



Kosta Kondratenko <kosta@headstudios.com.au>

Workforce Australia Job Plan

13 messages

Luke Krauss <luke.krauss@tursa.com.au>

3 August 2023 at 16:00

To: "kosta@headstudios.com.au" <kosta@headstudios.com.au>

Please see attached as requested

BEST REGARDS,

**Luke Krauss***Employment Adviser – Workforce Australia*

T: (02) 6672 6712

W: www.tursa.com.auE: luke.krauss@tursa.com.au

Operating from Forster NSW to Noosaville QLD

Connect with us: [Facebook](#) | [Instagram](#) | [LinkedIn](#)

 **KONSTANTIN KONDRATENKO - Job Plan - 1.11.2022.pdf**

831K

Kosta Kondratenko <kosta@headstudios.com.au>

4 August 2023 at 08:42

To: Luke Krauss <luke.krauss@tursa.com.au>

Hi Luke,

I hope this letter finds you well. I am writing to express my concerns regarding a recent letter I received from Centrelink dated 2nd August 2023, in relation to the job referrals you have been making for me.

According to this letter, my payment has been suspended from the 25th July for failing to take suitable action on a job opportunity that was presented to me on 31st July. I am deeply distressed and confused by this situation for two reasons. Firstly, the letter states that my payment was stopped six days prior to the job opportunity, a sequence of events that does not make sense to me. Secondly, there seems to be a discrepancy between the instructions I received from you and the stated reasons for my payment suspension.

As you may recall, we have had two key conversations about my obligations in relation to the job referral program. The first was during our phone appointment when you informed me that I would now be required to follow up on job referral opportunities. The second was our conversation yesterday.

Here is my understanding of the instructions you provided:

- I am now required to follow up on job referral opportunities.
- I was never informed that I would have three days to comply with these referrals, and failing to do so could result in my payments being suspended.
- You specifically mentioned that in order to avoid payment suspension, I would be required to go to the job referrals you have added in person. This instruction is not stated in the Job Plan nor does it appear to be a legal requirement.

Please confirm the accuracy of my recollection, or provide corrections as needed.

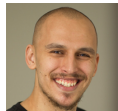
I understand that Tursa may not have direct influence over Centrelink decisions, but as my payment suspension is directly linked to the job referral program initiated by you, I felt it was important to bring this matter to your attention. I am hopeful that with your assistance, we can address this matter promptly and ensure such confusion does not occur again in the future.

Moreover, any information or guidance you can provide about the suspension of my payments, including details on what future payment dates might be affected, would be immensely helpful.

I would appreciate your prompt attention to this matter, as it is causing me significant stress. I look forward to your response and to resolving this issue as soon as possible.

Thank you for your understanding and assistance.

Best,



Kosta Kondratenko
Internet Aficionado, Head Studios

+61412 826 569 | kosta@headstudios.com.au

<https://headstudios.com.au/>

[Quoted text hidden]

 **MOF suspension letter TCF_K269035727 (2).pdf**
10K

Luke Krauss <luke.krauss@tursa.com.au>
To: Kosta Kondratenko <kosta@headstudios.com.au>

4 August 2023 at 09:24

Good morning Konstantin,

I advised you what was required via phone on 26/07/2023 when job referral task to apply for specific job was set and the reasons why, notification was also sent to you via email of exactly what was required, for the job referral task I advised you that you needed to take your resume down to Wild Thyme Café and apply for the kitchenhand position available, in which you advised that you intended to instead call the employer to advise that you really do not want the employment and tell him of all the wrong doings you believe TURSA has or is committing, in which I advised you that it would be acting inappropriately and against the mutual obligation requirements of your job plan and there may be consequences if you did. I advised you I would be checking if you applied for the position at Wild Thyme café by 31/07/2023, in which I did on the day 31/07/2023 and they advised me of everyone who walked in and applied for employment with them from TURSA in which your name was not one that was mentioned, therefore it was marked that you failed to complete job referral task set, your payments were put on hold.

Upon speaking with you yesterday you advised that you did not wish to apply for employment and questioned why you needed to do this via walking in, following that correspondence the demerit was confirmed, a capability interview is now required which will be conducted via phone with you on 09/08/2023 at your phone appointment time scheduled.

