

Information for Participants

What is Voluntary Work?

Voluntary Work is an employment services activity which gives you the opportunity to gain skills to improve your employment prospects while also benefiting your community. A Voluntary Work placement can range in length but will generally be no longer than 26 weeks. Your provider can assist you to find Voluntary Work and will conduct Work Health and Safety checks to ensure a safe work environment prior to your placement.

Am I eligible?

Individuals who are aged 15 years and over and registered in either Workforce Australia Services, Workforce Australia Transition to Work, Parent Pathways and Inclusive Employment Australia are eligible to participate in Voluntary Work. There is no requirement to be on income support. If you are in Workforce Australia Online, you can find yourself a suitable Voluntary Work placement.

What are the benefits?

A Voluntary Work placement provides you with the opportunity to:

- help understand workplace expectations and behaviours
- develop practical skills, increase your networks, build your confidence and update your referees
- gain relevant and recent experience to help with interviews and confidence with meeting employers
- improve your awareness of different career pathways.

Under the Points Based Activation System, Voluntary Work earns you up to 20 points per week towards your points target if your provider established the placement or up to 30 points per reporting period if you found the placement yourself.

If you are aged 55 and above or are a Principal Carer Parent, undertaking Voluntary Work may also fully meet your Mutual Obligation Requirements. Talk to your provider to find out more.

Who do I contact if I'm interested in doing Voluntary Work?

- You can find volunteering opportunities in your area at <https://www.volunteeringaustralia.org/>
- Talk to your provider who can help you find suitable options. If you are not currently registered, you can find a local provider at [Find Your Employment Services Provider - Workforce Australia](#).
- For more information, call the National Customer Service Line on 1800 805 260 or for Workforce Australia Online participants call 1800 314 677 (free call from land lines).

Do you need help with this factsheet?

If you need an interpreter, please call the Translating and Interpreting Service (TIS) in 131 450* and ask for the National Customer Service Line (NCSL) on 1800 805 260 (free call from land lines).

If you are deaf, or have a hearing or speech impairment, you can use the National Relay Service (www.relayservice.gov.au). For more information visit Accesshub.

**Note that call charges apply for calls to '13' numbers from mobile phones.*