

I've heard nothing from my provider, I only know what I read on the news.

Neither the gov nor the employment agency has been in contact with me about anything

This is actually the first I have heard anything about it, so thanks AUWU

App? What app?

My provider has a history of providing me with false information in order to increase their profits. (eg, I was told I had to participate in work for the dole. I was nearly 60 at the time and had worked my entire life, so considered that enrolling in a program designed to give me work experience was totally inane and a waste of taxpayers money. So I withdrew from active jobseeking and enrolled in the voluntary work program option available to me. I had extraordinary difficulty in getting the forms completed in time and trying to cancel the appointments/information sessions at the provider. Only later, after researching the matter myself, did I discover that people over 55 did not have to do work for the dole, and that the provider is paid extra taxpayer funds for enrolling people in work for the dole). So, what I would like is easy access to comprehensive information that will enable me to check the veracity of every claim the provider makes.

I have not met with my new provider yet. The first appointment is on the 18th. I'm trying to have an open mind about them but get the feeling they will be just like Sarina Russo.

Honestly, the only useful information I am getting is coming from AUWU. I have not received any information from the government other than the initial notification of changing providers. How can anyone trust a government minister going out of his way to have photo opportunities with all the grifter job agencies who are just there to line their pockets. How do these supposed not for profit agencies find the \$40-50 thousand that they donate to the political parties all the time.

I felt that I was forced to agree to it so my payments won't get cut off. This is like what job agencies do

**“There’s
an app?
Nobody
told me
about it.”**



**Workforce
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Comments**

to get you to sign away your privacy , but it is worse since it was the government doing it this time. Even worse is that they can keep your personal information indefinitely.

Mutual obligations should be abolished. There is nothing mutual about it. No unemployed person agrees with mutual obligations but are forced to sign it or they won't get any unemployment benefits. Work for the sole is the worst of this. Not just the demeaning name, but the slave wages you are paid for this work. Either pay people the equivalent of the minimum wage for the period, or reduce the weekly hours if this program so that the pay is still equal to the minimum wage.

Nothing changed in this legislation, thus T&Cs are same as Jobactive. Abolish this forsaking point systems.

Abolish, abolish, abolish, abolish...

I need help submitting my job search effort in a typed format. I have contacted the digital services contact centre but not received a response.,I need to report my job search effort by typing it and emailing it as the app does not work but my provider refuses to provide a template.

I cannot agree to the collection of sensitive information and cannot continue. I will not be using the website to report my job search effort.

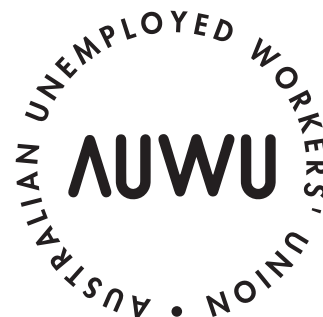
JSP are fascists & completely unacceptable, fascism is abuse from every provider.

JSP use the suspension method as a threat or intimidation tactic. Some areas of australia it will be impossible to obtain the 100pts of fascist policy albanese has put forward.

The app is an invasion of privacy & I refuse to allow the government access my phone in said manner.

I refuse permissions on phone and due to privacy reasons for app to be installed.

All government policy is fascist. Australian Labor party are equally fascist to the last liberal government.



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Only heard about it online on social media

Problematic especially for those who are already disadvantaged

There was very little notification from official government sources. Also I believe there was inadequate training for providers. Mine did not have access to the software until just before I arrived.

I have had no access issues but the site is very poorly laid out. Nothing is intuitive and many things have to be searched for. Just try finding what the points are worth.

Job search doesn't seem to allow me to save my preferences. It is frustrating to have scroll to my location and difficult to change jobs to newest first.

There should be no need of terms or conditions. Centrelink payments are barely enough to survive on. Threatening to remove this pittance for any reason is unconscionable.

There should have been an overlap. We effectively lost access to services on the Friday and didn't get adequate service until the Wednesday. Even that may have been because I was pushy.

Well it hasn't helped me get a job, if anything it's made it harder. It's just another 3 ring circus, new, but totally ineffective.

I'm not a legal expert. I can't afford legal advice. The loss of my rights and privacy are the price I pay for accessing these services.

At what point does the system admit failure? I'm coming up on 10 years without getting a job. The muppets at Centrelink made a mistake right at the beginning. I should have been approved for the Disability Support Pension. I can't do most of the jobs advertised, and the ones I can employers don't want the risk. I have a chronic pain condition. There is no cure. It's deteriorating. Working is unrealistic, and potentially dangerous.

I really don't understand the new system at all, it still feels like the old 20 jobs per month system just in a different format



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I click on a certain link in the app and it won't load at all or even accept the fact I've even clicked on it, this has happened on my laptop and phone as well

If I can't fill out my activities and I get penalised, whilst not my fault, the job find people never accept that as a genuine excuse

I had issues with the app shutting down randomly.

I had a moderately hard time trying to find how to manually put in jobs.

I noticed you can't leave items blank eg. Employer may not have phone number?

Who is my provider?

The app freezes and shuts down periodically

I am disabled and mentally ill and used to be on DES but was suddenly switched off it and have been confused and struggling about how to get onto it again

There just wasn't any communication. I was told by my old job agency that they're shutting down and I'd be with a new one so I knew that much, but when I went to the appointment I thought they would've explained the points system more but they just briefly showed me a piece of paper on it. One thing I thought is that the demerits system would end, but it hasn't, it's only reset. So I thought there was at least one positive with it but no they've still kept the anxiety inducing punitive demerits system. I'm also not sure of things like, if I log my hours with my psychologist, if I need to upload proof of that or anything. It is good that there's other options beyond applying for a certain number of jobs that you can meet the obligations, but the points are confusing and the expectation of 100 points is very intimidating. Giving people more anxiety doesn't motivate them I think it makes people more avoidant, it definitely does that for me. I get depressed and suicidal. Being on centrelink the way it currently operates makes me feel bad about myself which makes it harder to find jobs, leaving me stuck in the system which benefits the for-profit job agencies who want continuous clients, while making us feel bad for being a client.

“If I'm not using wifi, it won't work.”



**Workforce
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Comments**

I'm not sure how to add jobs I've applied for into the points system. It's very confusing. I didn't know about this and it's scary. But I never feel I have any choice in signing or agreeing to things in case my payment gets cut off.

DES shouldn't have an expiry, people should be able to switch out of it if they wish to but for me I was told my referral expired so I was forced to switch job agencies (prior to Workforce Australia) and do more mutual obligations. My disability doesn't have an expiry date, I will always have it. Even going back onto DES I'm scared because often people seem to have no training or understanding of disability and I had an experience at the I think billion dollar company APM where they pressured me into applying at Crown casino in Perth telling me it was disability friendly and that I was guaranteed a job, but after doing a group interview I was forced to do a medical appointment where I gave my urine and got interrogated about my disability and mental health, was asked invasive questions about my previous suicidality and self-harm, leaving me feeling traumatised, all to get rejected from the job application which APM told me I already had a job but I was just getting through the next phase. Given Crown's known money laundering activities it stinks of corruption and APM staff probably getting extra paychecks every time I showed up to these things, regardless of whether I got the job. After that happened the APM staff member switched me to another person like a coward so she wouldn't have to deal with my feedback. They literally exploit disabled people then leave us in the dark with no support. Because of NDIS being so inaccessible, some of us are on DES but we have no access to care workers or anyone with actual experience who actually wants to help. I hope something will come of the current Royal Commission into abuse of the disabled and that it won't be ignored. I get scared to even write about these experiences and have my name attached in case it gives me a negative stigma if my data is somehow used. But I just want a part time job that treats me fairly and pays fairly. I feel like I have to go with DES so I can have my points reduced to something achievable, but I hope my experience with the next agency won't be as traumatising because it was the type of thing that makes me scared to apply for jobs even though I really want a job because I can't afford



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living off jobseeker alone. So lately I feel I'm just stuck with anxiety and depression and trying not to spiral with suicidal thoughts. (I have PTSD and ADHD for more context. I only got diagnosed with ADHD at age 29 after feeling like a failure and negatively about myself my whole life because I didn't understand my symptoms or what to do. I hope I can find a job agency worker who understands this but it's scary putting trust into them because they can come across compassionate then suddenly change and treat you really badly and they're in control of your money basically.) I don't think people can understand the harm of these companies being privatised without experiencing it first hand, but they should try to listen to people who have.

Try to understand requirements to assist my son keep his payments. My big problem is that communications I get from my gov/ centrelink/whoever are difficult to open with my old laptop or my new tablet. I am not sure if I can access the app at all, as it is for my son to use, I usually assist my son with his job applications but I am not sure if I will be able to submit, which may mean he will have to do it, and he will get very upset by this

Just a workFORCED participant, haven't heard anything its like nobody knows, I mostly use our Library for communication

I think it is stupid to roll out workFORCE just after a change of government. It so far has been very secretive. I wish they would get rid of punitive welfare the idea of unemployment BENIFITS was to keep people out of poverty, and help those who need help. Now it is used as a weapon against the people it is meant to be helping. They want to make welfare so unattractive so people would rather stay in awful jobs rather than go on the dole. Thus allowing wages to stay low. In Centrelink where do I apply for a fossil fuel company or nuclear power station so I can get millions of millions in welfare and not pay taxes.

I have no idea what is best for me. I received a letter from my provider and when I rang them about an interview scheduled and that I had lodged a medical certificate with Centrelink they didn't know what to do. The app keeps redirecting me to a webpage because the app obviously is not working as it should. The app is obviously not finished in its setup. Unbelievable that they

“I don't know how to use apps”



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can foist an incomplete app upon us. Navigation of the app is impossible. I have no idea how to find what I need.

There must be plenty of unemployed lawyers out there because that's obviously who the terms and conditions were drafted for. For us mere plebs, it was unintelligible.

The old app was simple and navigation was fairly easy. The new app is a nightmare.

I couldn't access the app until I had ticked the privacy box (which I didn't want to as it said I had to agree to sharing sensitive information) and the privacy document was 8000 words long.

Terms and conditions were 8000 words long and very difficult to understand.

Sensitive information consent was bundled with personal information consent in a way that seemed like the terms and conditions were trying to trick me into agreeing to sharing sensitive information. I got the feeling I was unwittingly signing my life (and data) away to not only the government, but also private companies such as Google.

I do not have a provider, I have not been contacted by any provider after being removed from Disability services. I am on med exemption but was not at 1 July and no contact has been made. I have no idea what Workforce Aust is about other than what I have seen on AUWU newsletters. I have had NO contact from the government nor any provider. I didn't even know there was a Workforce Aust app. I didn't know till now there even was an app for Workforce Aust

I have had no information. I can't access the app but I don't know why as I am technology challenged.

I can't use it, but I am old and don't understand technology.

I don't know if I can submit my jobs through the app., I have much difficulty reading all the legal information as I am old and have a lot of psychiatric problems., This whole experience with Workforce is very stressful for an old person with a lot of mental health issues. It is damaging my mental health more.



**Workforce
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I was not notified about the rollout of the program and know very little about it, my provider and consultant has never discussed this with me.

I have received no information regarding the program, was unaware of the changes and feel as though I am being punished or forced to comply regardless of my diagnosed physical and mental health conditions, my history with MAX solutions and a current exemption and review for disability that is not being actioned by Centrelink or assisted with by my provider, who has now put my payments on hold until I agree to the Job Plan and Workforce Australia program.

I have yet to agree to the Workforce Australia program since I have neither been notified or received any information about the program and was unaware of the changes being implemented.

I was unaware Workforce Australia existed until my payments were put on hold for asking to renegotiate a job plan, since then I have been unable to contact my provider and was never notified of the changes taking place.

My life was destroyed complying with mutual obligations WfD activities at a site that lacked a signed WHS assessment and I have been unable to work or function since suffering life threatening injuries at the placement, this happened while under the provider MAX employment who, repeatedly lied and gas lighted me regarding my injuries, refused to acknowledge or be held accountable for said injuries, sent me legal threats when I dared to seek compensation due to a lack of work cover or relevant insurance under the program, now I am being forced to agree to their services under threat of financial penalty without ever having been notified about the Workforce Australia program, and all while I am meant to be on an exemption to activities having undergone a ESAT as part of a review of my disability application.

I am panicked, frustrated and have no idea what is going on.

My provider is primarily Centrelink currently, and it's been very challenging and stressful, but the staff have been mostly excellent and really tried to help me as much as they could.



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It's all very vague currently as I have had not been involved with it much yet. I've completed the basic setup profile, and that was easy enough for me to do, and went smoothly.

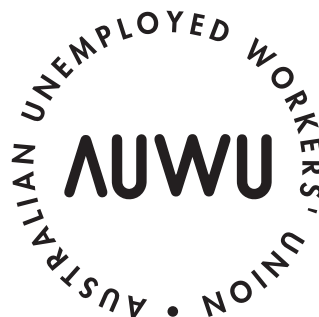
Initially it would not load, but I tried again a few hours later and it loaded fine. I was surprised I could download the app on my iPhone 6. Actually, I didn't even have to download the app, as it's just the old jobactive app that I already had on my phone.

It was extremely long and I have not had time to read it all. It was evident that if you did not agree, it would block workers from accessing information about you, making it harder to help me. Due to already having to deal with that block for years now, I agreed to be transparent, **BECAUSE I WANT THE HELP!**

It's looking like a disaster waiting to happen. You just **CANNOT** financially abuse people and expect to get away with it. Take a look around at the root causes of people's life barriers. Don't point fingers just look in the mirror. It's the movie of your own making.

My provider has poor understanding of the program and I have provided information to help her understand it, I looked up the DSS website to find out about Workforce Aust. The Govt has provided no information to me personally (apart from meeting reminders via text msg). Centrelink also had no information to offer clients when I enquired in person at the local office in Brunswick Heads. My job active support person wasn't aware of the new system last month and I sent her links and The Guardian article I'd read after our meeting. She wasn't aware the new Workforce Aust website was up and running during our meeting on 6th July. She couldn't access the site during our meeting as the internet connection wasn't working again!! I have loaded jobs required onto the Workforce Aust website via my laptop. I not sure what else I have to do. I'm not sure what you mean by Workforce App. I have no apps on my phone not even the QR code stuff and I have no intention of putting up a personal profile on any webpage.