On our system as of yesterday afternoon upon confirming your demerit and scheduling your capability appointment your payment is not currently on hold/suspended.

My apologies this is causing you stress, sometimes when we try something different in attempt to gain desired result the change can be a little bit uncomfortable at first, as are a lot of new things for people.

I hope the clarification of this matter has assisted you somewhat feel free to reach out if you require anything else regarding,

You currently have 2 x job referral tasks set that are pending, first is which is to apply specific employment Kitchenhand position at Imperial Hotel Murwillumbah by taking your resume in and giving to Kian at Imperial Hotel located [115 Murwillumbah St, Murwillumbah NSW 2484](#) by date 10/08/2023, The second is to apply specific employment Trailer Cleaner at Food Trailer King by taking your resume in to Rochelle at Food Trailer King located at [10 Mayfield St SOUTH MURWILLUMBAH, NSW 2484](#) by date 16/08/2023. Both in which you have also been emailed and mailed letter notification and information regarding, and I will be checking if it has been successfully completed. I wish you all the best with your job applications.

BEST REGARDS,

[Quoted text hidden]

Kosta Kondratenko <kosta@headstudios.com.au>
To: Luke Krauss <luke.krauss@tursa.com.au>

Dear Luke,

Thank you for your prompt response and for detailing the sequence of events that led to the current situation. While I appreciate your attempt to clarify the matter, I must express my concerns that a key question remains unanswered, and I would like to ensure we are both clear on my obligations and expectations moving forward.

Specifically, the requirement for me to attend the job referrals in person (ON FOOT) is something that has not been fully addressed in your response. I need to understand why this was stressed as a necessity and whether this is indeed a legal requirement under my Mutual Obligation.

Your email also mentions a feeling of being "uncomfortable" with the new approach. Please understand that my concerns are not rooted in discomfort but rather a genuine need for clear and accurate communication regarding my obligations. I am not merely uncomfortable; I am seeking explicit clarification so that I can comply with all requirements without fear of repercussions, such as having my payments suspended.

I want to highlight that I am being put in a position where I must apply for specific jobs at the risk of having my payment suspended. This puts me in a difficult and vulnerable position, especially when my understanding of the requirements seems to differ from what is being instructed.

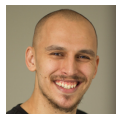
The upcoming job referrals you have listed for the Imperial Hotel Murwillumbah and Food Trailer King are noted. However, before proceeding, I kindly request a clear and direct response to the following:

1. Is it a legal requirement that I must physically go to these locations to apply, or can this be done through other means? Your initial instruction implied that I had to go in person, but this is not reflected in the Job Plan or any legal documents I have seen
2. Can you please provide assurance that all requirements will be communicated clearly, both verbally and in writing, to prevent any misunderstandings like this one in the future?

I believe that clear communication is vital for a successful working relationship, and I hope we can resolve this matter quickly. Your immediate attention to these specific questions would be greatly appreciated, as they directly affect my livelihood and ability to comply with the requirements set forth.

Thank you for your cooperation and understanding.

Best,



Kosta Kondratenko
Internet Aficionado, Head Studios

+61412 826 569 | kosta@headstudios.com.au

<https://headstudios.com.au/>

[Quoted text hidden]

Luke Krauss <luke.krauss@tursa.com.au>
To: Kosta Kondratenko <kosta@headstudios.com.au>

4 August 2023 at 11:18

Tursa MURWILLUMBAH
Shop 1
[50 Murwillumbah Street](#)
MURWILLUMBAH, NSW, 2484
Thursday, 3 August 2023

REFERENCE: 4462152609/A/QKVSRG89

Konstantin Kondratenko
[1 TUMBULGUM RD](#)
MURWILLUMBAH NSW 2484

HiKonstantin

Job Referral task - apply for a specific job

You must meet the requirement/s outlined in return for Jobseeker Payment. If you do not, your payment may be put on hold by Centrelink. If you persistently fail to meet your requirements, you will also have your payment reduced or cancelled if you don't have a reasonable excuse for not meeting your requirement, or if it is reasonable for you to advise the excuse beforehand and you fail to do so. This is a notice under social security law.

