

## Senate Standing Committee on Education and Employment

### QUESTIONS ON NOTICE Supplementary Budget Estimates 2016 - 2017

#### Outcome 1 - Employment

Department of Employment Question No. EMSQ16-000934

Senator Marshall asked on 19 October 2016 on proof Hansard page 40

#### Question

##### Information provided to new Work for the Dole participants

Senator MARSHALL: Just one final question. You talked earlier about your requirement of the provider to ensure that people are aware of their rights in relation to workers-compensation-type issues. What about other workplace rights? What do you actually instruct the providers to provide to people working for the dole?

Ms Milliken: What the individual receives in terms of protective personal equipment and that kind of thing will depend on the nature of the activity being undertaken and the workplace risk assessment that is undertaken. For example, where a risk assessment that is undertaken indicates that personal protective equipment is required then that would be supplied either by the host or through the jobactive provider. We would expect that the job seeker would have the relevant training to do the work or the activity that they are required, and that would include relevant occupational health and safety or workplace health and safety training for the task that they are going to undertake.

Senator MARSHALL: Is there anything else? When you go into these places you are not being paid to do it, but you have a right not to be bullied and you have a right to refuse to do something that you consider to be unsafe. There must be other examples. Is there a list of things where you actually tell them? I am just wondering if those things are on it. I know it is lunchtime, so you might want to take that on notice. Is that all on your website?

Ms Milliken: There is some material on the website.

Senator MARSHALL: Maybe provide what is on the website and what else you do so that I have a picture of what people are actually advised as they start Work for the Dole.

#### Answer

There are a number of ways job seekers are informed of their rights and responsibilities when participating in Work for the Dole.

The *Service Guarantee for jobactive* (Service Guarantee) sets the minimum service standards for jobactive provider services. It is a requirement that jobactive providers display the Service Guarantee prominently in their offices and all sites, and that they make it available to job seekers and employers.

Under the *jobactive Deed 2015 – 2020*, which is available on the Department of Employment's website, jobactive providers are required, among other things, to:

- ensure that the Work for the Dole Place is appropriate for the job seeker being considered for the placement;
- before a job seeker commences in a Work for the Dole activity and at all times during the activity ensure that relevant training (including work health and safety training), appropriate facilities and any specific equipment, clothing or materials required by

participants are provided. (Host Organisations have similar obligations regarding training, facilities, clothing and materials.) ;

- ensure that the job seeker has been advised of the process for reporting any work health and safety issues regarding the activity;
- explain to job seekers their rights and obligations under the Social Security Law and the consequences of non-compliance; and
- ensure that each job seeker understands their Mutual Obligation requirements, including in relation to attending appointments, fulfilling their Annual Activity Requirement and undertaking job search.

jobactive providers are also required to provide their job seekers with access to or the location of *A Guide to Your Insurances* (the Insurance Guide). The Insurance Guide, which is on the Department's website, outlines the insurance cover available to job seekers and provides information on how to lodge a claim and/or report an incident.

As well the Insurance Guide, information on the Department's website includes:

- a factsheet titled *Keeping you safe at Work for the Dole – information for job seekers* which sets out roles and responsibilities, what to do in an accident and insurance information. The factsheet also provides contact details for more information and the customer service line should the job seeker be dissatisfied with the provider's response to any issues raised;
- the *Work for the Dole – information for job seekers* fact sheet with general information about participation in Work for the Dole; and
- the *Work for the Dole Job Seeker Workbook*, which may be used by Host Organisations during induction, which contains information about the rights and responsibilities of job seekers participating in Work for the Dole activities.

The factsheets are also published on [www.jobactive.gov.au](http://www.jobactive.gov.au).