We have very unreliable internet service in this area, so it can be difficult to report online - I'm also restricted to hot-spotting off my phone so I often wait until late at night to report.



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I haven't used the app and have no intention of providing a personal profile.

I'm appalled Centrelink clients weren't consulted or polled prior to the changes being made to Mutual obligation. Why is the opinion of employers and job network providers considered more relevant or important than the needs of clients? Mutual obligation offers few benefits for clients. Its an onerous, punitive system designed to demoralise and depress job seekers forcing them to work for nothing (volunteering) and complete time and energy wasting activities for no real benefit. the obligations are city-centric - suggesting we have lots of employers and public transport to get around instead of driving 50km to the nearest town. It's not worth working when half your wage is deducted from centrelink payments - especially if your on minimum wages. We had to create volunteer organisation (landcare, dunecare, community gardens, youth & community activities) so we had somewhere to volunteer. To comply with Centrelink's changing requirements we were then expected to train volunteers as well - with no wages offered to anyone! Funds wasted on job network could be redirected to increasing payments for clients living in abject poverty. the aged pension should also be reduced to 65 - with no job seeking requirements for over 55s. The rejection is so depressing and humiliating - facing homelessness and fearing rent increases isn't how I imagined my retirement.

I have not been contacted at all so have no idea whats going on

Havent had any communication at all from any provider

Have had zero contact to know whats going on

Have had zero contact from any provider

I have not received anything about the new system zero nada zilch i know nothing, it's another piece of junk like the last app was job search not specific enough horrible to use, it's just poorly designed and set out not specific enough

Not used know nothing about it have not received anything about using it looked at it by myself and its just as shit as the old one and changes to centerlink app re reporting are also shite

“My mobile phone cannot do apps. Will the app load on to laptops? What if my laptop breaks down and I won't be able to replace it due to abject poverty. What then?”



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Sounds extremely discriminating to me

Absolute mess like anything the Liberal government has a hand on discriminatory, demeaning and unfocused the entire privatised job network system is a complete waste of money set up to punatively penslise the unfortunate disgusting

When I was involved, I had trouble accessing anyone on the phone, I could not access the office unless I made an appointment and making an appointment, by phone, was often not possible because it would come up with a message that all operators were busy and I would have to ring back later. There was no option to leave a number for a call back.

I'm currently choose not to access the system because it's all too hard and too dehumanising.,I have not tried because I don't need to thank god. Not using it

This system is just as bad as the previous one. No respect for people who find themselves unemployed for a huge variety of reasons, or even more prevalent, under-employed and under-paid. I am not getting an increase in my wages, even though the award has gone up about 50cents, because apparently we are paid above the award anyway. So the wage I have been just surviving on, has actually gone down in relation to everything else going up. My dollar buys less. I thought there might be some real shifts in how the job agencies were structured and was hopeful around the investigations and research being done, but no, it is still set up to benefit the agencies without allowing for the fact that unemployed and under-employed people are humans just wanting to get a fair deal in the circumstances they find themselves. I have plenty of horror stories around job agencies and cannot see any sign of that improving under the current new 'scheme'.

I was told by Tony Burke (via a tweet) that my mutual obligations would be suspended until the 1st of august. they have not yet been suspended 5 days since that announcement.

They have my email address, why can't they email me relevant information about the system? why do i have to find out via a tweet that i could have easily missed? why was the information in that tweet incorrect?



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Initially the app wouldn't install because it simply replaced the jobseeker app and the process of upgrading to the workforce app was broken. I had to uninstall and reinstall the app.

Communication has been a joke

Very little information has been provided. There's insufficient information about what to do if you have any problems. Issues with understanding the new system. I feel that the new system has been suddenly forced upon us with insufficient time to get used to it. Thus there should be no penalties.

I need to be across changes to the unemployment system because people move between it and low wage work. WA is significant for how that operates. Like most of these kind of changes, there is little to no information provided to people in the paid workforce, even though they will encounter programs such as WA if they become unemployed in an economic slowdown.

Programs such as Workforce Australia, and its predecessor programs, seem designed to discipline a hypothetical 'dole bludger' stereotype of an unemployed person. Insofar as such people exist (debatable), constructing the entire system around them is damaging for most unemployed people, and wasteful for the Federal Budget.

First appointment yet to happen, still not allocated a provider yet

Not allocated a provider yet so I don't know what will happen

I don't see the need for a points system or how it'll be better than the previous system, We already had to jump through unnecessary hoops now it's turned into a full circus act.

My assigned provider was unacceptable. Not sure if it will stay the same.

Not yet had any communication from job provider.

I have no idea. Aside from confusing information on mygov website there is no explanation at all.



**Workforce
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I can't seem to access things I need to find like my job plan and what points are allocated to me. The information I need to know doesn't seem to be there and I don't know what points I'm supposed to reach. I didn't even know I had to submit my activities and don't know where to submit my activities.

It seems that they're arbitrary and hands-off with a confusing website and no human contact, not even the awful human contact of job providers which is more or less a bully situation.

The whole system is crap, with points systems very hard to reach without applying for a slew of jobs that you're not suitable for and will never be considered for, a make-work exercise for the unemployed and a huge waste of money for the taxpayer (which includes the unemployed).

I haven't had contact with the provider yet. I am only aware that they are still my provider from checking myself.

The main issue, in my opinion is that there has been NO communication whatsoever from any government sources or my provider regarding the changes.

As I had been reading about the changes in the news, I went to MyGov and saw that the title of Job Active had been replaced by Workforce Australia. Upon further investigation I discovered that I had been assigned to my previous provider and that I have an appointment. I also discovered I have been allocated a certain amount of job applications to report this month, without any direct contact, discussion or agreement between myself and my provider. I have received no communication via the centrelink app or in my MyGov inbox regarding any changes or appointments whatsoever. If I had not searched myself, I would be completely unaware of my appointment or job search requirements and would be at risk of non compliance.

The lack of communication is a significant issue and I am frankly terrified that this will lead to myself and others being penalised for not participating correctly in a system we know literally nothing about.



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I have not received any information from a provider or the department about how the change will impact my mutual obligations, what stream I am in, or what I can expect from the appointment. I don't know what I can do if I find the provider appointment unhelpful, they refuse to take my disability into account, or in general not listening to me. I don't know the rules of what they can do. My mutual obligations were met simply by studying and casual employment but it seems that will change. I've only received an email from the department with a link to the website, that's all the information that's been provided.

The app would be stuck on loading until I closed and reopened it. The my circumstances section in the profile doesn't work at all, don't know why it's there. I didn't know you could even apply for a points target reduction and my understanding was it would be done at a face to face appointment.

Living in a small town in a remote area scared worried anxiety attacks being depressed that i might have my money stopped

Nobody knows what is happening. There has been no education or training for mental health professionals, many of my clients have numeracy and literacy issues. I am expected to pick up the pieces of a disaster I have no understanding of.

All I know is its rollout for DES services was delayed for a year, but we were still required to use the WfA app/site to report jobs. I do not know if my normal 4 jobsearch requirement will mean I still need that many to meet my MOs, but having my payment suspended once before because i thought my job search was due a week later threw me off. I am currently on a 3 month medical certificate, which i had to submit two of, and when dealing with Centrelink's complaints line, I expressed not knowing too much of the new system but they were unable to help me.

If they offered a per month/fortnight bonus for meeting obligations and did not punish people for simply existing, that would be nice, but either way we should be paid above the Henderson Poverty Line

“Didn't know there was an app, where do I find it?”



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I find the new app is cumbersome to use and need to sign in every time unlike the old app and other government apps that only need a pin. Don't understand why my permanent part-time work satisfied my job plan before but not now and wasn't explained by either workforce Australia website or new provider.

Sign in is much more difficult than previous app or other government apps, wouldn't allow me to upload screenshot to proof of job application.

Sign in is not as good as previous app.

Couldn't upload screenshot to proof of job application.

Screenshot not able to be uploaded for proof of job application.

The terms and conditions didn't load on the app I only access that on the website.

The interview wasn't individual and asked questions of a private nature in a public setting ie the reception area of Atwork Australia in Nuriootpa. The interviewer couldn't give me a reasonable explanation why my permanent part-time work didn't satisfy my job plan as it did before. The interviewer also suggested I take time off to attend job interviews without telling my employer why. Also inferred if I didn't could lead to problems.

I have struggled with communicating at all given that my preference is to communicate via email whereas the staff are constantly changing and never seem to get that memo. Every other fortnight I have a new person calling me before resorting to text or email. Usually all they do is ask how are things at your current job and how many hours did you work? They're getting more involved now that I'm losing my job and need to look for more work, but there are about four people emailing and calling me at this point and I'm not sure what any of them really do.

I was not informed of the workforce australia program until 05/07/2022, and I am still unsure of how my mutual obligations will be affected as I have been unable to communicate with my provider.



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I am a full-time student. My provider did not check or explain my points requirement in relation to this. My provider did not tell me there would be no penalties for the first month.

I think the points allocation is unfair. I don't think it's reasonable that a full-time student is required to work 10 hours per week, especially considering very few jobs require such limited hours.

Slow and confusing to navigate, not available during the most important times

Raise the rate, poverty is unacceptable.

The system is a waste of time and money.

My previous provider was great now I have a new one which has only contacted me once to tell me I will have to come to see them 'sometime' but have not told me when and where I have to go at it is the 11th already, I am confused as I don't know what I am expected to do from here?

My last provider lost their contract so I have a new one but they have told me nothing about what I have to do and have not made even an appointment as of yet so I am at loss about what I am required to do going forward

In the new app, if employers don't list their email or phone number on an opening, you literally can't submit your job search. It's putting us in a hard position: either we have to try to put in a fake number/email, or don't add the job at all and risk punishment.

I am yet to see/hear from a provider since the change

As of right now, I know nothing about what Workforce is going to do to me

Internal Server Error 500's when it has not worked, an app that is just links to a website is never going to be a good thing

I do not know the level of knowledge my provider has, and they have not helped me to understand it.

I have had zero notification of the transition to Workforce Australia, and zero information has been

“My provider is the closest I could find, but they are abusive”



**Workforce
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given to me by my provider prior to my exemption. They were just going to let it roll out without even informing people within a reasonable timeframe.

I am still on med certificate exemption, so haven't had appointment to find if I will still have reduced hours for employment hours per fortnight. though this will depend with Centrelink, due to my health issues being approved

Still seems to be about catching people out, looking as though the system is working (when it isn't) and not providing tailored help to those who really need it. Provider knowledge of new system is worrying.

I have recently been diagnosed with BPD...ADHD... Emotional Anxiety Disorder...Depression...PTSD. I am struggling with life and often wish I was no longer here. So am struggling alot and dont need this stress. I cant afford doctors appts to get medical certificates for my provider. I havent met up with her since rhe change as it is very difficult to find a mutually convenient time for an appt as have therapy for my mental health 2 per week and also go to a group therapy session once a week. Iam truly exhausted just trying to remember those appta times and for self care like eating and showering. I simply cannot deal with this added stress and it makes me fall into rhe dark abyss and that terrifies me as that is when I think about unaliving myself as it gets toooooo much.,,I have no idea about the system at all... absolutely nothing has been explained to me and from what I have read online has me having panic attacks on the daily at least.,,I have a talk and text phone only... and need to go to local library to use the computers and internet. But my therapy and appts and being physicyly limited in my activity levels due to osteoarthritis in my hips and lower back and rheumatoid arthritis in my hands and feet means walking there is cumbersome to say the least esp whilst it is so cold.,,,Needs to be less burdensome in applying for DSP as there is no way I can secure a job and function in life.

The only information I have obtained is through social media or news groups wall. I have heard nothing from my old provider or any other provider. I do not know if I am still with Verto DES or not. I went to the page through my gov and was unable to access or edit or post anything at all. It currently says I have no



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jobsearch reporting at this time. Nothing else of any value, no information whatsoever

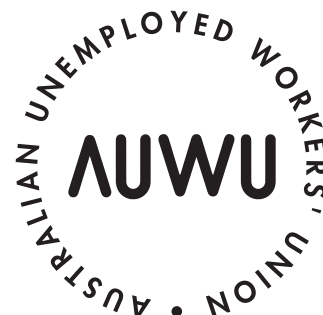
The question relating to log in - did not have any other options, I can log in but cant do anything once I am on the platform

I am able to log in, but can not do anything or add anything once I am there

I think communication in relation to the roll out was poor at best. Things were not explained, the platform does not seem to be ready. I have not heard from my Provider, The whole thing was and is poorly executed

The entire basis of this system is wrong. It does not support people back into work. Instead it herds people like cattle into various stock yards for processing without regard for the welfare of the client, much like the Australian live cattle export system. This system has been created by pig ignorant, anti-science illiterates, who prefer to look tough on the unemployed (ironically stemming from their own cowardice in failing to stand up to their party or the failing status quo) than to actually get side by side with unemployed people, like the old CES did, to ACT IN GOOD FAITH and truly help unemployed people. This current system treats unemployment like a policing problem, not like the health problem it is. So instead of the equivalent of unemployment doctors and nurses caring for people to help them to RECOVER their life, this system has enlisted unemployment police force who harangue and punish unemployed people into superficial compliance, who themselves are corrupted by the profit motive that sees this unemployment police force put their own interests ahead of the unemployed. Does Norway, Sweden or Finland do this? No! Why? Because they have ADULT policy makers trying to ACTUALLY HELP unemployed people, rather than what appears to be a degenerate Lord of the Flies boarding school mentality to policy making for the unemployed which currently prevails in Australia.

Isolating unemployed people by denying them face to face contact and instead using an app is a false economy. But given the failure of the private unemployment providers using an app will not be any disadvantage as both channels are not fit for purpose,



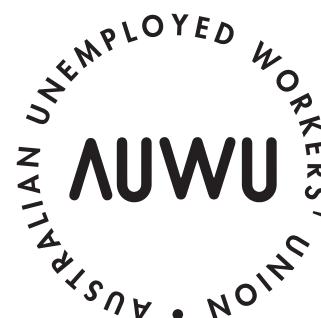
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unless your purpose is to blame unemployed people for a systemic problem, throw them to the wolves so your rich provider owning mates can profit off of their misery, cut even more resources away from the unemployed to further isolate them and all the while pretend that you're helping the unemployed, when you clearly are not.