As included in your Job Plan, you're required to follow up on a Job Referral task by applying for this specific job:

Details of the job:

Employer details: Food Trailer King

Position details: Trailer Cleaner

Full-time

Mon- Fri 8am-4pm, Immediate start. \$25 per hour. Final interior check and clean of commercial trailers prior to sending out to customer, also Intensive clean after tradesmen have fitted equipment in workshop

How do I apply for the job outlined above?

You need to apply for this job by taking your application to, Rochelle at Food Trailer King located at [10 Mayfield St SOUTH MURWILLUMBAH, NSW 2484](#).

When do I apply?

You must apply for this job by 16/08/2023. If you're unable to apply for this job by this date, you need to call Tursa MURWILLUMBAH on 0266726712 **before the due date** with a good reason.

Not following up on your Job Referral task on time has serious consequences.

If you do not attend or participate in your requirements, your payment will be suspended until you re-engage, you may get a demerit and you might lose money or have your payment cancelled.

If you have any questions about your Job Referral task, or are unsure of what you need to do, please contact Tursa MURWILLUMBAH on 0266726712 as soon as possible for assistance.

Good luck with your application

Regards

Tursa MURWILLUMBAH
0266726712

.....

Tursa MURWILLUMBAH
Shop 1
[50 Murwillumbah Street](#)
MURWILLUMBAH, NSW, 2484
Friday, 28 July 2023

REFERENCE: 4462152609/A/QKVSRG89

Konstantin Kondratenko
[1 TUMBULGUM RD](#)
MURWILLUMBAH NSW 2484

HiKonstantin

Job Referral task - apply for a specific job

You must meet the requirement/s outlined in return for Jobseeker Payment. If you do not, your payment may be put on hold by Centrelink. If you persistently fail to meet your requirements, you will also have your payment reduced or cancelled if you don't have a reasonable excuse for not meeting your requirement, or if it is reasonable for you to advise the excuse beforehand and you fail to do so. This is a notice under social security law.

As included in your Job Plan, you're required to follow up on a Job Referral task by applying for this specific job:

Details of the job:

Employer details: Imperial Hotel Murwillumbah
Kian

Position details: Kitchenhand

Casual

Kitchenhand cleaning and minor meal prep work. casual for occasional short notice week day work and regular weekend work RSA long term and experience not necessary.

How do I apply for the job outlined above?

You need to apply for this job by taking your application to, Kian at Imperial Hotel.

When do I apply?

You must apply for this job by 10/08/2023. If you're unable to apply for this job by this date, you need to call Tursa MURWILLUMBAH on 0266726712 **before the due date** with a good reason.

Not following up on your Job Referral task on time has serious consequences.

If you do not attend or participate in your requirements, your payment will be suspended until you re-engage, you may get a demerit and you might lose money or have your payment cancelled.

If you have any questions about your Job Referral task, or are unsure of what you need to do, please contact Tursa MURWILLUMBAH on 0266726712 as soon as possible for assistance.

Good luck with your application


Regards

Tursa MURWILLUMBAH
0266726712

BEST REGARDS,

[Quoted text hidden]

2 attachments

 **Notification (24).pdf**
172K

 **Notification (25).pdf**
172K

Kosta Kondratenko <kosta@headstudios.com.au>
To: Luke Krauss <luke.krauss@tursa.com.au>

4 August 2023 at 12:03

Dear Luke,

I appreciate your prompt responses to my emails and the job referral tasks set out in the recent letters. However, there appears to be some ongoing confusion regarding the specific requirements of the job application process.

As per our previous communication and the letters received, it is stated that I must apply for these jobs by personally taking my application to the respective locations. However, upon checking my Job Plan and the notifications on Workforce Australia's portal, there is no specific mention of this in-person requirement. This discrepancy has been the main source of my confusion, which I have been seeking clarification on for the past couple of weeks.

While I understand that TURSA may have specific procedures for job referrals, I am interested in the legal obligations tied to my Jobseeker Payment. Is the requirement to physically deliver my application to the employers a part of my legal obligations under social security law, or is it a guideline set by TURSA?

