

Client Frequently Asked Questions

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What assistance will MADEC provide?

MADEC can provide a wide range of assistance including but not limited to resume building/improvement, training courses and clothing for interviews or work. All financial assistance will be subject to job seeker eligibility and Manager approval.

Why do I have to attend appointments with MADEC?

Attending appointments with your jobactive provider is one of the Mutual Obligation Requirements that all job seekers have to complete in order to receive an Income Support Payment. During these appointments, MADEC will assist you to become work ready, help with job searching and a wide range of other activities to help you increase your employability skills and/or to gain or maintain work.

What do I do if I can't attend an appointment with MADEC?

If you are unable to attend a scheduled appointment with MADEC, it is important to contact your MADEC site directly, by phone, prior to the start time of the appointment. Failing to do so may result in your accruing a demerit.

Please note: *You must not use a Contact Form on this website to give notice.*

My personal circumstances have changed; do I need to let MADEC know?

Yes, if your personal circumstances change (for example loss of licence or a medical condition), please advise us as these circumstances may impact your ability to meet your Mutual Obligation Requirements. MADEC may also be able to provide or refer you to assistance to help with your change of circumstance.

How do I know what my Mutual Obligations are?

Your Mutual Obligation Requirements are outlined in your Job Plan. If you are registered for the Australian Job Search (jobactive) website through [myGov - my.gov.au/Login](https://my.gov.au/Login), you can view your Job Plan and Mutual Obligation Requirements online at any time.

What is a Job Plan?

A Job Plan outlines the tasks and activities that you agree to do that will assist you in your search for employment. Your Job Plan is tailored to your individual circumstances and requirements.

If you are registered for the Australian Job Search (jobactive) website through [myGov - my.gov.au/Login](https://my.gov.au/Login), you can view your Job Plan and Mutual Obligation Requirements online at any time.

Why do I have to do Work for the Dole Activities?

Job seekers who have an Annual Activity Requirement have a requirement to participate in an approved activity for a 6-month period each year (after 12 months of service). That activity could be but is not limited to, Paid Work, Study or approved Volunteer Work. If you are not undertaking one of these activities as you approach the Work for the Dole phase, MADEC may source an activity for you to ensure you are meeting your Annual Activity Requirements.

How many hours per week of Work for the Dole do I need to do?

There are four different requirements in the Work for the Dole phase. These differ based on individual circumstances. The different weekly obligations are 25, 15, 8 and 5 hours per week. Please speak with your Job Coach to discuss which of these requirements apply to you.

What do I do if my payments get suspended?

If your payments have been suspended you will need to contact MADEC to organise a re-engagement. You will be advised what you need to do to have your Income Support Payment reinstated when you call.

Why do I need to tell MADEC if I get a job?

It's important to let MADEC know when you are going to, or have already started a job because it may affect your ability to meet all of your Mutual Obligation Requirements, such as attending appointments. MADEC will also provide Post Placement Support to help support you in your employment.

I don't have access to a computer but need to apply for a job online, can MADEC help?

Yes, MADEC can help. MADEC offices have open access areas for job seekers to come in and use computers to write resumes & cover letters and undertake job searching activities.

I haven't had an interview in years, what do I do?

MADEC can help with interview techniques and mock interviews in Job Ready Sessions with an Employment Broker and Work First Programs. Talk to your Work Pathways Coordinator to find out more.