WTAF? This is simply outrageous. Cattle don't need privacy, so if the policy is to herd and husband unemployed people like mindless cattle in a live cattle export program, irrespective of their dignity, human rights and self esteem, then why not strike out the rights of unemployed people and render them back to the 1850's?

The Australian Govt needs to grow up and start acting like adults when making policies for the unemployed, like the Nordic countries do. Currently, Australian Govt policy towards the unemployed is a combination of 1950's antediluvian agrarian attitudes and love-less boarding school bombast borne from emotionally stunted parental neglect. I seriously suggest that the Minster convene a PERMANENT COUNCIL OF THE UNEMPLOYED, that assembles 2 unemployed people (either currently unemployed at recently unemployed within the last 12 months) from every state and territory, so he can call upon them to address unemployment policy with the bully pulpit of the Federal Government at their back, to directly counter the Murdoch Sky News false narrative of the dole bludger and to pointedly humanise the effects of policy on unemployed people and to directly and forcefully rebut the vested interests who wage class warfare on the most disadvantaged people in society using downward envy as their craven means to their contemptible and profiteering ends. The unemployment union is doing a good job, by a council of 16 unemployed people in every state jurisdiction to take up the fight against punitive policy making in the unemployment space is what is needed to properly contend with employer groups, employer think tanks and media channels who are all represented in force in each State and Territory market in Australia.

Workforce Australia should not apply to over 55s



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Why do working class people need to go through this disgraceful process when very profitable companies were handed billions of taxpayers money without being required to acquit the funds in the early pandemic period

Early days so don't know what provider is going to be like, i'm not sure what this company is like

My consultant has explained the new system to me but i'm still confused

I was given a sheet with ways to earn points and how much they are worth but it doesn't explain any detail of how many times you can use those ways every month and it doesn't explain any of them in detail.

You have to sign your job plan even if you don't fully understand the point system but I am told there is some leeway if you don't fulfil your points.

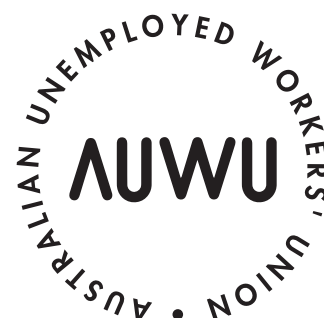
As a Volunteer Firefighter I can use that towards 5 points but I have to prove that I have been to Training or callouts, but some of the info in the book we use to record incidents attended is confidential and I have no way of proving that I have done callouts or training

It's the same old bullying system as before but with a different name. We talk about equal rights in this country but the unemployed have no rights, we have to put up with being treated like a piece of garbage, bullied, forced to sign job plans that contain false and misleading information about us agreeing to do the steps listed in order to get our money every fortnight and we have to put up with being threatened with having our payments stopped if we don't meet our requirements.

The government should sit down with the unemployed and work out together the best way for us to find work

I am on DES. I did not realise this rollout of the new system was happening until I saw it on Twitter - before it reached the news.

There was no communication from the government and my anxiety increased about if I was going to be able to meet the requirements of this new program



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and whether I will be hit with a debt notice from the restarting of the debt collecting. I was put through a lot of stress when all I needed was some reassurance of what was happening. So far there has been minimal communication from the government (but they've had lots with the service providers actually making money from the unemployed) and I know others are in even worse situation than me, and can't fathom what stress they are experiencing.

Not only are we jumping through unnecessary hoops still, with billions of dollars paid to providers rather than the people in poverty, the amount we get is actually below the poverty line and killing us. I personally can't afford my medication and basic nutritional food, which doesn't make my mental health any good, and I see no hope for the future.

We are all begging for the government to treat us like Australians, but we are forgotten. Is this what Australia has become? No sympathy or empathy? Shame.

No initial information was received about changes, I learned the little I know via media. I keep receiving conflicting messages about my obligations, when I attempted to send an email using the suggested address it came back as not deliverable. The fields in the self-reporting section continue to fail, which means I cannot complete my obligations. The most frustrating part is the lack of information and the fact that the point system does not take into account additional issues such as disability or age, both of which make it much harder to obtain an interview, let alone a job.

The app was not available at all for some days and when I tried to use it I was being re-directed to the old system. I entered my job information here but then had to re-load once the new one was finally working. While this was happening I was constantly receiving messages telling me I had not completed my obligations, even though I had other messages telling me I did not have any obligations. When I first logged on I was told I had to reach five points and while I was adding a job application, it moved up to 15 points. I am not sure if my applications went through as it kept changing. As I was trying to complete this task, the fields kept faulting, particularly the date field which uses US date format, which means you are constantly

“I work, casually, so why do I also have to find 100 points? This is not clear. I already have 4 jobs.”



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being told your application is 'outside the reporting period'. You are not able to override the auto date. I imagine they spent millions on this 'new' system and once again all it is doing is making life harder for those who are already suffering. No one chooses to be living well below the poverty line.

The main problems so far are being able to enter information on job searches, and contact anyone for assistance. Also the constant conflicting information on obligations is very stressful.

Considering the history that exists regarding the use of sensitive information and how much information they keep on you I am very wary of their ability to do so. However I imagine if you disagreed it could adversely affect your experience. I am not a conspiracy theorist but I have experienced how Centrelink can misuse private information.,

I do not understand why it was kept a secret for so long. It has not improved the service at all, as usual, the aim of any change is to make it so hard for people to use the service that they give up.

No information has been sent to me

I spoke with my provider to try to find out what was happening & what changes to expect when I first heard of the changes about a Month ago. They didn't know. Still waiting.

My provider at first said this wouldn't apply to me. I tried to find out via my.gov and Centrelink phone contact, but got nowhere. I still have no idea what will happen to me. I suffer MDD & PTSD among other mental & physical issues. I spent 4 years of a 6 year rehab program with CRS, until CRS rehab programs were removed Dec 2012 & they became a Job Network provider & eventually closed down. I have had several surgeries & ER trips since.

I decided not to accept the terms & conditions on the Workforce Australia site linked to my.gov. I do not believe they apply to me. I do not know what will happen. I am very concerned.



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My mobile phone died and I do not have any spare money to buy another. My NBN the past month has been either very slow or disconnects often or down for up to 2 days. I'm told it's been resolved & seems OK. But this is not the first time by far!

The few times I tried to connect to the Workforce site via my.gov the past week, it was slow. But today loaded fine. I do not understand what I am supposed to do. My Centrelink site states you have no tasks or reminders to complete which is normal for me.

I am basically confused. I do not know what I am supposed to do. Centrelink & WDEA Works tell me completely different things (ie. I have nothing to do) to the Workforce site (I must participate)! Even though I have not agreed to their long list of terms, condition, and sharing of all my personal & sensitive information! I feel as though I need a lawyer, seriously!

I am simply confused. My previous Mutual Obligations had no job search requirements after a Hospital visit from a Centrelink consultant for over an hour, and he recommended I be put on the DES scheme (I was on Stream C, and Stream 4 previously). I will be 65 in 2 Months and eligible for Age Pension in 2 years. I am unable to work due to mental & health issues & was abruptly removed from DP in 2012 & dumped onto NS & Stream 4, essentially DP with a loss of income. I am just trying to survive!

Waiting for tax and centrelink matching process to commence.

Information deliberately complex confusing and inconsistent advice given.

Internet access unreliable

System needs to be scrapped. Should reintroduce public service C.E.S type agency with accountability where funding not based on incentives to save dollars by penalizing job seekers.

Whole system, it doesn't work most of the time, it doesn't work correctly for me



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They said with everyone in different streams people coming accross from closed providers and those who were completely new to those coming in from people who haven't had the work or hours provided by their employer it's still about punishment and co erosion and monitoring and it's creating a lot of problems as staff are also new

To slow to load times out n doesn't work, neither system works the end,Just close the bloody system it's broken it doesn't work

It is confusing

I do not interact with them, but living out west jobs are limited.

I do not communicate, but up to until earlier this year my wife had to but then she had to work more hours because of staff being off sick she was cut off what little she use to get with no notification, the only way she was able to find out was to ring the job agency for an explanation.

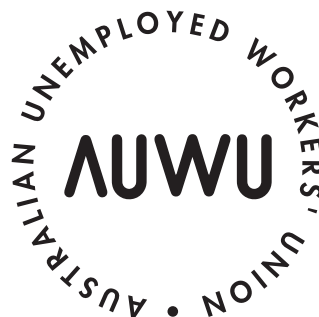
Where we live there is only a limited amount of work available and most of the time people looking for work cannot find a job or they get very little, which keeps them behind the 8 ball if they want to move away to an area that has more job prospects, in other words they just cannot afford to move.

I feel dehumanised, too difficult, poor design, not mutual for participant, it is disgusting people should be helped not punished and kicked in the guts people have committed no crime for needing support

Unhappy with the entire program and MOs.

Information provided seems unclear to both providers and myself

My DES provider never referred me to a single job in over 5 years. I have 3 post grad uni qualifications and I live in a capital city. I worked for the Commonwealth Employment Service until Howard shut it down. APM staff had no idea about employment law and it was tedious having to explain it to them. They couldn't tell me what MOs applied to someone of similar age to me,



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and similar physical constraints. A complaint about one of the consultants to the state manager in Tasmania was met with 'I'll always back my staff [no matter how incompetent they are]'. They had no office phone number to contact if you couldn't keep an appointment. If you didn't have a mobile number for the consultant... well, too bad. They would send me text 'reminders' of appointments that they had never made. I don't know how much they were being paid by Job Plan, but they were making me sign new ones about every three months. Seriously. These organisations are solely driven by the profit imperative. They are staffed by untrained, incompetent bullies who harass and threaten people who can't fight back. Having worked at the CES, Centrelink and the first iteration of this, the Job Network, I've seen it all.

Billions thrown away on this sorting system

I would like to know what changes I will face when I turn 55 next month. Previously those over 55 have had less 'obligations'. All my worker would tell me is that I am on reduced capacity so anything I do has to add up to 15 hours a week. I do not use apps on my mobile phone so I am hoping I won't be penalised for this if it becomes an app only thing. (I use my PC at home)

I think at this point it is a wait n see thing.

Oh I asked how 'the system' will know when I've done paid work, and the case worker told me that I let them know and they put it in/verify.

In the past Knob Network agencies have been well known to claim their KPIs/bonuses for getting people jobs that the job seeker got themselves. ie the Knob Network agency did not refer them to the vacancy.

I asked about the two systems 'talking to each other' ie Centrelink and Workforce Aust, and was told that they are two separate systems that have nothing to do with each other. (I was under the impression that all govt systems talked to each other) So I see issues arising from this (having to provide payslips etc) and would like some more accurate info around this.

Very poorly handled by the government, being told nothing.

“I try and do the right thing and do what I'm told to do but this is too much.”



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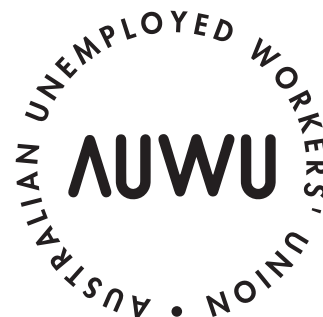
I was aware of impending change because I read an article in The Guardian (says it all about me and my privilege). I then accessed the ACOSS web site and got a break down of the obligations. I panicked because I had already had problems using the existing self reporting system trying to report earnings. Cut my payment I am homeless within a month. It's winter there's a housing crises, WTF quite frankly .As I've said in former comment, I have an excellent JNP WORKER BUT SHE KNEW LESS THAN ME. She did comment as two young lads were in the office before me that they were likely to be homeless very soon as their payments were cut. The Centrelink system has been aggressively dehumanised. Hilarious really that the most vulnerable in society; victims of FV, the elderly, single parents, kids without rich parents, people with complex M/H issues, the desperately poor are expected to be the most sophisticated IT users, being able to learn yet another program/reporting database with no training or advance warning of another change.

More than one: phone old and broken, can't afford a new one, insufficient data. Complex M/H limits my ability to self train

Despicable. Will not consent. But it says that individuals will not be able to access tailored assistance if you do not consent.

I feel like a 3rd class citizen, a guinea pig for the collection of data about my personal values and beliefs. I feel like the conditions are stripping me of my rights to self advocate purposely. Many will just comply to receive their payments because they have no choice, then if they do anything like join a union, self advocate, they will be breaching their eligibility to assistance.

I am almost 66 and yes they are still busting my balls and i have asked about credit for my age and it was poorly explained that each month they will give me credit which doesnt make sense as my age and capacity isnt changing and this seems very arbitrary and i am a panicker and am very stressed about this and have tinnitus and this is worse when i am stressed,,i was told by the provider that the website was easy to navigate but have not found this to be the case,changed my reporting date but no one told me,



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I feel like i have even less rights than before, this is a step backwards, who the hell thought this system up

I was given no choice with staying with my usual provider or moving on

I don't know if I have a new provider. My old friend was not too bad but also not helpful,I don't know

I have had issues rescheduling appointments. I will call weeks ahead to reschedule and will be told it has been taken care of, and then will receive a notification the day before the original appointment date. I'll call and they say that it hasn't been rescheduled. Also at my last appointment my provider told me I would no longer need to report my income with the new program, but I'm fairly sure this was wrong?

I haven't been told anything about what program I'm part of, what I need to download or do. I've received 0 communication

I'm pretty scared because I've had no communication or contact. I don't know how to find out what stream I'm in or what I need to do

I complained to the department of employment because I have evidence that my provider have treated me in an unfair and illegal manner. They closed the complaint even though they didn't investigate the illegal practice. Just took the word of my provider.

I have not received any information from anyone, including Centrelink or my provider EPIC Employment

I can only use it on my laptop, confusing. No information provided whatsoever by Centrelink or EPIC Employment before changing to Workforce Australia from Jobactive. Epic Employment have no idea of the changes or what is required of me.

