Relay Service (NRS):

- For TTY: 13 36 77. Ask for the Fair Work Infoline 13 13 94
- Speak & Listen: 1300 555 727. Ask for the Fair Work Infoline 13 13 94

## IMPORTANT INFORMATION ABOUT YOUR PAY AND CONDITIONS

Employees in Australia have entitlements and protections at work, under:

FAIR WORK LAWS	AWARDS	ENTERPRISE AGREEMENTS	EMPLOYMENT CONTRACTS
 <ul style="list-style-type: none"> <li>• minimum entitlements for all employees</li> <li>• includes the National Employment Standards</li> </ul>	 <ul style="list-style-type: none"> <li>• set minimum pay and conditions for an industry or occupation</li> <li>• cover most employees in Australia</li> </ul>	 <ul style="list-style-type: none"> <li>• set minimum pay and conditions for a particular workplace</li> <li>• negotiated and approved through formal process</li> </ul>	 <ul style="list-style-type: none"> <li>• provide additional conditions for an individual employee</li> <li>• can't reduce or remove minimum entitlements</li> </ul>

Find your award at [www.fairwork.gov.au](http://www.fairwork.gov.au). Check if your workplace has an enterprise agreement at [www.fwc.gov.au/agreements](http://www.fwc.gov.au/agreements)



### PAY

**Your minimum pay rates are in your award or enterprise agreement.** If there is no award or agreement for your job, you must get at least the National Minimum Wage. **You can't agree to be paid less.** Minimum pay rates are usually updated yearly.

Find out what you should get at [www.fairwork.gov.au/minimum-wages](http://www.fairwork.gov.au/minimum-wages)

**NATIONAL MINIMUM WAGE**  
FROM 1 JULY 2019



**\$19.49/hour**  
full-time or part-time



**\$24.36/hour**  
casual



Use our free calculators to check your pay, leave and termination entitlements at:  
[www.fairwork.gov.au/pact](http://www.fairwork.gov.au/pact)

**This is the adult rate for employees with no award or enterprise agreement.**  
Lower rates may apply to juniors, apprentices and employees with disability.



### NATIONAL EMPLOYMENT STANDARDS

These are minimum standards for all employees. Rules and exclusions may apply. **Your award or agreement may provide more.** Find more information on the National Employment Standards at [www.fairwork.gov.au/NES](http://www.fairwork.gov.au/NES)

	Full-time and part-time employees	Casual employees
<b>Annual leave</b>	✓ 4 weeks paid leave per year (pro rata for part-time employees) + 1 week for eligible shift workers	✗
<b>Personal leave*</b> (sick or carer's leave)	✓ 10 days paid leave per year	✗
<b>Carer's leave</b>	✓ 2 days unpaid leave per permissible occasion (if no paid personal leave left)	✓ 2 days unpaid leave per permissible occasion
<b>Compassionate leave</b>	✓ 2 days paid leave per permissible occasion	✓ 2 days unpaid leave per permissible occasion
<b>Family &amp; domestic violence leave</b>	✓ 5 days unpaid leave per 12 months	✓ 5 days unpaid leave per 12 months
<b>Community service leave</b> • Jury service	✓ 10 days paid leave with make-up pay + unpaid leave as required	✓ Unpaid leave as required
• Voluntary emergency management activities	✓ Unpaid leave as required to engage in the activity	✓ Unpaid leave as required to engage in the activity
<b>Long service leave</b>	✓ Paid leave (amount and eligibility rules vary between states and territories)	* Varies between states and territories
<b>Parental leave</b> eligible after 12 months employment	✓ 12 months unpaid leave - can extend up to 24 months with employer's agreement	✓ 12 months unpaid leave for regular and systematic casuals - can extend up to 24 months with employer's agreement
<b>Maximum hours of work</b>	✓ Full-time employees – 38 hours per week + reasonable additional hours Part-time and casual employees – 38 hours or employee's ordinary weekly hours (whichever is less) + reasonable additional hours	
<b>Public holidays</b>	✓ A paid day off if you'd normally work. If asked to work you can refuse, if reasonable to do so	✓ An unpaid day off. If asked to work you can refuse, if reasonable to do so
<b>Notice of termination</b>	✓ 1-5 weeks notice (or pay instead of notice) based on length of employment and age	✗
<b>Redundancy pay</b> eligible after 12 months employment	✓ 4-16 weeks pay based on length of employment (some exclusions apply)	✗

