**Connecting to Employment Services through technology**

Contents

[How to set up an email account 2](#_Toc20382184)

[About MyGov 3](#_Toc20382185)

[Creating a MyGov Account 5](#_Toc20382186)

[How to register a jobactive JobSearch Account 6](#_Toc20382187)

[The Job Seeker App 7](#_Toc20382188)

[How to approve your Job Plan online 9](#_Toc20382189)

[How to manage your appointments using the jobactive Job Seeker App 10](#_Toc20382190)

[Declaring your income correctly 11](#_Toc20382191)

[How to report your income 13](#_Toc20382192)

# How to set up an email account

Most employers advertise their job opportunities online, or request that applicants apply via email. It’s important to make sure you have a valid working and professional-sounding email account that you can use to apply for work and accept notification from employers.

CoAct will also use email as our preferred notification method, to send you information and notifications about your appointments or activities. Its recommended that you check your email account at least once per day.

There are a few free email providers that you can use to set up an account:

* Hotmail [www.hotmail.com.au](http://www.hotmail.com.au)
* Mail [www.mail.com](http://www.mail.com)
* Gmail [www.gmail.com](http://www.gmail.com)

For the example, we will use gmail:

1. Navigate to [www.gmail.com](http://www.gmail.com) and select ‘more options’
2. Select **Create Account** and then Select **Next**
3. Choose a professional username. i.e. Your name and year of birth
4. Choose your password. Make sure its something you will remember, but not something that others can easily guess.
5. Select the **Next** option
6. You will need to review and accept the terms and conditions to create your account.

# About MyGov

Most employers advertise their job opportunities online, or request that myGov is a secure way to access government services online with one login and one password.

You can link these government services to your myGov account:

* Medicare
* Australian Taxation Office
* Centrelink
* Australian JobSearch
* My Health Record
* My Aged Care
* Child Support
* Department of Veterans’ Affairs
* National Disability Insurance Scheme
* Victorian Housing Register Application

**MyGov – One inbox for your important notices**

myGov inbox will keep your letters, statements and messages safe and secure in the one place. You can get notices from:

* Medicare
* Australian Taxation Office
* Centrelink
* Child Support
* Department of Veterans’ Affairs
* National Disability Insurance Scheme

MyGov will help you update your details with government departments all in the one place. You can update your address and contact details and your changes will also be made with your linked member services. Member

services that participate in MyGovs **Update Your Details** are:

* Medicare
* Australian Taxation Office
* Centrelink
* Australian JobSearch

**ABN and myGov**

If you have an ABN, you can connect it to your myGov account. You can then manage ABN connections.

# Creating a MyGov Account

1. Go to my.gov.au and on the homepage select **Create an account**
2. Review the terms of use
3. Select **I agree** to acknowledge and accept terms of use
4. Type your email address and select **Next**

*For privacy reasons you must not use a shared email address*

1. MyGov will send a code to your email. Enter code and select **Next**
2. Enter your mobile number and select **Next**

*If you don’t have access to a mobile phone or have mobile coverage you can* Select **Skip this step**

1. MyGov will send code to your mobile. Enter code and select **Next**
2. Choose a password and enter it twice then select **Next**

*Your password must have at least 7 characters and include at least 1 number*

1. MyGov will ask you to select 3 secret questions and provide answers. *These questions help keep your account secure.*
2. From the list of questions select a question or create your own
3. Type the answer to the question.

*Make sure your answers are easy for you to remember*

1. Select **Next** after entering your answer
2. Repeat these steps to set up the next two secret questions/answers.
3. Your account’s now created. Your account details will be emailed to you.
4. Select **Continue to myGov** to return to the homepage and link government services.

# How to register a jobactive JobSearch Account

The jobactive JobSearch account is available to all customers.

1. Go to [www.jobactive.gov.au](http://www.jobactive.gov.au) and select **Sign In/Register**
2. Select **Job seeker**

*If you are already registered with CoAct, you can contact us and we can set up an account for you with extra features that link you to our services.*

1. If you have a myGov account, select **Sign in to myGov** to log in.

*If you don’t yet have a myGov account, select* ***Register with myGov*** *to create an account.*

1. In myGov, select **Your Services**
2. Select **JobSearch** to link MyGov with Australian JobSearch.
3. Select the option **Create a new jobsearch job seeker profile**

*You may be prompted to complete a registration form and answer your MyGov security questions to verify your identity.*

1. Select your preferred method to receive your one-time activation code
2. Select **confirm** and enter the code that was sent to you
3. The services page of MyGov now has a link to Australian JobSearch
4. Select **Australian JobSearch** link and the website will open.

Job seeker hotline: 13 62 68

# The Job Seeker App

jobactive Job Seeker is Australia’s largest free mobile app for online jobs. It is funded and operated by the Australian Government as a free service to assist job seekers into employment.

Job seekers can find jobs near them with one tap or can search for jobs by using geo location, suburb name, postcode or a keyword. They can also find employment service providers around them with one tap or by using geo location or postcode. Occupations that suit their work interest can also be identified by directing them to the career quiz app where they can take the quiz.

Everyone is welcome to use the jobactive Job Seeker mobile app to search for recruitment opportunities.