Please understand that I am not challenging the job referral tasks; instead, I am trying to ensure I have a complete and accurate understanding of the requirements so that I can fully meet them without fearing any inadvertent lapses that might lead to suspension of my payment.

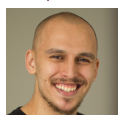
I kindly request a clear and explicit answer to my initial question:

Is it a legal requirement that I must physically go to these locations to apply, or can this be done through other means such as online or via phone? Your initial instruction implied that I had to go in person, but this is not reflected in the Job Plan, the Workforce Australia notifications, or any legal documents I have seen.

Furthermore, I would appreciate if we could address these concerns in an open and constructive manner. This situation has been causing me a great deal of stress, and I believe that clear communication and understanding from both sides can help resolve it efficiently.

Thank you for your time and I look forward to your clarification on these matters.

Best,



Kosta Kondratenko
Internet Aficionado, Head Studios

+61412 826 569 | kosta@headstudios.com.au

<https://headstudios.com.au/>

[Quoted text hidden]

Luke Krauss <luke.krauss@tursa.com.au>
To: Kosta Kondratenko <kosta@headstudios.com.au>

4 August 2023 at 13:09

Hi Konstantin,

You are not legally required to do anything, however whatever you choose to do (or not do) as a participant in the Workforce Australia program may have its consequences.

We abide by department employment and workplace relations (DEWR) guidelines per the deed.

Your job plan holds your mutual obligation requirements.

The job referral task is the requirement set per your mutual obligation requirements.

- follow up on job opportunities and referrals I am referred to by my provider.
- attend and act appropriately during a job interview/(s).

The method of which to complete the referral task is set in the referral.

I think you are looking into it too hard it doesn't need to be this difficult.

Complete each referral task set (I'll give you valid notification timeframe period of each referral task set) or notify me with a good reason prior to the date required complete by as to why you cannot complete it and you will be all good.

Please see below highlighted in job referral task notification regarding what is required for the job referral task set:

[Quoted text hidden]

[Quoted text hidden]

Kosta Kondratenko <kosta@headstudios.com.au>
To: Luke Krauss <luke.krauss@tursa.com.au>

4 August 2023 at 13:23

Dear Luke,

Thank you for your prompt response. I appreciate your input but I am afraid my initial query still stands. It seems we are experiencing some difficulty in ensuring clear understanding of my question, so allow me to rephrase it:

In order to meet my mutual obligations under the Workforce Australia program, am I legally required to apply for these specific jobs in person, as stated in the job referral tasks you have given, or can I choose to apply for them through other means, such as online or via phone, without risking the suspension of my Jobseeker Payment?

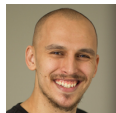
You stated that there are consequences for the actions (or non-actions) taken as a participant of the Workforce Australia program, and I am fully aware and respectful of that. My intent is to ensure that I am meeting my obligations and expectations while also preserving my rights and understanding the exact nature of these obligations.

I have attempted to verify the requirement of in-person job applications through the Department of Employment and Workplace Relations (DEWR) guidelines as you have mentioned, but I was unable to find any relevant information that supports this. If there is a specific guideline that mandates in-person applications, I would greatly appreciate it if you could point me towards it.

I would like to assure you that my intention is not to overcomplicate the matter or disregard the tasks set forth by TURSA. On the contrary, my objective is to ensure that I am clear on my obligations so that I can adhere to them effectively and avoid any unnecessary complications or misunderstandings in the future.

Thank you again for your assistance and I look forward to your response.

Best,



Kosta Kondratenko
Internet Aficionado, Head Studios

+61412 826 569 | kosta@headstudios.com.au

<https://headstudios.com.au/>

[Quoted text hidden]

Luke Krauss <luke.krauss@tursa.com.au>
To: Kosta Kondratenko <kosta@headstudios.com.au>

4 August 2023 at 14:10

Hi Konstantin,

No you are not legally required to apply for these specific jobs in person (you will not be in breach of the law if you do not apply for the job) .