\*The High Court will hear an appeal of a recent decision on the method of accruing and taking paid personal/carers leave under the National Employment Standards. This document currently reflects the state of the law as it applies to affected employees, but is subject to any changes at law.  
For details see [www.fairwork.gov.au/leave/sick-and-carers-leave](http://www.fairwork.gov.au/leave/sick-and-carers-leave)

## IMPORTANT INFORMATION ABOUT YOUR PAY AND CONDITIONS



### FLEXIBILITY

After 12 months employment, you can make a written **request for flexible working arrangements** if you're 55 or over, a carer, have a disability, are experiencing violence from a family member (or are supporting a family or household member who is), or are the parent of, or have caring responsibilities for, a child of school age or younger. This includes employees returning from parental or adoption leave asking to work part-time to care for the child. Your employer must respond in writing within 21 days. They can only say no on reasonable business grounds.

You and your employer can also **negotiate an individual flexibility arrangement**. This would change how certain terms in your award or enterprise agreement apply to you. An individual flexibility arrangement must be a genuine choice – it can't be a condition of employment – and it must leave you better off overall. Find out more at:

[www.fairwork.gov.au/flexibility](http://www.fairwork.gov.au/flexibility)

### DID YOU KNOW?

You can create a free My account to save your workplace information in one place at:

[www.fairwork.gov.au/register](http://www.fairwork.gov.au/register)

You can find free online courses to help you start a new job or have difficult conversations at work, visit:

[www.fairwork.gov.au/learning](http://www.fairwork.gov.au/learning)

The **Record My Hours app** makes it quick and easy to record the hours you work. It's free on the App Store and Google Play.



### ENDING EMPLOYMENT

When your employment ends, your final pay should include all **outstanding entitlements**, such as wages and unused annual leave and long service leave.

You may be entitled to **notice of termination**, or pay instead of notice. If you're dismissed for serious misconduct, you're not entitled to notice. If you resign you may have to give your employer notice. To check if notice is required and what should be in your final pay visit:

[www.fairwork.gov.au/ending-employment](http://www.fairwork.gov.au/ending-employment)

If you think your **dismissal was unfair** or unlawful, you have **21 calendar days** to lodge a claim with the Fair Work Commission. Rules and exceptions apply. Find out more at:

[www.fairwork.gov.au/termination](http://www.fairwork.gov.au/termination)



### PROTECTIONS AT WORK

**All employees have protections at work.** You can't be treated differently or worse because you have or exercise a workplace right, for example, the right to request flexible working arrangements, take leave or make a complaint or enquiry about your employment.

You have the right to join a union or choose not to, and to take part in lawful industrial activity or choose not to.

You also have protections when temporarily absent from work due to illness or injury, from discrimination, bullying and harassment, coercion, misrepresentation, sham contracting, and undue influence or pressure. Find out more at:

[www.fairwork.gov.au/protections](http://www.fairwork.gov.au/protections)



### AGREEMENT MAKING

Enterprise agreements are negotiated between an employer, their employees, and any employee representatives (e.g. a union). This process is called 'bargaining' and has to follow set rules. The Fair Work Commission checks and approves agreements. For information about making, varying, or terminating an enterprise agreement visit:

[www.fwc.gov.au/agreements](http://www.fwc.gov.au/agreements)



### TRANSFER OF BUSINESS

If a transfer of business occurs, your employment with your old employer ends. If you're employed by the new employer within three months to do the same (or similar) job, some of your entitlements might carry over to the new employer. This may happen if, for example, the business is sold or work is outsourced. Find out more at:

[www.fairwork.gov.au/transfer-of-business](http://www.fairwork.gov.au/transfer-of-business)



### RIGHT OF ENTRY

Union officials with an entry permit can enter the workplace to talk to workers that they're entitled to represent, or to investigate suspected safety issues or breaches of workplace laws.