I won't be interacting with this bullshit until my medical certificate expires on July 30th. I haven't received any info as yet since I am medically exempt until July 30th. I haven't actually used the app yet. I have logged into the site just to check it out but did not continue as I decided to wait until my medical exemption ends. I expect the system will eventually fuck up at some



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point which was the whole point of the exercise. The former fascists intent was to have users penalized for problems beyond their control. The whole system is bullshit. State sponsored harassment of vulnerable people trying to survive on practically nothing. Set them up to fail and then punish them when they inevitably do.

The rollout was rushed and confusing. Employment providers were poorly prepared and chaotic. The system should have been better tested and gradually implemented. Some providers need to be removed. The system needs to be suspended and thoroughly reviewed, including feedback from the job seekers.

Not sure how I will interact, I'm not sure if I need the app given that I am employed but still report to Centrelink and receive a small amount per fortnight, I may not require the app

A parting toxic package from the previous government... needs to be replaced with a model that genuinely cares for and empowers people. We have all grown tired of the punitive systems devised by the sadistic LNP

The 'Work for the Dole' paragraph in my Job Plan. I brought it up in my appointment that I didn't think that 'work for the dole' resulted in any meaningful paid work.

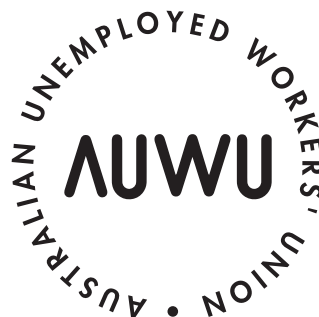
Slowness or no loading of the page, haven't really got into it to comment yet.

No communication about the program, no appointment

My assigned provider was unacceptable and I have switched to another unacceptable provider, both due to distance.

It is very distressing, not knowing how many points I am expected to get a month and having to wait almost 3 weeks for a first appointment. I am disappointed that I no longer have a local provider and I have to travel 137 km for an appointment and it seems this will be an ongoing arrangement.

When I try to find a provider close to me it only gives providers across the sea



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My previous provider did nothing to help me, I hope this will improve now.

I received one email with the name of my new provider which said they will contact me. Am I meant to make an appointment with my new provider?

Some sections of the website version which I log onto via mygov are not yet available

At the time it seemed like I was signing away all rights to privacy, and I was very uncomfortable with that. But how else was I able to get into the dashboard area?

The jobactive system was dysfunctional in many ways. The new system does not address any of the underlying problems with jobactive. I suspect automating a dysfunctional system will only ensure recipients suffer even more. How do you negotiate with an algorithm? This system is not an employment services system; it is a compliance system. Compliance with activities that have no positive, and often detrimental effects, on the likelihood that an individual can become a more productive member of their community. This system begins with the assumption that people on unemployment benefits don't have a job through some fault of the individual. The fault is systemic - not enough jobs due to insufficient aggregate demand. The federal government needs to use its fiscal capacity to supply jobs, not surveillance. If an individual has barriers to employment they need support supplied through the public service, not compliance tasks supplied by shonky privatised operators.

No one has even contacted me at all! Not my job provider, not centrelink, no one!

I have been assigned to my provider and am attempting to benefit from circumstantial restrictions preventing me from engaging in person. I have moved location by several hours this year, which naturally requires the nearest Provider taking me on under the system. I understand the points based system, but I am quite uncertain that I can meet the strict demands placed on me for being jobless, which is the biggest concern. I have been booked, but I need to re-arrange the time and method due to circumstances.

“Please raise the rate so that we can eat and live with dignity”



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I am shocked (not really anymore) that the government deems it acceptable to imprison jobless people into a system that literally criminalises them and squeezes them with scrutiny for being jobless, in a country so dedicated to progressivism, the diversity of open markets is almost non-existent, and they don't provide outlets by which to just fix old problems like licensing which directly prohibit being able to be noticed for work.

I have not been past the homepage, yet

Government interference should be minimal, not praised as necessary for service.

Serve **all** Australian people and stop treating jobless Aussies like criminals for being poor and jobless, controlling everything about their lives just so they can survive on the entitled wealth of their own nation while they try to get back into work to support themselves. Workforce Australia is just JobActive made so much worse, on purpose! (survive the Job Seeker system long enough and you find out it's all a scam when you follow the real money that doesn't go to helping jobless Aussies get back into work, or survive each fortnight. It's our country, our wealth, help **us**.)

Yet to have first appointment with my new provider, was assigned a new provider without being consulted

While I haven't had my appointment yet, I've found it very difficult to understand the information provided by the government on workforce and the pbas. its been difficult to find what tasks contribute to points, and I have no idea whether the target im given will be achievable. I was reassigned providers with no warning or information, and I received no updates on mutual obligations suspensions. I have learnt more from my friends than from anything provided by the government.

No idea what understanding my provider has as has not yet talked to me about it, has just said they will discuss how the changes will affect me when I'm next due for updating my Job Plan

Been absolutely nothing from official sources to me regarding Workforce Australia besides an oblique reference my job provider made. Any and all



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information I have has been from various accounts on Twitter (eg AUWU, Tony Burke) or from searching news and government sites. The vast majority of clear, helpful info came from non-government, non-job provider sources. Official sources lacking majorly in any sort of clarity (eg, use of the term suspension to refer to both cut payments and suspended mutual obligations, difficulty finding info on time period allotted for accrual of points) and not targeted in useful fashion. Still have no idea how rollout will affect me when it reaches DES, as I have reduced capacity and my obligations have been adjusted, but there's info on how or if that works in the new system.

Honestly, it's disgusting that the government can hold the pittance of money that you're using to live as an unemployed/underemployed/disabled person as ransom for your private, sensitive information to provide to whomever the fuck they want. I've been in employment services for 7 yrs now and gotten nowhere. I don't have the money or support to live, look after myself properly and either work or study to get into work. It would be so easy to improve my situation, with higher payments, better housing, better health services, job providers that actually try to get you into suitable jobs and enable training etc. But this is what we get instead, a system of a couple more things you can cross off the mutual obligations list in a more direct fashion, but also more ways to be utterly fucked over, and absolutely no material improvement for anyone.

Only 1 provider in rural area

The written info online says that if you do something other than just apply for 20 jobs you won't have to do an 8 week activity at the 6 month mark. No one seems to know what the minimum requirement is on top of the 20 jobs to not have to do the 8 week activity. It mentions maybe study but what study and for what duration. A day, a week, a month? How can no one know?

It is very unfair to punish Australians over 50 who are unemployed due to ageism and to give them the same mutual obligations as younger people. It is also unfair to punish people with disabilities who can not access DSP.



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I rather not have a provider – but this is not an option. I find having a provider who questions my life insulting, especially with staff who are young enough to be my children. I have 25 years' experience and highly skilled, I just quit two jobs because of low pay and being penalised by Centrelink for working (1 full time 70K and one casual 37-46 P/H), I lose \$50 cents for every dollar.

Poor quality providers across the board

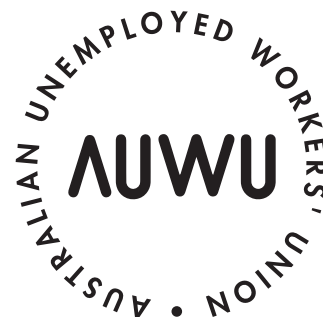
My provider never called me, I am the one always chasing them to book an appointment and get interrogated

I think nothing was explained well Because staff didn't really know what was happening other than who lost the employment assistant contracts and how many companies closed in my area and a new company (APM?) was given the contract along with CVGT was actually told those two companies WON the contracts

They can't find my file, I think someone was paid a very large amount of money to develop a poorly designed and far from user friendly app, people had no choice on the workforce changes and have spoken to a couple of staff members who are already feeling the pressure of what they are enforcing on clients and they are not even comfortable on the mandates they are enforcing on people. I think workforce is going to push people who have mental health issues further into problems.

I rang the department and they said i didn't have to do anything as I was meeting my mutual obligations doing my 15 hours voluntary work - I am 63. They told me i don't have to engage with workforce australia... I think?

My experience was a negative one as I found the system to be unhelpful and actually obstructive in me getting a job. I finally found a job and they tried to take credit for it. These agencies are a waste of time and the system can seriously impact mental, physical and emotional health. There is very little information out there and it can be confusing. The other one I was with no longer in business and was changing any way. I found the one I was with was the better on I had ever had. But it was shut down - I have not been with new one, to know if it is any better.



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How to get points in a small town if there are not 20 jobs to put in for. That is if they want use to put in for jobs we have a change to get the job. If there was that many jobs every month then there would not be so many looking for work. I mostly get the app load but moving around in it and the net cuts out n at time drops and even frozen. I put some of this to my iPad connects to the net and how we do not have the nbn.

Need to have an email and phone number of employer. There are times you do not even know the business you put in for. Sometimes it is the job network will not give it to you, or the recruitment that put out the job will not tell you.

Maybe some of those telling the unemployed what to do if they have no idea about what it like looking for work that is not the big pay rates they get.

I can't get definitive answers from anyone in Workforce Australia

currently on temporary partial mutual obligation suspension, don't quite know what is in my future, I am being pressured to get additional medical information with a view to applying for a pension but I have reservations due to a long standing difficulty communicating with the medical profession, short example; I discharged myself from hospital due to altercation with nursing staff about being prevented from going for a cigarette, 3 days after suffering a stroke and don't have any diagnosis documentation.

Centerlink app on my iPhone keeps deregistering and is difficult to reregister. I use a computer to access MyGov and last time I looked it was still JobActive. I don't have the app, I use Firefox on a Linux desktop computer, I access through MyGov portal and it's still JobActive as far as I know.

I have absolutely minimum apps on my iphone, I trust nothing and do not consent to anything. Unless forced to do so, I haven't installed it on my phone yet. I do have the Centerlink app and use it to report no income, so far only previously described problems.

I did the research by going onto there information on the service, went onto the app. Had no understanding of what I had to do and seemed to be offered jobs all



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over Australia instead of the direct area. It as usual has been UN-necessarily complicated to get to the filters and options to go through the job search process, finding jobs in my area, because the app did not make it easy to find them. Clearly if I did not agree to there terms it would be difficult to get jobs that would be recognized by Centrelink. No options if you did not use there service.,They work from the premise that everybody will be a dole bludger unless they are forced to comply to there demands. They overlook the fact that the chances that such a small percentage of people job searching may have mental health issues that makes job searching more difficult then most people have. Therefore treating us like criminals or simply lazy instead of taking reasonable measures to build self confidence and abilities that would make there job search more successful. All job agencies do not seem to have people in these organizations that are even vaguely aware of mental health issues. Resulting in these people who do not understand forcing things on people that is probably very challenging for them.

No I don't understand it an only seen it on the news I expect to be penalized for this and i be treated like a bad person. Old phone,I expect this to happen an get the run around,There just wasting money an making it harder for us,The money wasted on this could be spent on things the country really needs

Have had the run around from a couple of providers but am now hopefully connected to a provider, so see what happens from here.

Have been provided forms to fill in & provided medical advice as well so I feel that an appointment will be the next step. Have no idea at this point. More info & understanding required at the moment. I also have health issues so surely there has to be an alternative instead of doing bloody everything online

Very little consideration given to regional Australia yet again.

I have not been contacted by my provider, I have no idea what I'm required to do

I have no idea about this, am I supposed to contact the provider? I assumed they would contact me if required,

**“I'm still
in the
dark”**



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otherwise I assumed no contact means I am not required to do anything different to last month

I have not received any information from my provider or Centrelink, I have not attempted to access the app as I don't know what I'm supposed to do

I have parents next and they are useless and don't help me, they miss appointments and show up late, refusing to help me find work

It is definitely too much, and I think it needs to be stopped before the suicide rate dramatically rises because it's already hard enough for jobseekers and the system makes life so much harder and stressful, all these hoops people have to jump through is so unfair and cruel

There was/is no information available about whether Jobseekers aged 55+ would continue to have different obligations, and if yes, what those look like. The new rules are very confusing and job providers just say they don't know.

There just isn't sufficient detail and you end up going around in circles and rereading previously viewed pages. All roads lead to the same place.,

I consider myself fairly tech savvy, but I dread using the Workforce Australia app. Things which should take minutes take hours and it's right up there on the dread hotlist beside calling a Telstra helpline.

The people who created this website are a bunch of sneaky bastards. I have zero confidence in the integrity and ability of Workforce Australia and my job provider to treat me responsibly and respectfully.

I had no say in which provider, I was sent an email with an appointment time with a different office and was instructed to bring along all certification that I have got in the way of employability and given the impression that all my details will be shared with whomever this agency deems can have it. It seems they will place me in a position whether I am capable of it or not. I hate this system and people playing god with my life. I have received little to no information about the changes. apart from a phone message saying go to a site. Not



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everyone uses the internet on their phones. I do not access the internet on my phone. The permission to gather and dispense my information without my permission, not logging into the app and without my permission being unable to access jobs displayed, I disagree with the terms and conditions of sharing sensitive information with other agencies,

What app? I do not have enough storage to load more apps (and deleting other apps does not help)

My problem is accessing information and using the site, like finding provider appointment details.

Difficulty with regard to access to Internet, app malfunction, broken or out of date equipment, living conditions and resource limits may make reporting challenging and stressful.

I have not received any communication about Workforce Australia, except from AUWU.

I do not believe there would be sufficient space here for me to comment about employment services, mutual obligations.

I haven't started it yet because I feel intimidated by the privacy spiel

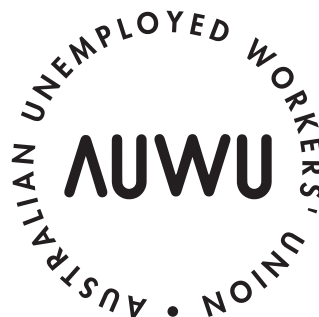
I am just sad. I'm being punished because I'm not easy to hire I guess. I suspect I'm on the autism spectrum but I can't afford to get a diagnosis yet because it's \$1,800 to get one this year and I'm on Jobseeker. So I remain unemployable for being a bit strange. Therefore, I should be punished. Good system.