Vacancies displayed in the app come from many different sources, including:

• Public employers

• jobactive providers

• Newspapers

• The Australian Public Service

• The Australian Defence Force

• The Harvest Trail

If you are registered with CoAct and have created your Job Seeker account then you can get more functionality in the App such as:

* Access to your personal dashboard
* Apply online for positions with your career profile, resume and cover letter
* Receive Job Alert, Employer, Internship and Documentary Evidence request notifications
* You can upload documentary evidence after selecting the received notification
* Self-book and reschedule your DES contact appointments
* View and synchronise your appointments
* Accept and view your Job Plan
* View and accept Internship Agreements
* Record and track external jobs
* View your Job Search Effort
* Contact your CoAct DES provider
* Share your story to inspire others

# How to approve your Job Plan online

If you have a Job Plan, you can access this via your dashboard. This makes it easy for you to review and agree to your plan online.

1. Sign in to your jobactive account via **myGov**
2. You will receive a notification on your dashboard advising when your Job Plan is available for you to review.
3. From your dashboard select **inbox** from the **Account dropdown menu**.
4. Select the **Job Plan** link from the top navigation menu.
5. Select **View Pending Job Plan**
6. After reviewed your Job Plan, select **Agree** to accept the Job Plan.
7. A Job Plan declaration will populate
8. Review and **confirm** you accept the terms listed in your Job Plan.
9. Select **View Approved Job Plan** to view and save if required.

*The jobactive website will keep records of all of your approved Job Plans*

If you have any questions about your Job Plan, please contact the office.

# How to manage your appointments using the jobactive Job Seeker App

If you are registered with CoAct, you can use your dashboard calendar to

keep track of appointments. You can add your job interviews and personal events to the calendar.

You can book appointments with CoAct via the Job Seeker JobSearch app. It is

recommended that you contact the office for more information in the first instance.

Below is a quick guide on how you can book an appointment’s with CoAct via

the app.

1. Sign into the Job Seeker JobSearch mobile app.
2. From the dashboard, select **appointments**
3. To add an appointment, select the **Plus** option, and select **Provider Appointment**
4. Select the **Date/Time** and choose your preference for an appointment.
5. Select **Reason** and type a reason for the appointment.

*Note: This free text field allows you to enter up to 150 characters.*

1. Once you have entered all relevant information, Select **submit**
2. Confirm the appointment by **agreeing** to the confirmation notice
3. Select **Done** and your appointment has now been booked.

# Declaring your income correctly

Depending on your circumstances you may need to report your income each fortnight.

This guide will assist you to report your income and Job Plan requirements using your online account. Some steps within this guide may not apply to you as you may have different requirements based on your personal circumstances.

You need to report on or after your reporting date, you cannot report early. To prevent any delays with your payment, you need to report by 5pm local time on your reporting date.

You are also required to advise of any income earned by your partner, even if they are not receiving an income support payment.

**Methods for reporting your income**

There are 4 ways you can report your income and changes to your circumstances:

1. Use your **Centrelink online account** through **myGov** – it’s easy to set up an online account and the employment diary helps you record and report your income.
2. Use the **Express Plus Centrelink app** – it’s quick and simple to add the app to your mobile phone. The timesheet helps you record and report your income
3. Call the **report income line** for **phone self service** – it’s easy to register for phone self-service (13 EARN)
4. If you still get report forms by post:

* Go to a **service centre** and use a self service computer or ask the staff to help you
* Call the **job seeker hotline: 13 62 68**

# How to report your income

1. From your homepage, select the Report income task OR select the menu and then select **Report Employment Income**, then select **Report**
2. Your reporting period and a list of your and your partner’s most recent employers will be displayed.

* If you have income to report, **go to step 3**.
* If you have no income to report, you can skip and **go to Step 6**.

1. If you or your partner earned income during the reporting period and the employer is listed, select the **pencil icon** next to their name.

*If your employer isn’t already listed, select* ***Add new employer****.*

*You can add an employer by using their 11 digit Australian Business Number (ABN) or searching their business name.*

1. Enter your gross income amount from the employer for the reporting period. This is the amount you earned before tax.

Enter your worked hours, to the nearest hour for your reporting period.

If you and your partner earned income from multiple employers during your reporting period, ensure you report the income for each employer.

Select **Done** once you have entered you and your partners income for each employer.

Your total income will be recorded in the **My earned income** section. If you have reported your partner’s income, their total will be recorded in the **Partner earned income** section.

1. If you don’t have Mutual Obligation requirements, receive Age Pension or are a student go to **step 6**.

To record your Mutual Obligation activity, select **search**, type ‘Job Plan’

* Select **YES** if you have met your Mutual Obligation Requirements that are outlined in your Job Plan
* Select **NO** if you haven’t met your Mutual Obligation Requirements as outlined in your Job Plan

Check the Summary Information that has populated to ensure the details are correct.

* If incorrect return to step 4 to update income details.
* If correct select **Sumit.**

1. A final summary of you and your partner’s income and Mutual Obligation Requirement declaration will populate. Review these details:

* Select **Cancel** if the details are incorrect
* Go to Step 4 to update income details
* Go to Step 5 to confirm you have met your requirements

If the details are correct and you understand the declaration select **Accept Declaration** and **Submit** to lodge your report.

1. A receipt number is provided to let you know that your report has been successful. Please make a note of the receipt number for your records
2. From your homepage you can complete other transactions or select **myGov** to return to MyGov
3. For privacy and security, **sign out** when you have finished using your myGov account.

**What happens if you make a mistake?**

If you tell Services Australia (formerly known as Department of Human Services) the wrong amount, contact them as soon as possible to fix the mistake. Don’t wait till your next reporting day to tell them about it.