



Meaningful Engagement

Participant Fact Sheet

Everyone's path to finding a job is different. The support you receive from your provider will help you prepare for, find and maintain suitable work.

You have participation requirements you must meet to receive your Centrelink payment. These requirements can be met by meaningfully engaging with your provider.

Your provider will ensure you are meaningfully engaged while working towards your employment goals. You get to share decisions about what tasks and activities you want to do to meaningfully engage. Your provider will help you to explore your options.

You and your provider will regularly review what meaningful engagement looks like and make changes if things aren't working.

What is meaningful engagement?

Meaningful engagement is a commitment you make to stay in contact with your provider and undertake tasks and activities that will help you to achieve your employment goal.

You and your provider will work together to design a plan for how you will meaningfully engage that reflects your strengths, goals and needs.

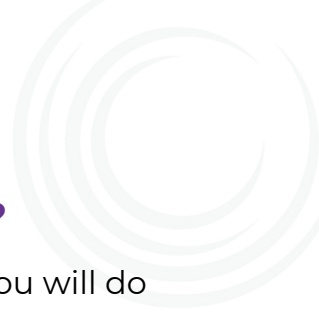
As part of the plan, you will agree to:

- how you will stay in contact with your provider, in ways that suit you
- how often you will attend appointments with your provider
- other tasks and activities you will do, for as long as they are right for you.

Your provider must actively support you to complete your agreed plan. This includes helping to arrange the activity and checking in to make sure the supports are working.

If you follow your agreed plan, you will meet the requirement to meaningfully engage.

If you don't engage appropriately, and don't have a good reason for not engaging, you will be set a detailed list of compulsory requirements that you will need to do instead.



What can I do as part of meaningful engagement?

Your provider will work with you to decide which tasks and activities you will do to reach your employment goal. They will talk to you about things like:

- what work you want to do
- what skills and education you have
- things that might make it hard for you to look for and keep a job
- services and supports that can help you.

You have the right to choose the services and supports you want and how you get them. Your provider will make suggestions to ensure activities are suitable for you. They may direct you to take on tasks and activities to ensure you are looking for work.

Some examples of tasks and activities in your plan may be:

- contacting employers and attending job interviews
- training, activities and support services to improve your job prospects
- work experience and voluntary work placements
- paid work or self-employment.

If you need help to decide what tasks and activities you want to do, you can ask for someone you trust to support you. This may mean having them attend an appointment or asking for more time to consider the information.

What if I don't agree with what I am asked to do?

At any time, you can talk to your provider about what support you want to receive and ask to adjust the tasks and activities you have agreed to do.

If you can't get your provider to change the plan you have in place, it is important that you contact the National Customer Service Line. This is a free service that can help address any concerns you have with your provider.

What if I can't do something I agreed to do?

If you can't do what was agreed, let your provider know as soon as possible. You should be open to discussing the reason(s) for not being able to engage. Then your provider can work out the best approach to remove any barriers.

If your personal circumstances have changed, your provider must update your plan so you can meet your requirements in a way that is fair and achievable.

Do you need more information?

Information and resources for Inclusive Employment Australia participants can be found on the [Department of Social Services website](#).

If you need help understanding meaningful engagement, talk to your provider or contact the **National Customer Service Line** on **1800 805 260** (free call).