

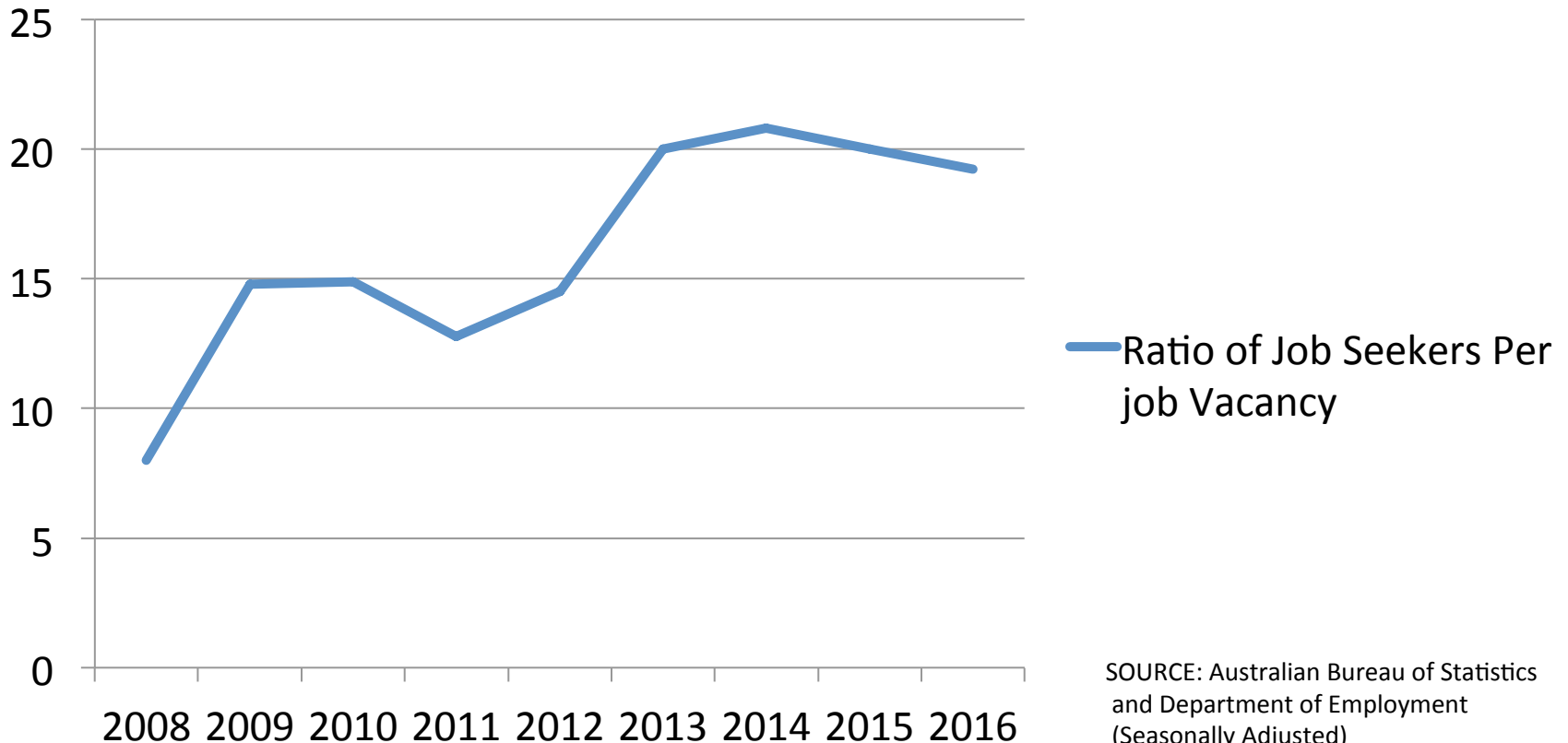
Diversity and Inclusion in the Workplace: The problem of employment service providers



Its Time to Fight Back!

