



Australian Government



Facsimile

To:
 Attention: Leanne Chaffer
 Fax No: 62773368
 Date: 26/5/2005
 Number of pages: 5

Comments:

Please pass onto Carmel McGregor

*commenced 6 December
 ceased 13 December*

Attachment A is the script used for inbound contact in both Call Centres and face 2 face pre-budget announcement. (finalised in December 2004) *finalised 1 December 2004*

Attachment B is the script used for outbound Calls only pre-budget announcement. (finalised 28 February 2005) *1 March 2005*

Attachment C is the script used for inbound contact post budget announcement in both Call Centres and face 2 face. (finalised 10 May 2005) *commenced 11 May - support tools introduced 14 May*

Attachment D is the script used from recommencement strategy of outbound Calls only effective from 23 May. (finalised 20 May 2005) *commenced 23 May*

From: Danny Jones

Phone: 02 6244 7058 Fax:

Important: The attached information is strictly confidential. If you receive this fax and are not the intended recipient, please contact the sender by telephone (reverse charges if necessary) or call (02) 62198837. Unauthorised use or disclosure of the attached information is prohibited by several Commonwealth Acts of Parliament and is an offence carrying penalties, on conviction, of up to 2 years in gaol and/or a fine of up to \$12,000.

ATTACHMENT A

Job Network Rapid Connection**Script for CSOs**

Have you heard about Job Network?

It is a network of private and community organisations, funded by the Australian Government, dedicated to helping you find and keep a job.

Did you know the Job Network have got a great range of programs that can help you find a job?

When you first register with Job Network they will give you advice on the range of ways to look for work, career options, help and advice on writing a resumes and job applications. They will also show you how to use the Job Search website and how to use the auto-job matching services.

What if you need more help?

Many people find that this is all the help they need but if you are still looking for work after three months, Job Network can offer a wider range of services including help with work related costs such as fares to attend interviews.

Is it compulsory?

Not if you are on a Parenting Payment or Disability Support Pension but did you know that most people are better off working, and depending on how much you earn you can still keep many of your benefits.

Outline relevant income cut-off levels and if appropriate run the Centrelink Rate Estimator.

Now, we will just get some basic details to send across to them as an introduction for you, and then we can get a good appointment time in the next couple of days.

ATTACHMENT B

<p>Step 7</p>	<p>Greeting</p> <p>"I'm calling from Centrelink to discuss the Job Network. Job Network is a service we can offer to eligible customers, such as yourself. Do you mind if I start by asking you a few questions to confirm your identity?"</p> <p>Conduct POI check.</p> <p>Service Offer</p> <p>Have you heard about Job Network?</p> <p><i>It is a network of private and community organisations, funded by the Australian Government, dedicated to helping you find and keep a part-time, full-time or casual job, depending on your personal circumstances and needs.</i></p> <p>Did you know the Job Network have got a great range of programs that can help you find a job?</p> <p><i>When you first register with Job Network they will give you advice on the range of ways to look for work, career options, help and advice on writing a resume and job applications. They will also show you how to use the Job Search website and how to use the auto-job matching services. Once your resume is completed on the system you will also receive notification of any jobs available in your area that match your skills by SMS, email or by ringing a toll free number.</i></p> <p>What if you need more help?</p> <p><i>Many people find that this is all the help they need but if you are still looking for work after three months, Job Network can offer a wider range of services including help with work related costs such as fares to attend interviews.</i></p> <p>Is it compulsory?</p> <p><i>No, as you are in receipt of Parenting Payment, participation is voluntary, but did you know that most people are better off working, and depending on how much you earn you can still keep many of your benefits.</i></p>
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ATTACHMENT B

	<p><i>Outline relevant income cut-off levels and if appropriate run the Centrelink Rate Estimator.</i></p> <p>Refer to the Rapid Connection Q&A page for further information to respond to questions the customer might have. http://centrenet/homepage/aso/callcntr/natinio/ems/pljnqas.htm</p> <p>Now, we will just get some basic details to send across to them as an introduction for you, and then we can get a good appointment time in the next couple of days."</p> <p>If customer wants to be registered, go to Step 9</p> <p>If customer declines to be registered, go to Step 8</p>
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ATTACHMENT C

Job Network Rapid Connection**Inbound Script for CSOs**

Have you heard about Job Network?

It is a network of private and community organisations, funded by the Australian Government, dedicated to helping you find and keep a job.

Did you know the Job Network have got a great range of programs that can help you find a job?

When you first register with Job Network they will give you advice on the range of ways to look for work, career options, help and advice on writing a resumes and job applications. They will also show you how to use the Job Search website and how to use the auto-job matching services.

What if you need more help?

Many people find that this is all the help they need but if you are still looking for work after three months, Job Network can offer a wider range of services including help with work related costs such as fares to attend interviews.

Is it compulsory?

Not if you are on a Parenting Payment or Disability Support Pension but did you know that most people are better off working, and depending on how much you earn you can still keep many of your benefits.

The Government has just announced changes to requirements for Parenting Payment and Disability Support Pension customers, however these will not come into effect until July 2006.

(Staff are able to go get more information from the Budget homepage on Centrenet - <http://centrenet/homepage/budget/index.htm>)

Outline relevant income cut-off levels and if appropriate run the Centrelink Rate Estimator.

Now, we will just get some basic details to send across to them as an introduction for you, and then we can get a good appointment time in the next couple of days.

ATTACHMENT D

Parenting Payment Outbound Call Strategy – extract from taskcards**Greeting**

"Hello, my name is ***** and I'm calling from Centrelink to discuss the Job Network. Job Network is a service we can offer to eligible customers, such as yourself. Do you mind if I start by asking you a few questions to confirm your identity?"

Conduct POI check.

Service Offer

Have you heard about Job Network?

It is a network of private and community organisations, funded by the Australian Government, dedicated to helping you find and keep a part-time, full-time or casual job, depending on your personal circumstances and needs.

People who are already working can get assistance from the Job Network in finding full time work.. Job Network can also assist with finding part time or casual employment with increased hours.

Did you know the Job Network have got a great range of programs that can help you find a job?

When you first register with Job Network they will give you advice on the range of ways to look for work, career options, help and advice on writing a resume and job applications. They will also show you how to use the Job Search website and how to use the auto-job matching services. Once your resume is completed on the system you will also receive notification of any jobs available in your area that match your skills by SMS, email or by ringing a toll free number.

What if you need more help?

Many people find that this is all the help they need but if you are still looking for work after three months, Job Network can offer a wider range of services including help with work related costs such as fares to attend interviews.

Is it compulsory?

ATTACHMENT D

No, as you are in receipt of Parenting Payment, participation is voluntary, but did you know that most people are better off working, and depending on how much you earn you can still keep many of your benefits.

The Government has just announced changes to requirements and services for Parenting Payment and Disability Support customers, however these will not come into effect until July 2006.

(Staff are able to get more information from the Budget homepage on Centrenet - <http://centrenet/homepage/budget/index.htm>)

Outline relevant income cut-off levels, providing an explanation of Working Credits and how these can offset the initial effect of earnings on payments. If appropriate run the Centrelink Rate Estimator to provide an example.

Refer to the **Rapid Connection Q&A** page for further information to respond to questions the customer might have.
<http://centrenet/homepage/aso/calcntr/natinfo/ems/ptjnqas.htm>

Now, we will just get some basic details to send across to them as an introduction for you, and then we can get a good appointment time in the next couple of days."

If customer wants to be registered, go to Step 9

If customer declines to be registered, go to Step 8