They must comply with certain requirements, such as notifying the employer, and can inspect or copy certain documents. Strict privacy rules apply to the permit holder, their organisation and your employer. Find out more at:

[www.fwc.gov.au/entry-permits](http://www.fwc.gov.au/entry-permits)

## WHO CAN HELP?

### FAIR WORK OMBUDSMAN

- information and advice about pay and entitlements
- free calculators, templates and online courses
- help resolving workplace issues
- investigates and enforces breaches of workplace laws.

[www.fairwork.gov.au](http://www.fairwork.gov.au) - 13 13 94

### FAIR WORK COMMISSION

- hears claims of unfair dismissal, unlawful termination, bullying, discrimination or 'adverse action' at work
- approves, varies and terminates enterprise agreements
- issues entry permits and resolves industrial disputes.

[www.fwc.gov.au](http://www.fwc.gov.au) - 1300 799 675

If you work in the commercial building industry the Australian Building and Construction Commission can help.

[www.abcc.gov.au](http://www.abcc.gov.au) - 1800 003 338

## Job Search record

If you are unable to record your Job Search efforts on the Job Search website or via the job seeker mobile phone App, you may use this form to keep a record of your Job Search efforts for the period shown below. If you need extra space, you can start a new Job Search record or record the details on a separate sheet.

The number of Job Search efforts you need to complete may be reduced if you have declared paid work to DHS at any time during this period —please talk to your Provider about this. You should also talk to your Provider if your personal circumstances are impacting you completing your Job Search efforts by the end of your Job Search Period.

*Note: This page to be completed by the Provider.*

Full name: .....

Job seeker ID number: .....

Provider: .....

Service Provider contact: (Name)..... (Phone)(....).....

Job Search Period: From: ...../...../..... To: ...../...../.....

You are required to apply for ..... jobs

Your next appointment is on ...../...../..... at ..... AM/PM at .....(location)

You should bring this completed record of your Job Search efforts with you to this Appointment.

Under Social Security Law you are required to complete the number of Job Searches specified above for the specified period. If you are not reporting your Job Search efforts electronically, you need to record your Job Search efforts on the following page and give this to your Provider as evidence you have met this requirement.

Each month your Provider will assess your Job Search efforts to determine whether you have satisfactorily completed your requirements. If your Job Search Period ends on a weekend, you will need to report your efforts by COB on the Friday beforehand. If you do not satisfactorily complete the required number of Job Searches outlined above, your payment will be suspended until you re-engage, you may incur a demerit and you might lose money or have your payment cancelled. For more information, or if you cannot meet your Job Search requirement by the end of your Job Search period, please contact your Provider.

**Job Search information**

Unless you are recording your Job Search efforts electronically, it is mandatory for you to complete the section below as part of your Job Search efforts, Please make sure that you provide all of the requested information. If you fail to provide the information requested below, it may mean that you fail to meet your Job Search Requirement.

Job #	Business	Business contact details	Job description	How did you find the job?	Method of contact	Date of Contact
Example	Telstra	1300 488 064	Help desk	Seek	Face to face	12 July2018
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

**Do you have any scheduled job interviews with businesses that are not included above? If so, please include below.**

Job #	Business	Business contact details	Description	How did you find the job?	Scheduled date of appointment
Example	Baker's Delight	1300 488 064	Customer Service	Local paper	14 June 2018
1					
2					

**If you had any issues searching for jobs, please list the issues below for discussion with your Provider.**


**Did you receive any feedback on the applications you submitted that may assist you in your future job efforts?**

Job #	Business	Business contact details	Description	Feedback on application
Example	Telstra	1300 488 064	Help desk	I did not have any customer service experience required for the role.
1				
2				