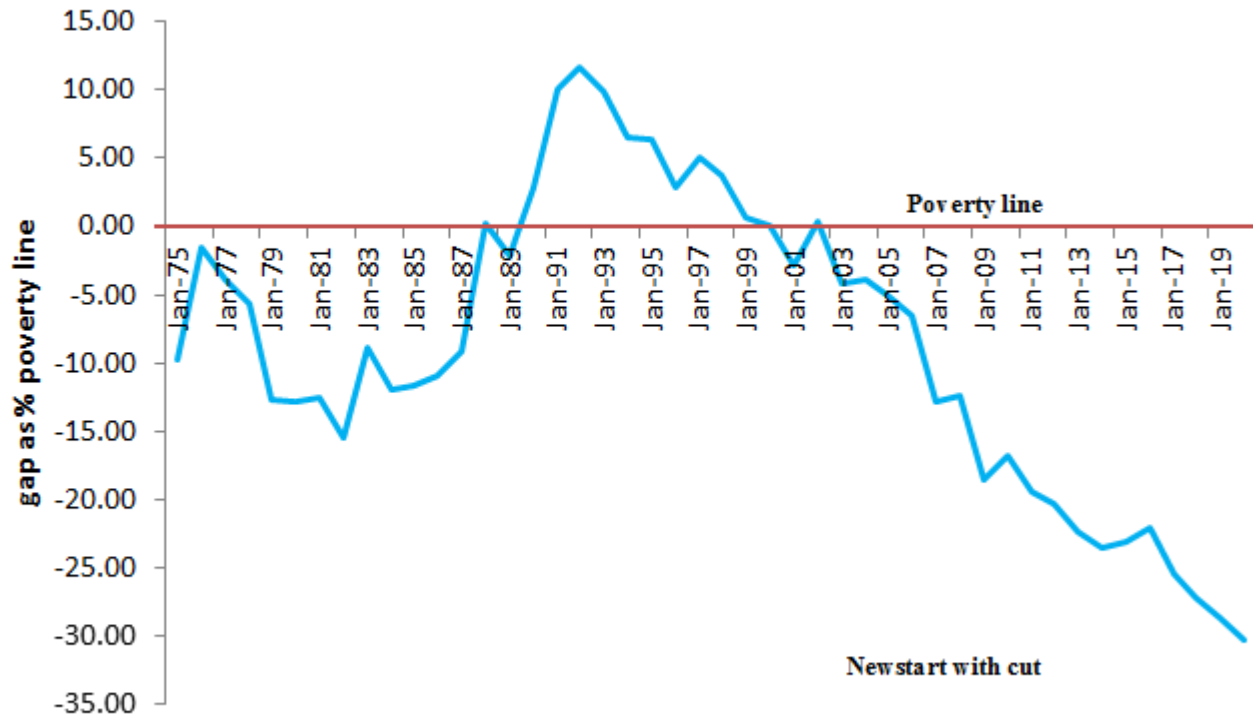
Crisis #1: Lack of Jobs

Ratio of Job Seekers Per job Vacancy



Crisis #2: Dole Below Poverty Line

Figure 1: Government benefits versus poverty line



