



VOLUNTEERING & CENTRELINK

Volunteering is not only a great way to help your local community, it could also help you to meet your Centrelink mutual obligations.

WHERE CAN YOU VOLUNTEER?

For a volunteer role to be counted towards your mutual obligation requirements, you must volunteer for either a not-for-profit organisation, or a government sector agency (e.g. a school or hospital). You may also be able to volunteer at a not-for-profit arm of a for-profit organisation. The work of the organisation must have a community focus. The organisation must also hold appropriate insurance to cover volunteers.

WHAT KIND OF VOLUNTEER ROLE?

Voluntary work positions cannot replace a paid position and should provide you with the opportunity to gain skills which will directly improve your employment prospects.

It should:

- be unpaid
- benefit you and the community

It must not:

- financially benefit the organisation
- primarily promote a particular religious or political view

ONCE YOU'VE FOUND A VOLUNTEER ROLE

Once you have found a suitable volunteer role, you will need to complete and submit the *Verification of Voluntary Work* form (SU462), located on the Services Australia website (linked below or SVSA can provide the website link).

[This form](#) can be completed on your computer or smartphone, but needs to be printed out to sign. A representative from the organisation you are volunteering for will need to fill out page 2 of the form. Once completed you will need to return the form and any supporting documents either:

- online using your Centrelink online account.
- by post to Employment Services, Services Australia Employment Services, PO BOX 7817, CANBERRA BC ACT 2610
- or in person at a local service centres



JOB SEEKERS

If you are receiving the JobSeeker Payment, you may be able to participate in volunteering as part of meeting your annual activity or mutual obligations requirements.

Whether or not you will be able to volunteer to meet your requirements will be determined by your Workforce Australia provider or the digital services contact centre. They will assess whether voluntary work may be beneficial to your search for paid employment, for example volunteering may be a way to:

- gain work experience
- build your resume
- make connections
- work as part of a team
- take directions from a supervisor
- work independently
- communicate effectively
- improve motivation
- develop new skills, or
- access training opportunities.

If you currently have a points target, you can earn points with voluntary work. How you earn and report these points depends on whether you:

- organised the volunteering yourself
- have a provider who organised the volunteering for you.

Voluntary work must be approved by Services Australia

OLDER JOB SEEKERS 55-59 YRS

- If you've been getting a Centrelink income support payment for less than 12 months, you can meet your mutual obligation requirements by doing 30 hours per fortnight of a combination of approved voluntary work and suitable paid work including self-employment. At least 15 hours must be paid work or study if you decide to do a combination of: study, approved voluntary work, suitable paid work, self-employment. **Voluntary work must be approved by Services Australia**
- If you've been getting a Centrelink income support payment for more than 12 months, you can meet your mutual obligation requirements by doing 30 hours per fortnight of any of the following: study, approved voluntary work; suitable paid work where the income is equal to or more than the minimum wage; self-employment where the net business income is equal to or more than the relevant national minimum wage; a combination of approved voluntary work and suitable paid work, including self-employment. **Voluntary work must be approved by Services Australia**

OLDER JOB SEEKERS 60+ YRS

You can meet your mutual obligation requirements by doing 30 hours per fortnight of any of the following: study; approved voluntary work; suitable paid work where the income is equal to or more than the relevant national minimum wage; self-employment where the net business income is equal to or more than the relevant national minimum wage; a combination of study, approved voluntary work and suitable paid work, including self-employment. **Voluntary work must be approved by Services Australia**



For more information please contact Services Australia on 132 850 or visit www.servicesaustralia.gov.au. This document has been created by Southern Volunteering (SA) Inc and summarises information produced by Services Australia.

