**Why do I have to attend appointments with MADEC?**

Attending appointments with a 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 job seekers in becoming work ready, help with job searching and a wide range of other activities that will help job seekers become more employable, 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 payments being suspended.  
Please Note: You must not use a Contact Form on this website to give notice.

**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 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 and approved Volunteer Work. If none of these are being undertaken as you approach the Work for the Dole phase, MADEC may source an activity for Job Seekers to undertake to ensure they are meeting their Mutual Obligation Requirements.

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

There are 4 different hour requirements in the Work for the Dole phase. These differ based on age and participation level of a Job Seeker. The different weekly obligations are 25, 15, 8 and 5. Please speak with your Work Pathways Coordinator (WPC) to discuss which of these requirements apply to you.

**How do I know what my mutual obligations are?**

Your Mutual Obligation Requirements are outlined in your Job Plan that is created by your jobactive Provider. If you are registered for the Australian Job Search (jobactive) website through My Gov, you can view your Job Plan and Mutual Obligation Requirements online at any time.

**What is a job plan?**

A Job Plan is an 'Employment Pathway Plan' for the purposes of Social Security Law. The Job Plan underpins the provision of services to a Job Seeker.

For Job Seeker's with mutual obligation requirements the Job Plan will record all the items that the Job Seeker must undertake to satisfy those requirements under Social Security Law.

The Job Plan must take into account the Job Seeker's individual circumstances, in particular their assessed work capacity (where relevant), their capacity to meet their requirements and their personal needs.

All Job Seekers without an exemption from their Mutual Obligation Requirements ([3.2.11](https://guides.dss.gov.au/guide-social-security-law/3/2/11)) will need to have a Job Plan created when they claim payment. A person is not qualified for payment if they are not prepared to enter into and comply with the terms of a Job Plan. Whenever a job seeker's circumstances change, they need to participate in a new activity or their Mutual Obligation Requirements change, their Job Plan should be reviewed and updated, as required.

A Job Plan must be in a form approved by the Secretary of the Department of Education, Skills and Employment. This is a legal requirement under Social Security Law.

Employees of an Employment Services Provider and [Services](https://guides.dss.gov.au/guide-social-security-law/acronyms#dhs) Australia are delegated certain powers under Social Security Law by the Secretary of the Department of Education, Skills and Employment, including the power to require a Job Seeker to enter into a Job Plan and approve or update a Job Seeker's Job Plan.

**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 must 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 stated 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.

**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) advise MADEC as they may impact on your ability to meet your Mutual Obligation Requirements. MADEC may also be able to provide or refer to assistance to help with your change of circumstance.

**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 WPC to find out more.

**How do I make a compliant?**

If you are unhappy with the service that you have received from MADEC, you can log a Complaint by contacting a MADEC Site and speaking to the Site Manager, contacting the Head Office, in writing or directly to The Department of Education, Skills and Employment.