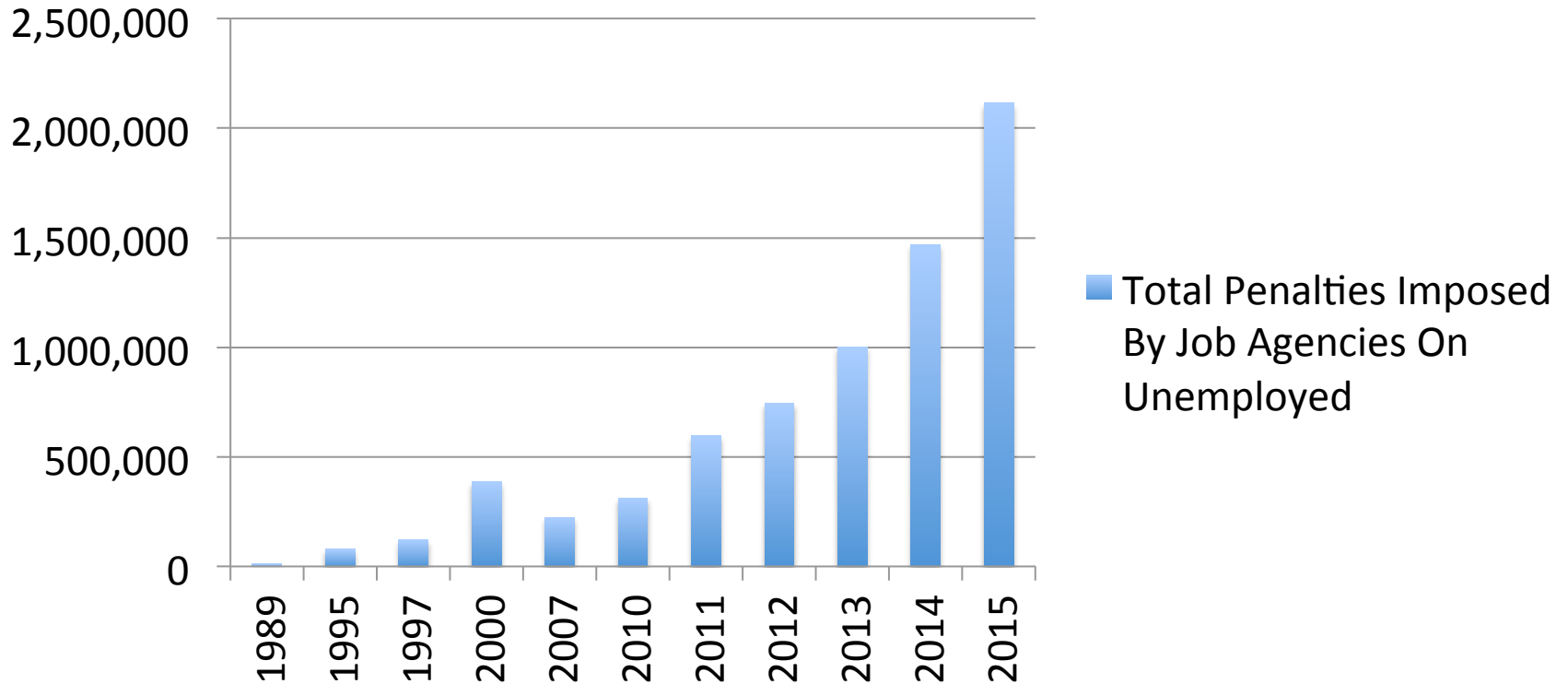
Source: TAI calculations based on data from the Melbourne Institute of Applied Economic and Social Research (various years)
Poverty Lines: Australia, June Quarters.