Workforce Australia told me of change, provider told me nothing. Had no info via email - just an new appointment - I have no clue of new obligations or otherwise

What app? Not been told anything about app. There should be no mutual obligation and the rate should be equal to 10% above poverty line

Ridiculous amount of small print hadn't read it at all,

I found that there was very little information communicated to me about any of the changes, quite a



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few of the details I found out from news sources rather than the government or my jsp.

The quality of the information was horrible when it was communicated and has left me with the impression that no one actually knows what's happening.

If it wasn't for the fact I'd been trialing a points based system before the recent change I'd be totally lost on what any of this is.

It's my opinion that it's highly unlikely that the average person is going to properly read, let alone understand, the roughly 8000 word wall of text that was the terms and conditions. It's filled with legal speak which I struggle to make sense of and is simply too long to come to a proper understanding of without the help of a law degree. I also found it inappropriate that some of the definitions contained the word that the definition was defining (eg. position, loss, conditions, there's probably more..).

The mygov apps is a nightmare that refuses to accept login details everytime, the new job network app makes no sense and worker had no intrest in explaining how to use it, new provider refuses to give any financial assistance for my new job but still harassed me to go in for an appointment..

Click on obligations just says to visit a website to view obligations then website says to creating yet another profile. so now i have to have - mygov, workforce, and a profile on some website. just to see my obligations.

Job recommendation are pathetic, nothing suitable for for previous work history just low end dead beat jobs despite having many qualifications and an excellent work history

I dont appreciate the government collecting data on my personal life

High rate of emails and texts prior to needing to complete. One email & text in a Sunday that felt threatening. Do it in 4 days or lose payments.

This is my private information, not just sensitive. Should be able to opt IN not OUT.

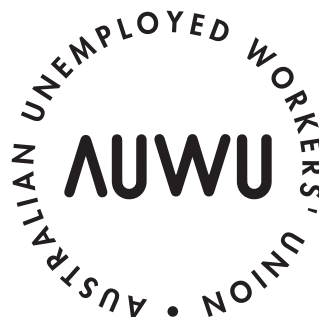


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Liberal Government trying to baffle the people with BS, smoke and mirrors. Hope new govt ammends to correct this massive invasion of privacy.

I have multiple disabilities, am a voluntary DES client, and would *LOVE* to work! I have over half a dozen tertiary qualifications and speak/understand more than 10 languages. It took years to get jobactive to the point of being accessible for most disabilities I don't really expect to be able to utilise workforceAU until 2030. Both website and App thus far have not really been accessible to me as they're not inclusive of ppl with disabilities. I have tried on iPhone, iPad, *AND* MacBook Pro: workforce AU is not inclusive. My various disability-adjustments and features are not really compatible with WorkforceAU. As I am a voluntary DES client I do not suffer penalties. But right now would be the perfect opportunity to get into the workforce (due to very low unemployment). I am supposedly twice-exceptional (autistic & gifted), and I really struggle with not having any purpose! The lack of purpose is a factor which has led to a planned admission into a mental health unit tomorrow. And now that I can barely use workforceAU due to massive disability barriers. I was so excited when the unemployment dropped to around 3%!! Finally I had a bit of a chance to get a foot in somewhere!! But now, since WorkforceAU is not accessible— I guess I'll just sit on the couch and watch the Netflix catalogue over and over! Amber @ Min Burke's office was not interested, didn't want to know, reckoned it wasn't her problem, didn't refer me to anyone, appeared frustrated and abruptly hung up. Fortunately both Joe @ Minister Shorten's office immediately recognised the urgency. So did Centrelink social workers, as just hours after I raised the alarm there was an investigation going!

Dumped into this after 1 1/2years recovering from accident CUT FROM PAYMENT AS CAN NOT ACCESS DUMB SERVICE ONLINE. Haven't heard or seen anything but SMS msg telling me to go to workforce.com.au. U can't just dump a person from medical certs give them a SMS msg n expect them to know what to do especially when fully aware of physical vision n understanding issues it's discrimination n unfair,I can't access cos I'm stupid after accident and can't use online without help which is clearly stated, have



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physical issues no contact over 11/2yrs sent SMS msg and no idea what the hell to do cut from payments, No idea what to do how to get access how to work this dumb thing, Dumb service,

New Provider have not as yet done the face to face cos delayed to end of August???? Only have my phone I do not own a computer. I need to topup when possible for data. Dud.

I am unsure why i was switched to a new provider. I have not yet met with the provider.

No adequate information, explanation or consideration given prior to the new system being introduced. I have no idea as how to question or apply to adjust my mutual obligations or if this is at all possible. I feel as though my provider cares and is doing their best but that they were also not given timely information/access to the new system

website crashes, doesnt load etc slow/no load, is not recording job applications made through the job search, site map is not clear and it is difficult to find information

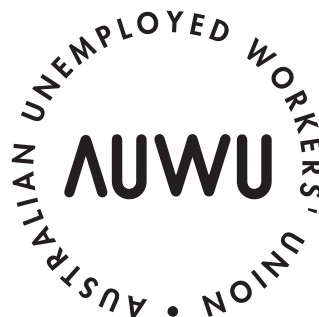
Feels like ever more punitive measures are being put in place to punish the poor

I have had zero communication since the program started.

Haven't been told I must connect. I do not plan to connect unless a written instruction compelling me to interact is recieved,

As usual they seem to have introduced something with no communication. I expect to either receive a notice that I have done something wrong by not accessing WA, when I have never been told to, or if I have they probably sent to the WA site or the Job Active site, neither of which I engage with (I haven't been told it is compulsory, so I don't). Either that or when my employment provider, or whatever they are called now, asks me about it, and I say haven't been told it's compulsory, so I haven't

I have had no official information - only after logging into MyGov & going to Work Force Australia, on the fact



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that mutual obligations were temporary suspended for the month.

Initially when contacted by my new provider I explained to them that I worked part time and at that point I did not have my roster (they are completed 3 weekly) & I was unsure if I would be able to make the appointment, I explained to them that if I was rostered on for work I would be taking the shift. They tried to push I pushed back with a polite but firm statement of 'Work comes first as you are aware & your appointments need to be scheduled around my work roster not the other way around'

I have been able to log into Workforce Australia, I have found some parts of the web porthole easy to use but other areas are like well where has that been hidden, for people who aren't tech savvy this is not user friendly. Navigation of the site some areas appear logical (loading hours worked) while others i.e. updating your profile (when I found it I had to heavily edit employment history) I had to click through several things in an attempt to find it. I work part time (10 hrs guaranteed - 25 hrs per week) I am also enrolled in Tafe online (part-time) I have read through the information on Workforce Australia & it appears that I will still need to chase work (job search is set at 3 per month) I thought this system was designed to allow people to choose what they did to earn their 100 points, as with my limited understanding I would be achieving this through work (averaging 60 - 70 hrs/points per month) & study (60 points per month) without having to job search.

Haven't had enough experience with them, altho first encounter was not good, was handed a heap of papers and told to fill them out, very little interaction with the case manager.

Only had initial appointment so far, limited information was handed to me at the initial appointment any information I have is what I've sourced on the net, hard to navigate, I found it convoluted at best, I think it was designed to save the government a few dollars so they can give to their fat rich mates

My assigned provider is unacceptable to me and I have had a gutful of the Job Network. None of the providers have been acceptable to me. They are all operating



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within a punitive system. They are nasty and deceitful. The only solution is a switch to the Commonwealth Employment Service (CES). The CES was genuinely helpful to me and never threatened to take action against me; never took a punitive approach. Never!

I have asked for access to information such as official documents with relevant details about the points based system and about the new approach overall. Even though I have judged this new system to be just as punitive or even worse, I nonetheless need access to text-based information. Otherwise, how do I know if I'm being tricked? Providers in the past have attempted to trick me and on one occasion my payments were stopped. I then had to explain to Centrelink that I was lied to and that under the direction of a provider, I signed a document regarding study hours in good faith, thinking I was doing the right thing. This is because the provider had assured me that it was the way to do things, even though I initially expressed doubt. So much worry about my payments and so much stress!! Some of the providers I have come across must have psychopathic tendencies. The power games and the deceit certainly indicate personality disorders of some kind. I have often thought that the Job Network is a hotbed for psychopaths. That is to say that it brings out the worst tendencies in some people and shapes them in ways that is cruel and sadistic.

My internet facilities are necessarily low cost and my data allowance is therefore limited. But also, I cannot afford a computer technician. Just today, I had to reinstall Google Chrome to overcome an internet access issue. It worked. Thank goodness for that!

Due to the acceptance of my medical certificate by Centrelink, I have so far escaped the dreaded Workforce Australia app. On the one hand I live in dread of it. Indeed, I am terrified. But who knows, it may be slightly better or only slightly worse than the nasty personnel that work within the Job Network. I am terrified of them too!

I am absolutely alarmed at the intrusive nature of the terms and conditions. What type of government would allow such a thing? What type of institution would want to implement such a thing? The punitive aspect of the Job Network has been surpassed! What psychopath



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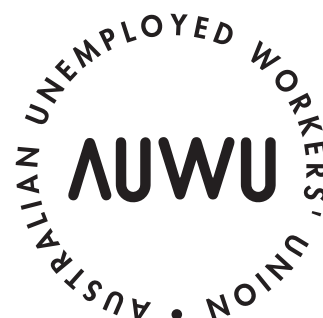
dreamt up these terms and conditions? Was it Christian Porter? Does the Australian Labor Party really want to dirty its hands with this kind of stuff? Tony Burke, you surely are above this sort of thing? If you need to, please speak to the Attorney General, Mr Dreyfus.

The most significant thing I have to say is that the Job Network has been the single most consistent source of stress in my life. It is truly dreadful and I feel that I cannot tolerate it. Please get rid of the latest variant of this decades-long virus, that is to say, Workforce Australia. Please go back to an employment service that is CES-like and punitive-free, that is genuinely helpful to job seekers and whole lot cheaper to run while paying off a huge debt.

My Provider told me it has nothing to do with me. However - IT DOES! Waiting for my provider to make new appointment. I have not been provided with ANY information (no email, letter, phone call, pamphlet etc) about this system even though I asked my Job Provider for more information

This Sensitive Information contains all of the factors which under Workplace Discrimination (Fair Work Act 2009) should NOT be taken into consideration when offering employment. There is NO need for this information to be gathered or shared in the process of finding work. The site has too many redirections for you to find information quickly. There is no capacity to engage in real up-skilling for those of us who have been out of work for a while. Why have they not used OCR (Optical Character Reading) so we can send a softcopy of our resumes and they can convert for their data collection? Why do I have to list each experience of the last 30 years of my working life? Lack of clarity on specific issues and needs. I have been providing doctor certificates and they are not showing up in the system. I am financially broke and I'm not feeling well due to possibly Long Covid-19. Unconscionable. Unconstitutional. Unacceptable. Inhumane treatment

I have had no communications at all regarding this. I only know that when I went to report my income and hours everything had changed without any explanation. I can not load it onto my 8 year old iPhone. Why the hell do things like my political affiliations have anything at all to do with my access to welfare services?



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For many of us older people, especially those of us who were removed from the DSP (after 26 years) life is tough enough already. This new system is confusing, stressful and just continues to be more about punishing the poor instead of helping us survive.

This is potentially Robodebt for a new generation.

Can't access an app when you didn't know it existed and your previous provider didn't tell you about it and you received no information on it.

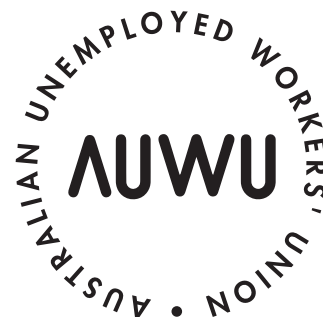
Diabolical mess, previous provider had little to no information to pass on and seemed to have little knowledge about the new program. Didn't mention an app, who I would be dealing with etc. It's causing huge amounts of stress, sleepless nights and has exacerbated my depression and anxiety.

Will not log in at all.

While the individual consultant was very good, there was only so much they could go through in the space of a 15 minute appointment. Given the complexity of the changeover, it is unreasonable that obligations resume immediately, without a grace period to allow people to get used to the new system.

No auditory privacy afforded at provider centre - sensitive information discussed was audible to all inside the room. Process of needing to accrue points began immediately, which is unreasonable given that people are still adjusting to the system. Process for withholding content for disclosure of personal information unclear, and it would appear that personal details can be passed on to potential employers (as judged by the provider, not the client) without client consent.

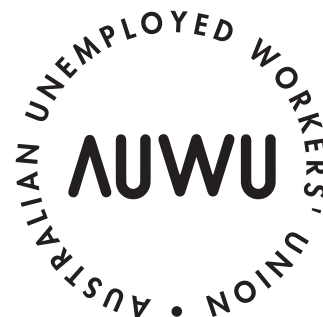
My understanding is adequate, primarily because there is virtually no change for DES participants (yet), although finding THAT small bit of information out was difficult enough. The new UI is a little more clunky and takes one or two steps more to do basic tasks like adding evidence or checking messages. Extra steps in UI, page layout not great, extra design elements make loading on my old dying laptop slower than its predecessor despite my requirements



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remaining mostly unchanged. Tad slower to load than previously, takes one extra step to get to mutual obligation/reporting/messages sections, page layout not great as need to scroll down more to see jobsearch requirements widget or button leading to jobsearch reporting section. My computer is an old laptop running Windows 7 which I cannot replace (I don't like using phone for sensitive data and a lot of apps don't run very well on it), so slower load times and more visual noise means that my old rig is more likely to fail loading, and having to perform extra steps to perform basic tasks means that there are more opportunities to fail. My political leanings, lifestyle choices and non-health related biometric/medical history is no one's business but my own and has no practical relevance in helping me find a job. Biometric data leads me vulnerable to identity theft, and any discussion about politics/sexuality/gender/lifestyle can potentially be used as a means to discriminate against me.