You cannot choose to apply for them how you wish as the method of completing apply for a specific job application task is either the preferred method by employer of applying for the job OR determined the best method of you successfully obtaining the employment by your employment advisor or our business liaison team.

BEST REGARDS,

[Quoted text hidden]

Kosta Kondratenko <kosta@headstudios.com.au>
To: Luke Krauss <luke.krauss@tursa.com.au>

4 August 2023 at 14:28

Dear Luke,

Thank you once again for your prompt reply. However, I still need a bit more clarity regarding the requirements for applying for jobs.

To rephrase my query: can I be penalized, in terms of having my Jobseeker Payment suspended, if I do not apply for these specific jobs in person, as opposed to using other methods of application like online or over the phone, given that I apply within the required timeframe?

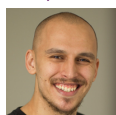
This question is not about legalities in a broader sense, but specifically about the potential suspension of my Jobseeker Payment and the terms under which this might happen.

You mentioned that the method of applying for a job is determined as the preferred method by the employer or what's considered most beneficial for successful employment by the employment advisor or your business liaison team. If possible, could you please provide me with a reference to the specific guideline or regulation, either from DEWR or another relevant body, which states that a participant's Jobseeker Payment can be suspended if they do not follow these preferred methods of job application?

Again, my objective is to ensure that I am fully aware of my obligations under the Workforce Australia program so that I can adhere to them effectively. I have no intention of being difficult, but rather I seek to avoid any misunderstandings or miscommunications that may result in unnecessary complications. I am sure you can understand my desire to be as clear as possible in my understanding of these guidelines.

Thank you for your continued patience and assistance. I look forward to your response.

Best,



Kosta Kondratenko
Internet Aficionado, Head Studios

+61412 826 569 | kosta@headstudios.com.au

[Quoted text hidden]

Luke Krauss <luke.krauss@tursa.com.au>
To: Kosta Kondratenko <kosta@headstudios.com.au>

4 August 2023 at 15:04

Hi Konstantin,

Yes your payment could be suspended.

Also if you don't do the referral task in the preferred method, its not really completed successfully is it. Its like asking your child to vacuum the floor but they just pick up the toys from the floor instead.

BEST REGARDS,



Luke Krauss

Employment Adviser – Workforce Australia

T: (02) 6672 6712

W: www.tursa.com.au

E: luke.krauss@tursa.com.au

Operating from Forster NSW to Noosaville QLD

Connect with us: [Facebook](#) | [Instagram](#) | [LinkedIn](#)

From: Kosta Kondratenko <kosta@headstudios.com.au>
Sent: Friday, 4 August 2023 2:29 PM
To: Luke Krauss <luke.krauss@tursa.com.au>
Subject: Re: Workforce Australia Job Plan

Dear Luke,

Thank you once again for your prompt reply. However, I still need a bit more clarity regarding the requirements for applying for jobs.

To rephrase my query: can I be penalized, in terms of having my Jobseeker Payment suspended, if I do not apply for these specific jobs in person, as opposed to using other methods of application like online or over the phone, given that I apply within the required timeframe?

This question is not about legalities in a broader sense, but specifically about the potential suspension of my Jobseeker Payment and the terms under which this might happen.

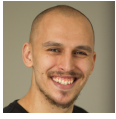
You mentioned that the method of applying for a job is determined as the preferred method by the employer or what's considered most beneficial for successful employment by the employment advisor or your business liaison team. If possible, could you please provide me with a reference to the specific guideline or regulation, either from DEWR or another relevant body, which states that a participant's Jobseeker Payment can be suspended if they do not follow these preferred methods of job application?

Again, my objective is to ensure that I am fully aware of my obligations under the Workforce Australia program so that I can adhere to them

effectively. I have no intention of being difficult, but rather I seek to avoid any misunderstandings or miscommunications that may result in unnecessary complications. I am sure you can understand my desire to be as clear as possible in my understanding of these guidelines.

Thank you for your continued patience and assistance. I look forward to your response.