Crisis #3: Punitive Centrelink

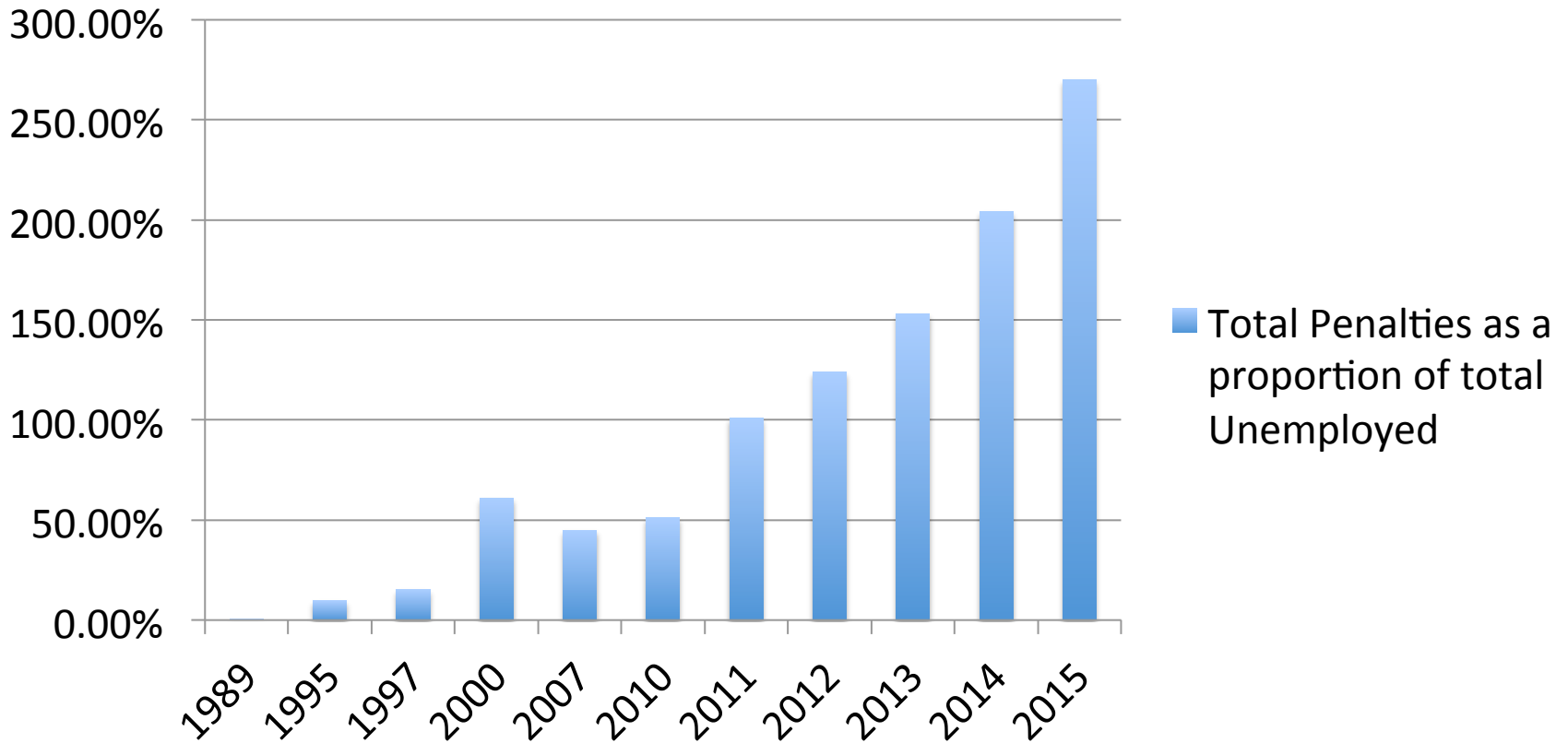
- Disability Support and Single Parent Pensions denying people support they need. In 2014-15, one third of DSP applications were accepted. In 2016, only 15% were accepted.
- Hundreds of thousands of fraudulent debt letters being sent
- Income Management Programs being Expanded
- Mandatory Drug Testing Being Introduced
- Asset Waiting Periods For Dole Doubled
- \$3.4 billion in cuts to social security
- 42 million calls to Centrelink went unanswered last year

Crisis #4: Punitive Job Agencies

Total Penalties Imposed By Job Agencies On Unemployed



Total Penalties as a proportion of total Unemployed



New System Encourage Agencies to Penalise

Key facts and figures

	JSA	jobactive
Provider orgs	79	44
NFP share (approx.)	70%	55%
Contract regions	110	51
Sites	1,889	1,719
Term	2 x 3 yrs	5 yrs
% of funds up-front	65%	40%
% of funds in outcomes	35%	60%

- Up front funding cut by 40%
- Star Ratings Rort
- Pay Slip Rort
- Work for the Dole Rort
- Job Club Rort
- Training Rort
- Appointments Rort
- Compliance Rort
- Basic Services Rort
- **No oversight**

- Only 30% of people ABS considers unemployed collecting an unemployment entitlement
- Under new system, people with vulnerability indicators dropped 60%. Where did they go?
- According to welfare rights network, 40-50% of participation reports are rejected by Centrelink
- About to get much worse.