This is a complete mess. Labour may have been forced into this program, but participants weren't able to find any information until days before the roll out, Centrelink/JNAs didn't know details (and often still don't). That said, I am currently in DES, and despite the extra attention I'm meant to receive and the reduced work capacity, the only real change since being diagnosed is that I have to search for fewer jobs. I'm still applying for FT work in order to meet my quotas, when Centrelink says I should be working for 2 days/week. My JNA is meant to have a record of my medical issues, work limitations and work histories, yet keep pushing me to do jobs that are unsafe, have FT hours or require me to be able to drive or use heavy machinery (which I can't for medical reasons). My current consultant acted prissy when I refused her offer to apply for a process worker in a chicken factory (unsafe, unpleasant and I believe unreachable) which shows that she is trying to foster any old crap regardless of suitability just to get her sales numbers up. They've been known to get my medical conditions wrong, and have claimed that my file's notes are blank (discussions with previous consultant and APM business manager prove this false, and I'm convinced that my current consultant is too lazy or stupid to look up my file beforehand).



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I have just developed a medical condition that will affect my ability to work and I have no idea how this alters points etc.

I have received NO communications of any sort regards implementation. This whole system is an abomination and punitive. The reason why Morrison delayed calling the election was to get all the contracts signed off and passed into law. Then he snuck it in so nobody would know about it until it was too late. This has created an enormous headache for Labor, as the LNP knew it would. Taking a harsh welfare system and making it harsher was an act of political spite and bastardry.

Jobseeker was top heavy, punitive and wide open to rorts and scams by so-called job network providers. I see no reason why this will change under Workforce Australia.

No advise of a provider - apparently i don't have one

Don't know who my provider is, silence, very little info, what app?

All services are well below adequate for these modern times. Also extremely impersonal and extremely difficult to contact.

Please stop using punitive measures of punishment and (for profit) private organisations to deliver these services, it is a conflict of interest. All people I know that have had to use these services (including myself), find that they massively hinder job search progress, financial health and harm individual mental health and therefore physical health. Free up the system and actually help people find genuine employment and genuine education. Financially insecure people living under this system are unable to simply pack up move across the state/s or country for employment as the work at the other end may pay less and accomodation and transport is mostly non-existent. FIX IT and the economy will be much better for all and result in far fewer numbers being under/unemployed and institutionalised by this system through no fault of their own.

Obligations for points requires interviewer name and number which is private information and will never be given out. In my previous job I was hired to employ



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people and no information about my company was to be given out - rightly so. Reporting monthly job search is flawed - The new conditions specify documents that may not have been used in the first place. For example I've applied for work that only required an upload of a CV via an unrelated Web portal. Hardly any information is at hand to report with however this is now mandatory under the new Workforce Australia rules - in exchange for points.

The app is wrong, it is saying I haven't met my requirements when in fact I have uploaded over 20 jobs I've applied for.

I'm very stressed that I won't receive payment next week because of the new system.

Currently on Austudy but thinking of part time study in the future, my son is on Youth Allowance and is yet to hear anything about his study details but is classed as a job seeker. How does a student participate in all the activities required to make up points if they are already spending time studying?

Not sure what program I'm in or what happens next.

Previous job provider useless and hard to get in touch with. Would not answer phone messages or emails. I hope this one is better. I am doing an ALFFIE course. Old job provider couldn't put it on my plan so it doesn't appear on my app. I hope this one is better not much has changed still 20 jobs a month. No recognition of older woman not likely to be employed waiting for the pension to kick in at 67.

Things are missing or are difficult to find, it was changed far too much I feel there was no notification, it needs to be written in plain simple language you should not have to have an understanding of contract law to read it.

A pay rise would have been nice

Communications has been adequate, but because I haven't had a provider meeting yet, it's hard to know if it's been enough, the main issue I've had with login is that you have to agree to the collection of sensitive data to access the app. I have never agreed to this previously since it's voluntary., my app currently says I



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have no job plan. so... im down for that! im waiting for my provider appointment. I cant find words for how WRONG i think it is that agreeing to a voluntary agreement is a condition for using the app. it is so *obviously* wrong, but our Government designs its app this way. why? no rationale is EVER given for how this information relates to the business of finding employment (my job provider periodically tries to get me to sign consent for collecting sensitive information, but i never have before). It is unethical digital citizen capture but/and i dont feel strong enough to take on the indifferent bureaucracy of workforce australia to try and change it, and so ...

It's a bit early for me to make a judgment. thanks for all your work AUWU. You're literal lifesavers

I have not received any information, I need some help setting up and understanding the app, do not know how this works, unsure where to find this, I'm not so app savy and need help

I have received very little information from Workforce Australia themselves, other than brief emails announcing the change and confirming my change of provider. The majority of information I have recieved has come either through the AUWU or from my own limited research (news articles etc.).

I am currently yet to use the new system, and regardless have not been prompted to or given help to make the switch.

App seems very sparse and will often just send you to a webpage. There's a lack of information given on how to do just about anything but apply for jobs using the app.

Not sure exactly what the story is, except I got another appointment

I am worried about not being able to submit my activities and therefore face payment penalties.

My provider did not contact me at all,I was never contacted,I have tried to find out how everything will work in regards to me already having a volunteer contract of 30hrs per fortnight. I received an email back that they are sorry but they could not provide any information



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I don't even know what to do exactly, as I was never contacted and given any advice whatsoever.

They are utterly ruthless and controlling.

I haven't participated. I'm still on ADSL2 and it's poor performing, this is above my computer capacity based on experience on other sites

I couldn't report on the previous app, didn't know about this one. I went to Centerlink to report there and the woman who took my work information didn't mention there was a new app. or a new system. I had been having a media break since the election, so hadn't caught up with the new system.

Haven't tried to install it yet as my phone is old and I will have to free up space for it.

My phone is old and installing it will be difficult.

I'm utterly baffled as to why the sensitive information needs to be collected at all. It does not facilitate payment and making it conditional to funding is a forced declaration. Why constantly penalise those of us who can't get full time work? It reads like the sort of thing an LNP Government would institute because

power and control were so much fun for them. Hoping this requirement is completely removed by Minister Burke.

I had zero communication about the new system. One day I just received an email from some new employment service provider telling me I had to attend an interview with them. The letter was full of inaccuracies as in I'm in QLD and it asked me to bring in my NSW licence. Which showed me they also weren't ready for the rollout. Also I was exempt from mutual obligations and didn't have to attend interviews. I phoned them many times about this as I kept on receiving reminders about this interview even though they had cancelled it the first time I called them. I have heard nothing from my old provider. It's like they disappeared. Luckily I got a full time job just before the rollout so it is all irrelevant to me now but from what I've researched myself (because no one else was going to tell me it seems) that I would have struggled under the



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new points system. Basically though I received zero information. If it wasn't for an article share on Facebook I wouldn't have known anything about the rollout.

I have had no contact from my provider

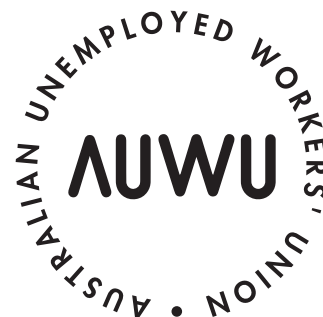
I was given a temporary mutual obligation suspension effective until September. I received a text on 20/06/22 from an unknown mobile number -- citing 'On 4th July 2022, Workforce Australia will replace jobactive and will include a new online service. Your income support payments won't be impacted as you're meeting your obligations. Please check your jobactive inbox to find out more. That is all the information I received, it was only after going into my jobactive site, that I realised Workforce Australia were taking over. There was very little information... no instructions on if I needed to make contact and who I should make contact with. They've made the changes, isn't it up to them to contact me - I am so confused. Furthermore, why wasn't a letter emailed/posted to all recipients, alerting everyone to the fact things were changing, explaining the points system, and including instructions on what to do next. They email recipients letters all the time, they did when they made Covid payments... why should it be different this time? Instead it is up to us the recipients to go online and read a huge amount of information that is rather hard to understand or retain. We then must tick a box to say we agree and understand before being given access to the rest of the Workforce Australia site. We're given a month to get our side of things right before they start applying penalties for non compliance...utterly ridiculous...it was bad before...now it is just horrendous!

I only access Workforce Australia using my desktop computer, I am not comfortable using apps.

I am not using the app, I will only access WA by using my desktop computer.

Sorry, I am not using the app at all, only a desktop computer.

The T&Cs are way too long, difficult to remember or fully understand and exploit the individual. I believe they exist only to protect Workforce Australia not the individual in receipt of any financial payment from Centrelink and exist to be used against an individual.



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The rollout has been implemented without sufficient communication to all those affected by it. Even those who might currently have their mutual obligations suspended, shouldn't they also be informed of the next steps to follow...instead, there is a big black hole. The whole thing has been poorly handled. Centrelink itself is a beast and they would prefer everyone to remain uninformed, so that they can stop paying any type of pension - that is what they do best. I never knew how bad the unemployment system was until I was on the receiving end...OMG...it is Centrelink that needs the overhaul, get that right before you bring in Workforce Australia. Is the name change going to make it work any better? As far as the Employment Providers go...that is an issue in itself...who are they accountable to and who are they supposed to communicate with Centrelink or Workforce Australia? I have been let down time and time again by them. The lack of correct information given out is a huge cause of concern because some staff just don't get it - they're so blasé about everything...wrong information can be the difference between receiving your benefit or not. The whole system needs to change from the ground up in my opinion. Bring back the C.E.S, now that worked. Thank you

Being expected to quickly learn the new system with no safety net and threats of payments being cut off is absolutely disgusting! At the moment it isn't the problem for me but I want the same result for all jobseekers.

Terrible communication about the rollout, intermittent crashing, it's not clear how the changes will be used by people as there hasn't been any education how to use the platform, You should not be forced to agree to a legal document if it isn't properly explained to you by a legal professional

They've been providing information about this? I got a little information from a Centrelink phone appointment and my provider's rushed, low-detail explanation.

Because of the rollout delay, I haven't been able to sign a job plan to get paid yet, and have had to borrow money to buy food and medicine.

I have given up looking for a job, that is why I have no intention in finding work due to bullshit job agencies.



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I have yet to meet with my new provider, so I know nothing about what they want from me.

Most information so far has come from the press or other media. All I was told was that I was finishing with my old provider and I was going to a new one about 6 weeks or 8 weeks ago. I didn't know about the new scheme until I saw reports in the press towards the end of June. Other than that and a text advising date and time of initial appointment, not much other information has been provided.

Nothing was explained. I was given some documentation to read. It does not help that I was told to log in to the site and when I did, was unable to find how to record my study hours which count for 'points'. I was told to try again this afternoon. If any other private company operated like this they'd be out of business. But because of government backing job seeker or workforce whatever companies can do nothing and enforce humiliation for a profit. Nice.

It isn't just that it is slow, it seems unfinished

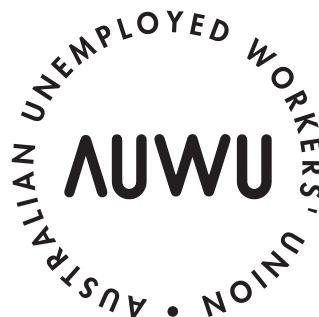
The whole thing seems invasive. It was suggested that I provide details of doctors, next of kin etc. How is this their business? And what guarantees are there of privacy? I didn't see any, and distribution to third parties was explicit. The company is in no way helping me look for suitable work so I can't fathom why they need any of this information

I am 38 yrs old why should I jump through your silly and complicated hoops just to receive an amount of money that doesn't even come close to helping me live a dignified life? This whole system is cruel and unusual.

Unsure if my current provider is right for me. Because of Covid, I've had very little to do with them since I registered there in January 2020. After registering with them in 2020, I've had very little contact with them. What I've had has been with several people (staffing problems?/continuity?). I've downloaded the app, but don't have an appointment until 26/7. I popped in to the office unscheduled, but no one was able to see me.

I am happy with my previous provider but still don't know whether I will continue on with them, do not yet

“My device is too old for the app. I can't afford a new device”



**Workforce
Australia
Rollout Survey
Comments**

know who my provider will be, my provider has not discussed this with me yet

It was not easy to find but I have discovered due to the rollout and the recent floods, my mutual obligations have been suspended until 31 August.

I have no idea of this new system and have not heard from my provider, I've not heard from them, I have had no communication of this at all and if it weren't for Facebook I would not have even heard of it, I don't know what it is. What app????, what app???? I have zero idea of all of this. When I found out there would be a new system I asked my provider about it and she knew nothing of how it would work. She did not even mention an app. I saw that being spoken about on FB. I have heard NOTHING from Centrelink or my provider

I have a new provider but have not heard from them and don't know if they are supposed to contact me or if I am supposed to contact them. I didn't choose to change provider, I was told my provider was changing

I haven't had any contact with my new provider yet

I am unsure if the provider is supposed to contact me or if it's my responsibility to contact them for an appointment. N.B- I am in an LGA in NSW that has MO suspended until 31st August.

I didn't know about the change to Workforce Australia until around 5th June 2022 when I received an email about the change. This email is the only communication I have received from any Government Dept or Provider before and since the change. I haven't had to use the system yet due to having an exemption until 31st August due to being in a flood affected LGA, but I have no idea how the system will work, what I have to do, and if I should have been contacted by my new provider by now. I am tech savvy but am feeling anxious and confused about this new system, & I am extremely disappointed and angry at the new government forging ahead with this mammoth change when the people having to live through this change have had barely any notice & no education about the change, & are being ignored despite clear feedback on how this is impacting us. I don't know where I stand in this new system. Previously I had reduced MO of applying for 8 jobs a month, I don't



**Workforce
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know if this transfers over, and if not, who do I talk to, and what is my new provider supposed to be doing?

The whole mutual obligations and job provider model is beyond farcical. To be treated this way once my body has worn out is truly disgusting. The Labor govt. promised that no one would be left behind. Well for the last 9 years we championed the Labor cause. Brought to light the rorts and corruption of the Lib/Nats and yet here we are. Being treated worse than we were under the libs. The whole punitive approach to the social security system is disgusting. The forced poverty and conditional servitude is just so unfair. To have PUNISHMENT hanging over our heads, at every turn, at every attempt to seek help is just crushing. How can a very well paid organisation, that's sole remit is to better the people and country that they have been elected to represent, treat its less fortunate this way ?