Demerit Point System (from July)

Phase one: Personal Responsibility Phase

Points 1 to 3: One point applied for each mutual obligation failure. More points will be lost according to the severity of the failure.

For the first time ever, employment service agencies will make compliance decisions without DHS oversight. Unemployed workers cannot appeal

Three points over six month period leads to jobactive review 'to assess whether current activity requirements are appropriate'.

Four demerit points over a six-month period will mean unemployed workers will be required to undergo a 'Centrelink assessment which will determine whether they require additional support or are to enter the second phase. If at either of these assessments the job seeker's activity requirements are found to be inappropriate then their demerit points may be reset.'

Phase two: Intensive Compliance Phase

5th point: 50% reduction of Newstart

6th point: 100% reduction of Newstart

7th point: cancellation of payment. Cannot reapply for four weeks

As with all DHS decisions, these decisions can be reviewed

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If a job seeker does not breach their mutual obligation requirements for three months while in the second phase, they will return to the first phase.

Where a job seeker fails to accept an offer of suitable work, they will have their payment cancelled for four weeks, irrespective of which phase they are in.

Tightening Reasonable Excuse Determination

Unemployed worker's drug or alcohol dependency can no longer be taken into account by Centrelink in determining whether the job seeker has a reasonable excuse for not meeting their mutual obligation requirements.

Participation in treatment may either meet or reduce the job seeker's mutual obligation requirements. If the job seeker refuses to participate in treatment and fails to meet their mutual obligations again, then drug or alcohol dependency will not be considered a reasonable excuse, and sanctions may be applied'

Increased Mutual Obligations

- From 20 September 2018, unemployed workers aged 30 to 49 will have Annual Activity Requirement Increased to 50 hours per fortnight (up from the current 30 hours).
- Unemployed workers aged 55 to 59 will no longer be able to fully meet their mutual obligation requirements by undertaking 30 hours per fortnight of approved voluntary work alone. They will only be able to fully meet their requirements through undertaking a total of 30 hours paid or volunteer work, (minimum 15 hours of which is paid work).
- Unemployed workers aged 60 and over will have an annual activity requirement of 10 hours per fortnight, but this requirement will be able to be met entirely through volunteering. Currently there is no annual activity requirement for job seekers aged over 60.

Holding Job Agencies Accountable

- Bring in friends or family into appointment
- Request to renegotiate job plan
- Make a complaint:

Jobactive: Department of Employment Customer Service Line (1800 805 260)

DES: Complaints Resolution and Referral Service (1800 880 052)

CDP: Prime Minister and Cabinet (complaints@pmc.gov.au)

Commonwealth Ombudsman: 1300 362 072

- **Sending a letter to your job agency, AUWU, relevant politicians, media etc**
- Calling AUWU hotline

Protecting Your Four Basic Rights: A Checklist

- Negotiate a fair job plan ✓

Check your job plan to make sure you aren't being forced to do things that you don't have to. If there are activities or appointments on your job plan that are over and above the standard mutual obligations requirements, inform your job agent that you would like to renegotiate your job plan to reflect the jobactive deed.

- Choose your own activity ✓

If you are not happy with your Work for the Dole activity, find a suitable volunteer activity and inform your job agency you would like to do this volunteer activity instead (CDP unemployed workers must prove they are ineligible for WFTD). You have a right to undertake a suitable voluntary activity.

- Get your barriers to work recognised ✓

If you feel that your job agency is not recognising the personal circumstances that make it difficult for you to work (medical condition, caring responsibilities, family issues) call Centrelink and ask them for an Employment Services Assessment. Once booked, your obligation requirements should cease until the assessment is attended. If your barriers to work are considered valid, Centrelink can exempt you from activities or significantly reduce your obligations.

- Ensure your Job Agent provides correct services ✓

Your job agency has legal obligations to provide ongoing support with job search, resume writing, and to treat you with respect among others.