I have massive issues with signing away all my rights and privacy to a gov. that has demonstrated time and time again to not respect my own rights to privacy.

I refuse to use the app due to privacy concerns

I refuse to consent to these terms and conditions. They are draconian and coercive. I have no choice but to sign away my rights, my privacy and any recourse for the failures of yet another fucked up attempt by govt. to control my life. If it turns out that I either must relinquish my rights to access below poverty financial assistance, after paying tax for 50 years, raising kids and actively contributing to society, then I may as well just die.

Complete joke. The only people this system is helping are the political donors and mates of the elite. To come out and say, publically, that you are comfortable with \$7.1 BILLION being funnelled to private companies to administer social safety net payments is mind blowing. I understand the cowardly way that this places Govt. at arms length from the responsibility of care. What I cannot understand is the deliberate demonisation of the less fortunate of our once great country. Do better Mr Burke, many many lives depend on it.

No transfer to new provider yet? No info as yet. No instruction yet, I need instruction. Don't know what an app is?



**Workforce
Australia
Rollout Survey
Comments**

I'm still in the on-boarding process as they cannot answer my questions about their requests for me to sign documents related to sharing my information.

Downloading the workforce app caused MyGov and Centrelink apps to crash and I had to reinstall and reset all passwords. I also seem to have lost all information from the jobseeker app, cv, job application history etc. I'm not on-boarded so the app functionality is minimum. Despite the app covering the use of digital information I was still asked to sign two(2) documents giving the service provider the right to use and pass on my personal information. So far the rollout and information provided about how the service will work and be tailored to individual has been very poor. It is causing confusion and stress to users.

I'm terrified by workforce and planning for the worst.

It seems more about punitive threat than encouraging benefit.

My provider has not even mentioned anything about the program to me.

I didn't even know there's an app, support line or anything else associated with it until now. I've only heard about it briefly, but I don't know exactly how it works, and how it will affect me.

I have not heard anything or spoken to my provider about WFA

My only concern is how the point system works. That still needs to be explained to me & I have an appointment soon to discuss it.

The new 'Points System' seems quite foreign to me and I am still attempting to grasp the logic behind its implementation and purpose. I have not explored sourcing the App as I prefer the internet based MyGov login access. I have had zero assistance or notification as I have been left to 'self-manage' my access and use of the new roll out.

Overcomplicated mess, I fear by not accepting these my payment will be cut off. The system is as horrible as the last plus added pain and suffering.



**Workforce
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Comments**

Mutual obligations need to go, app is unworkable and broken

My previous job service provider had no idea I was being moved into the online stream of workforce Australia. I only knew because I'd been sent a text 2 weeks earlier - but given no real understanding of what that meant for my current obligations to my provider. Communication generally about Workforce Australia, its requirements, how it works, has been uniformly poor - I think I'm across it now, but that's because of the hard work of people on twitter and social media who are providing support for others in this transition period. It's the only way I can reliably get news about changes to the system and any pauses on mutual obligation requirements. At no point did this feel like a 'choice'. I had to agree to get access to the website. I had to get access to the website to meet my requirements. I wasn't told there was a freeze on mutual obligation requirements, so I felt like it was either agree to these terms and conditions or, you know, starve. My first experience was logging into to record some points gained from work. These met the shortened requirements for the period (5 points). However, after recording those points, the system continually told me I was not meeting my points target or my requirements, and the following morning I had an SMS telling me that I needed to record points for this period. It was threatening, and it was concerning, and it was only thanks to social media post from other people in similar situations that I wasn't panicking. An awful start to the roll-out of a new system. Secondly, when trying to put information in about jobs that I've applied for, the system refuses to let me submit unless the job has an email address and a phone number. Most jobs don't! If I apply on SEEK or any other website, all of that is handled by their system, and I have no personal contact with the potential employer. I don't know what to do about this, and I'm currently just waiting and hoping it gets resolved before the next time my points are due, otherwise I'm either going to have to make fake contact details so it allows me to submit, or limit my job applications to jobs that allow direct contact with the employers. As someone in an area with a low vacancy rate, it seems counterintuitive to feel like I have to limit my job opportunities.



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I have no idea what will be changing for me. I am in post-placement support with DES; I have a part time job but still get a payment. I am unwilling to engage with the service until I know what to do, but my provider has not told me anything about it - no letters, emails, appointments or calls yet. I asked in my last appointment (29/06) but she said she did not know and indicated the office had not been informed either.

I haven't installed the app and will only do so when my provider says I must. That's messed up. Information given to me from centrelink or my provider has been non-existent.

1) The phone calls to my provider redirecting and needing your Centrelink number was the first layer of confusion. 2) Then receiving notification that I am to come in for my first meeting. I had to call up to explain the error and it was explained that the new meeting is with the new Workforce Aust programme. All you had to do was say that in the letter and so people wouldn't have to worry about the error. It shows a lack of thinking about the experience for participants, which is a red flag. 3) The points system outlined seems created to get people to give up and leave. I currently work part-time, and have been seeking further work so I don't need Centrelink anymore. I only get a small amount from Centrelink to help make up my bare minimum bills, and many weeks I have no Centrelink payment at all bc I earn enough. But with the amount of points assigned to work hours, I could be working full-time and need to do more training for example. I have gone the furthest I can in education. The issue is more the gender pay gap than unwillingness to work, being unqualified and inexperienced. I know I need to keep up my health with food and shelter and so I'm on Centrelink to help me until I have more work again. So why am I being penalised when I've done all the right things?

When I read the privacy rights contract with my provider it seemed a way for the govt and third parties (potential employers?) to execute bias. I was really worried and still am that people I work for will be contacted and asked about my work. It will be professionally humiliating to have people know I'm not earning enough to live.



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Comments**

I've had no contact with provider about changes.

I have had several error message when trying to access app. At times it froze and logged out. Afraid I may lose my job search activities and have payments stopped.

My Provider has not dicussed Workforce Australia with me at all

Centrelink through myGov, did not provide any information about what the new Workforce program would entail prior to it's rollout, nor did my provider, Wise Employment

They are not clear enough to avoid confusion for users, I do not believe that this program will truly benefit job seekers

I am particularly concerned that people with a non-English background would find it difficult or impossible to navigate the online portal...as well as people who aren't proficient in using computers.

Not a computer person. I don't understand the thing. Friend filling this in. No access

Hate it. Want to work, but can't. No computer

I have received some information from government, to the effect that I am not affected by this rollout and my situation remains unchanged. However, I am extremely critical and dissatisfied with poor government responses over a decade to all of the challenges I (and many others) have faced in trying to obtain suitable employment. I doubt that these latest changes will do anything to improve that for anybody. They only seem to have slightly reduced the weekly burden of applying for jobs while increasing government surveillance over compliance. How many jobs you apply for every week is completely irrelevant if you're not even going to be interviewed for any of them. The JobSeeker allowance is insufficient to allow me to live in a city where I would have some opportunity to obtain work - probably casual, but regular. It needs to be sufficient to cover all living costs including market rents and relocation costs - which it doesn't. I am therefore forced to live in regional Australia where there are very few jobs & high levels of unemployment, because it is affordable.



**Workforce
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I am not satisfied that the issue of age discrimination is being addressed directly by government, and that we do not have stronger means of challenging suspected cases, including preventing being penalised by employers for complaining. I have not been interviewed for jobs I was fully qualified & experienced for which were then given to younger, less experienced overseas recruits - this should not be happening, but government fails to investigate visa applications and their necessity for such recruits before issuing them. I spent 10 years qualifying for a profession that consecutive governments have completely failed to ensure that there are and remain sufficient secure jobs & adequate career prospects in, but which is crucial to every area of our national existence: tertiary education. Government needs to radically reform this sector & ensure that we all have decent jobs in it. I should not be expected to drive a forklift truck after such education and 15 years of professional employment merely because that is the only job available - that is a national waste of people's lives, education & professional experience. I have now been unemployed for 11 years, not NOBODY is going to give me another job unless they are forced to. I have been with 4 job seeker agencies, one of which was excellent but shut down by the Abbott government (the CRS), the other three may be well-intentioned, but their staff are not suitably qualified or competent. NONE of them has been able to even get me to interview stage. My skills are not viewed by other employers, including the Commonwealth public service, where I should have been able to find employment, as transferrable, and many employers view me as over-qualified and a likely trouble-maker. How would government effectively address these issues, because they won't fix themselves?

The DSS has given no indication by any medium that this new system exists. When I asked about it last month, they said that any communication about it was entirely up to Job Providers

I don't use a smart phone. Mobile reception and internet access here is poor. RSI prevents me typing much, so I always prefer pen-and-paper or in-person. They are loathe to offer the latter. Don't have smart phone. The govt has no business assuming all citizens own or use computers or smart phones. Accessibility is

“I didn't know there is an app before today”



**Workforce
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Comments**

a massive issue, due to injury I require pen/paper forms and/or visits to DSS office instead. Internet access is not very reliable in general as proven during 2019/20 bush fires. Even if it was, who can afford NBN or smart phone on benefits?

The entire system is ill conceived and punitive. I was retrenched at 50 years old. I know exactly what support I need to return to work, and it's opposite of being pushed around: assistance overcoming health problems and disabilities - benefits that reach Henderson poverty line (doesn't even pay my rent today!) - and support studying and finding work when I ask for it! We also need more margin to start earning enough to get out of poverty before benefits are reduced.

We need 'concierges' as guides who are very clear and consistent about what benefits and services we are entitled to access, and a clear public map of the same.

This new 'gamified' insanity isn't just insulting, it is literally cruel. What's society supposed to do with anyone who doesn't reach the high set bar of magic points, and is suddenly on the street?

Centrelink decisions are arbitrary, inscrutable and often vicious. The last person they will ask for input into them is you. There is no respect evident for the general public from the DSS (2nd lowest welfare payments in OECD, after India?!) We need a Universal Basic Income instead. We need privatised services entirely removed from welfare. Imagine how much money would be freed up by slashing complex systems and top-heavy bureaucracy. We need the eye-watering cost of housing here addressed. And lately food and petrol, as well. This is our golden chance to scrap the nightmare social services in Australia have become, and design a world class, world leading welfare system from a clean slate. Denmark is a great place to start looking for a model.

When I open the workforce Australia website I immediately have to agree to a terms of service pages to use there site, I try and avoid applying to terms of service (legal jargon) to access services because you don't know what rights you lose or what powers you give to the suppliers of the service. For example can workforce Australia sell your information to other



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companies. Can they simply explain the terms of service on the first page. And don't make it as broad and complex as microsofts. Terms and conditions should be only what is essential with a tick box option if you want to allow the service provider any additional powers.

I was given a provider 120 kms away. I rang the provider and they were shocked. After 8 calls and a lot of waiting, I was given a provider closer. I have not heard from that provider after 1 week.

I have been given zero info. I have no idea what is happening. No contact at all since rollout.

I have no info, not been provided with any info, I have no idea what I am to be doing. Passwords not accepted and/or lost in the process.

Can't log in. Isn't it illegal to ask these questions in a contract? Religion etc? Isn't it illegal to discriminate?,It is all counterproductive. Causes mental pain. Destroys sense of self and reduces us to 'tagged prisoners'

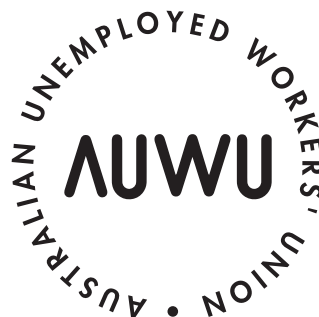
Not tech savvy, not tech savvy, not tech savvy

My provider has not defined the system to me on how it will affect me

I've not been given any information, I believe this is because I'm under the DES system

Our clients and students are in the program. Sometimes they come to us for assistance with it, and sometimes it affects their attendance or ability to participate in other programs. We have found that many of our clients (who have intellectual disabilities) do not find the app user friendly and have a great deal of difficulty understanding how to use it.

The rollout has been a mess, and the entire so-called 'mutual obligation' program (and let's be honest, there's nothing 'mutual' about it) is cruel, punitive, and set up to punish people for circumstances outside of their control. It serves only as a vehicle to dehumanise some of the most vulnerable people in our community who are already struggling with below poverty line welfare payments and as a rort to deliver taxpayer's money



**Workforce
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into the pockets of private services that do absolutely nothing except use these people as government-funded cash cows whom they can mistreat as they like and no-one cares.

Haven't heard from them. It's for their benefit and protection not mine. Same crap different name

I'm currently on a medical exemption, so I am unsure of how well my provider understands the program.

There was literally no information given by my DES provider or directly from Services Australia about the transition to Workforce Australia. Everything I learned I learned from Twitter. This is unacceptable as many people, especially vulnerable people, are not on social media and the changes need to be communicated directly to everyone, which they were not.

The app being mainly comprised of external linkouts seems clunky.

Making jobseekers agree to the terms and conditions is a farce. We have no option but to agree, even though the terms and conditions are not fair to us and do not work in our favour.

Was unaware of option to change providers, old provider gave inadequate information on points system

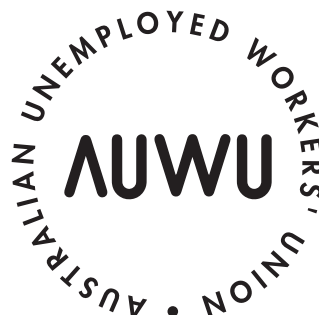
Penalties and points system not explained at all

What provider, I haven't even seen anything about this, no emails or SMS about any changes. No info about what to do. Dumb. No useful info. Useless and unnecessary change. Just poorly laid out website. This change is nothing but a push to kick people out of the system quicker. But also be more confusing too.

App doesn't seem to work with various phones.

Due to ongoing pandemic and for safety reasons, provider appointments should be done over the phone.

My appointment was rescheduled last minute. I usually can't log in because my reception is spotty where I live. When I have a better connection I still find that it takes a long time to load.



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Provider hasn't asked me to come in to understand workforce's new system on my.gov and dont return phone calls

Googleplay store: your device isn't compatable with this app

Employment agancys need to have 1 on 1 with clients to go through the minor/moderate things of Workforce, as it was rolled out with next to nothing information

Not had meeting since it was started and no mention before, i'm a techie use my gov on pc so had none of the problems phone users are having, fine till today logged on service unavailable, no problem as using my gov portal and a pc plus im cdp so might make differance, who the hell has time to read t&c and didnt know i could not consent to it, centerlink staff are great overworked understaffed jsp are evil and anyone making money from unemployed is just wrong

There isn't any help anywhere. My provider is so snowed under with work that they have hung up on me twice when I've called them with an urgent matter regarding the points target. This has in turn caused me great anxiety and distress

The app constantly freezes and kicks me out. How am I meant to record my inane busywork, I mean, 20 job applications for the month?

App keeps crashing. A new iPhone cost \$647. My jobseeker payment is \$651. Starving oneself to buy new tech to satisfy the requirements of what is essentially a failure of a system is not on. The threats from my job provider aren't helpful either. All this fear and anxiety and threats from this new system and my job provider becoming heavy handed has caused me to have suicidal thoughts. I feel like the government want nothing more than to put otherwise useful people doing it tough onto the chopping block. This new system does not work at all

No communication with anyone! have used on laptop once.....weird cv for 60 year old to fill in, don't know how it will work for older/ disabled and artists/actors etc



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I still can't get in. Centrelink still hasn't sent me to a new provider even though I've needed one since the 11th of June,

A prolonged absence from work due to being ill from covid, but perhaps I'll get the same provider if they ever allocate one to me.

I spoke to my old provider and they were having a bit of an anxiety attack bc they have no idea what's going on. I've been to Centrelink several times trying to get access and even their poor workers don't know what the hell they're doing. One woman was teary and I had to provide her emotional support when I was there trying to fix this precarious situation I've been left in. Every time I tried to access it the site hasn't worked. Every fucking time. They have deliberately rolled out an unusable system they will punish us for being unable to navigate.

Corrupt, inept, violent and costly - exactly what I expected from this government and no different from the last one at all.

Preferred my old provider but had the choice removed and the location of the new one was inconvenient so went with the geographically closest

I'm 59 and I was previously exempt from certain things due to my age and the fact I work part-time. Now I have no idea how this new system will affect me, personally. My provider didn't seem too interested in finding out for me, other than to say it's new for them too. I don't think they're invested enough in us to care! We're just numbers and dollar signs at the end of the day. I really resent the lack of choice. We have to do as we're told, with little information to go on, and no one to advise or advocate for us.

The first time the system crashed so I waited several days and tried again. I'm still confused about how to report job searches in this one. The old one was easier to navigate. I think there's a requirement to note when I have kept an appointment but no idea where or how to do it. Plus I don't understand how to add in job searches or interviews. I thought I could but it rejected the dates because they are from last week, so they're wasted, it seems.



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Comments**

Why can businesses freely access information about me, but I am not allowed to know who they are? I find that unfair and concerning. It's like I am forfeiting my rights to basic information, privacy and choice about who accesses my personal details and what they will do with that information. I feel like I've become a commodity in return for income support.

I was happy with my previous provider Help, and I don't see why I had to be removed from them without my consultation or consent. It seems we lose all rights to choose anything in return for income support. It's like being unemployed is now regarded as a crime, not simply a temporary situation any one who loses a job, can find themselves in. Pensioners aren't judged or penalised or made to justify why they receive support and concessions. Why are we? The only thing that separates them from us is age. Big business received income support in the form of Jobkeeper even if they didn't need it, nor were they required to pay it back. But an unemployed person living below the poverty line is shamed and hounded like a criminal, to the point of homelessness in some cases. Where is the justification in that?

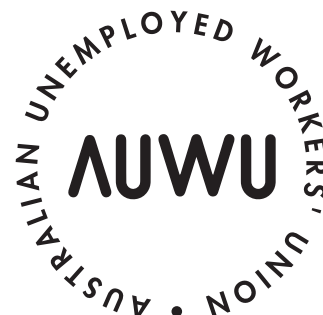
There are two separate fields for contact details now (email and phone) which won't allow external job applications to be submitted unless they're both filled in. Responses like N/A no longer work. 9 out of 10 job listings don't even provide this information.

If I was personally given the choice between receiving increased welfare payments or not having any mutual obligations, I'd choose the latter every single time. A bigger safety net means nothing if it can still be snatched away at a moments notice.

Wasnt aware of the change even occurring my job provider never mentioned it either. When i tried to press on obligations or jobs the page could not be found

Workforce Australia app is a useless piece of shit, there is no point recording applied jobs on iOS app because it redirects to a web browser. JobActive app did not have this issue.

Terms and conditions claim to be voluntary but if you don't accept them you can't use the app - therefore can't complete MOR and lose access to payments. Coercion.



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Comments**

Haven't heard from the new provider except for the appointment due this week. Communication was in emails. Basically it's not very informative. Haven't used the app but apparently it's unusable. They don't care about privacy.

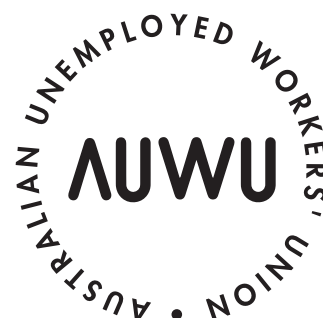
The whole system is a joke, it's designed to punish people you spend half your time doing punitive mutual obligations just to survive and get paid, providers and mutual obligations need to be abolished, I've had enough of being treated like crap by idiot people who work in jsps they don't help you and they don't care

Different Organisation, but the staff are the ones I had lodged complaints before to DESE - these consultants changed jobs to the new provider. It was just the same old interview - promising but not delivering. Just asked to sign the documentation. They remembered me which was really uncomfortable as I'd complained about two of the consultants when they were with APM. There has been zero communication. I'm lucky to have an understanding of the old system. The only info I have received is from the AUWU and the FB groups I belong to. The 'app' I have is only for Centrelink and sometimes doesn't work. I can log into MyGov but there don't appear to be any instructions whatsoever!

I thought I'd uploaded my resume but then I couldn't find it and neither could my case manager. As someone over 60 apparently my points required are only 50, but how do I see any of that information? How do I upload jobseeking activities? How do I lodge a complaint? How do I change providers? I'm pretty good with technology, but this system is impossible to navigate

Very concerning - I am very politically active and have been a union organiser, I guess I can't swear. It's appalling! We are treated like criminals just because we are involuntarily unemployed. The employment consultants have the power to destroy us. This is like a digital workhouse - Minister Burke's description, but he's still not going to overturn this decision. Labour market assistance should be managed by public servants, not money making industries (especially those that are based overseas!)

When I was first assigned an appointment with my new provider, it clashed with my work roster. I tried calling



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the provider to change the appointment time, and was told they would call me back but they never did, and as they were still being established, there was no phone line to my local provider's office. I then sent an email to the provider and after a few days received a response. When I went to the appointment they changed it to, there was only one person in the office and they weren't part of the team that I will normally deal with. So I have to wait another month to see the person I'm supposed to see.

I have the app but it tries to open pages in my browser, which it then says isn't supported. So I have to go into my browser and into MyGov, and then into the workforce australia service to do things like accept my job plan.

The app is a bit useless/pointless because when I go to do things in it, it tries to open up in my browser, and then tells me it can't. I have to log into mygov account and access it through MyGov instead to do anything.

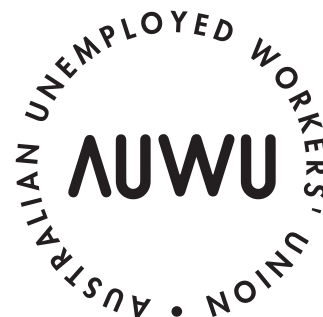
Some of the sensitive information seems irrelevant, or overly invasive, with regards to finding employment for me

I do like the points system more than the previous requirements! I live in a small rural town and having to apply for 20 jobs a month was near impossible without having to apply for ones I couldn't travel to, or repeatedly annoying local businesses with my resume all the time.

Provider has not even attempted to demonstrate how well they understand the program. Am concerned that my disability may be used against me. I feel like the government is punishing us for being unemployed, and is being particularly harsh on those of us who are also disabled - how else do you explain their refusal to not only raise the rate of all income support payments to the poverty line, but also make it virtually impossible to access the DSP?

Unprofessional and resorting to bullying tactics

Please abolish mutual obligations and JS Providers. My provider is causing me so much grief it's so hard to put it in words. Please, I beg you...



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Comments**

App loads & is difficult to navigate. Still figuring out the base format so most of it is untouched still,,

I was Moved from Max Employment services as they have closed in my town,Max shut down so I was moved to a new provider. Nothing was told to me. I was sent an email 1 month ago to say that I had been given a new provider. Nothing else was told to me

I have been able to log in to the App only. It displays my last job search was 5 years ago. When you click job applications it opens your Appointment portal. I have yet to find anywhere on the app that allows you to upload jobs from outside sources like Seek and indeed. The app is unreliable, slow and clunky and hard to navigate.

The whole system is wrong. It is a system designed to punish the vulnerable. The only winners with Job network, workforce and mutual obligations, are the Job Providers

Unsure as yet if they will be acceptable. They are 45kms away & unauare if any closer

I have been unable to find ANY information regarding mature unemployed (over 55). I emailed DESE to ask for legislative requirements re 58yo & one week later they gave generic email referring me to job provider!

I have tried to find out if using the app is mandatory but there is nothing I can find on that. I do not wish to agree to the privacy agreement required but I cannot find out if that will cease my JSP.

I haven't used it as not sure if it is mandatory. I have a basic mobile phone & am experiencing problems with lots of basic use issues atm. I am very concerned with privacy of my information. I do not want my name or details used by my job provider without my consent. My concern is once my info us on the system it will become used by them and my privacy will be breached. I am concerned re a past domestic violence situation. I do not wish to be found or identified.

I am 58yo living in a country town with no transport and with medical issues. I do not feel providers will take this and the local job market into account. It seems again



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up to them if they reduce my requirements, which they never want to do. They treat me like a dole bludger and the system is punitive.

i dont know whats suspended or for how long, i was never told

Nothing has been explained to me. Either by the Government or my Employment provider

Although no one seems to know exactly how the news system works, and everyone I spoke to expects left-field surprises to be sprung on us all, I suspect that my use of the online system will continue to be for registering my job applications only. Which is lucky, because the new site is even worse than the old Jobactive one, even if that seems impossible, given how bad the old site was.

The site is based on dodgy code and back-end data connections that run slowly or not at all. It seems to me that the site/app did not have proper business analysis work to identify user journeys or needs and failure points. Shoddy, cheap, and entirely reflective of the department's opinion of the people the site/app is aimed at: we are all just scum who can be punished for the department's own failures. It seems no one bothered to talk to any users before rearranging the modules of the old site, and tacking a really crappy logo onto it to make it all look as if it were something new. Instead it's a reheated leftover made even worse than the original.

Forcing consent the way the site did makes a farce of the word 'consent'. Can you remain registered with Centrelink if you say no? I bet you can't. Based on personal experience, can you trust any federal agency to handle your personal, private details with tact or even as legally required? Absolutely not. Will the department or Centrelink or some other federal agency find a way to use your information against you? Absolutely they will. Why bother even asking us for consent? It's not like we have a choice or the feds have any ethics or human decency. Stop punishing the unemployed by hiring sociopaths to police them and dish out sadistic punishments. Start actually helping people find jobs with dignity and respect.



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Samsung error message

The whole system is garbage and has only hurt me and held back opportunities for me while funnelling public money into the hands of people who actively don't want me to find employment.

App sounds like nightmare and I don't trust it, only used web portal but that's still awful to navigate

At my initial appointment with my new provider they could not change anyones points target/requirements nor add any Information (such as doing a course) to the system as it was not working properly. I was told I needed to get my points target of 20 points at the appointment but the next day it didn't work when I added a job.

I only got a text about not having to complete mutual obligations on 11/7/22 due to the floods in nsw

The app didn't work when I tried to add jobs, my internet connection is slow in general.

The app would be good if it was usable and jobseekers were shown how to use it better

The system is a complete failure. Job providers can't do much to assist jobseekers at initial appointments, jobseekers can't use the app as it isn't working properly.

First appt with new provider is 20 July, I am approved for 15 hours/week work & do not know what my MOs will be

General terror about things going wrong, losing my payment

The website rarely if ever works and I don't know what I am doing. Please don't do this. Please don't do this. I will die if you do this.

No communication received from them, I don't use the internet, I don't have a device that will access the app, voice communication is virtually impossible due to poor telephone service, another useless Government department

**“I hate
this
system
I just
want to
breathe”**



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I have been given little to no information, sprung on me by twitter (nothing on Facebook till after finding out through twitter), feel as though I'm being punished for being unemployed (and currently waiting for knee surgery (Western Australia), and the point system fails to recognise getting a job as the big main point! And mutual obligations need to be scrapped as it does not work, and it's now week 2 into workforce australia and people are still having issues with access (such as myself, it will not recognise my location, and even after putting in the jobs I'm interested in, it will not load past that page!), and there's nothing that can be done to improve it, it's the app/website itself that doesn't work, no matter what type of phone you have! Cannot access the app/website: keep getting error messages! Cannot get past the job interests/location page! (Error in recognising location: even after location is put in 3 different ways!), Cannot access the app/website! Mutual obligations need to be removed permanently, and the commonwealth employment services re-introduced! Overall the website/app is useless, and a total overhaul of the welfare system is needed!

Waiting for appointment to determine WHERE I will be placed, I want my old JSP - or the DSP (ha!) as old, many problems, and no skills.

In limbo, waiting evaluation to see which heap I will be thrown in. I am basically an OHS liability (vertigo for instance strikes regularly, I use a walking stick, have osteoarthritis and depression etc) and am unreliable from an employers point of view (if spinal pain is bad I can't remain in any position long, or stand/walk, or concentrate)... but do not score enough on any one table for the DSP.

The layout, such as I have been able to try, gives me a literal stress/anxiety attack.



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