Best,



Kosta Kondratenko
Internet Aficionado, Head Studios

+61412 826 569 | kosta@headstudios.com.au

<https://headstudios.com.au/>

On Fri, 4 Aug 2023 at 14:10, Luke Krauss <luke.krauss@tursa.com.au> wrote:

Hi Konstantin,

No you are not legally required to apply for these specific jobs in person (you will not be in breach of the law if you do not apply for the job) .

You cannot choose to apply for them how you wish as the method of completing apply for a specific job application task is either the preferred method by employer of applying for the job OR determined the best method of you successfully obtaining the employment by your employment advisor or our business liaison team.

BEST REGARDS,



Luke Krauss

Employment Adviser – Workforce Australia

T: (02) 6672 6712

W: www.tursa.com.au

E: luke.krauss@tursa.com.au

Operating from Forster NSW to Noosaville QLD

Connect with us: [Facebook](#) | [Instagram](#) | [LinkedIn](#)

From: Kosta Kondratenko <kosta@headstudios.com.au>

Sent: Friday, 4 August 2023 1:23 PM

To: Luke Krauss <luke.krauss@tursa.com.au>

Subject: Re: Workforce Australia Job Plan

Dear Luke,

Thank you for your prompt response. I appreciate your input but I am afraid my initial query still stands. It seems we are experiencing some difficulty in ensuring clear understanding of my question, so allow me to rephrase it:

In order to meet my mutual obligations under the Workforce Australia program, am I legally required to apply for these specific jobs in person, as stated in the job referral tasks you have given, or can I choose to apply for them through other means, such as online or via phone, without risking the suspension of my Jobseeker Payment?

You stated that there are consequences for the actions (or non-actions) taken as a participant of the Workforce Australia program, and I am fully aware and respectful of that. My intent is to ensure that I am meeting my obligations and expectations while also preserving my rights and understanding the exact nature of these obligations.

I have attempted to verify the requirement of in-person job applications through the Department of Employment and Workplace Relations (DEWR) guidelines as you have mentioned, but I was unable to find any relevant information that supports this. If there is a specific guideline that mandates in-person applications, I would greatly appreciate it if you could point me towards it.

I would like to assure you that my intention is not to overcomplicate the matter or disregard the tasks set forth by TURSA. On the contrary, my objective is to ensure that I am clear on my obligations so that I can adhere to them effectively and avoid any unnecessary complications or misunderstandings in the future.

Thank you again for your assistance and I look forward to your response.

Best,



Kosta Kondratenko
Internet Aficionado, Head Studios

+61412 826 569 | kosta@headstudios.com.au

<https://headstudios.com.au/>

On Fri, 4 Aug 2023 at 13:09, Luke Krauss <luke.krauss@tursa.com.au> wrote:

Hi Konstantin,

You are not legally required to do anything, however whatever you choose to do (or not do) as a participant in the Workforce Australia program may have its consequences.

We abide by department employment and workplace relations (DEWR) guidelines per the deed.

Your job plan holds your mutual obligation requirements.

The job referral task is the requirement set per your mutual obligation requirements.

- follow up on job opportunities and referrals I am referred to by my provider.
- attend and act appropriately during a job interview/(s).

The method of which to complete the referral task is set in the referral.

I think you are looking into it too hard it doesn't need to be this difficult.

Complete each referral task set (I'll give you valid notification timeframe period of each referral task set) or notify me with a good reason prior to the date required complete by as to why you cannot complete it and you will be all good.

Please see below highlighted in job referral task notification regarding what is required for the job referral task set:

Tursa MURWILLUMBAH
Shop 1
[50 Murwillumbah Street](#)
MURWILLUMBAH, NSW, 2484
Thursday, 3 August 2023

REFERENCE: 4462152609/A/QKVSRG89

Konstantin Kondratenko
[1 TUMBULGUM RD](#)
MURWILLUMBAH NSW 2484

HiKonstantin

Job Referral task - apply for a specific job

You must meet the requirement/s outlined in return for Jobseeker Payment. If you do not, your payment may be put on hold by Centrelink. If you persistently fail to meet your requirements, you will also have your payment reduced or cancelled if you don't have a reasonable excuse for not meeting your requirement, or if it is reasonable for you to advise the excuse beforehand and you fail to do so. This is a notice under social security law.

As included in your Job Plan, you're required to follow up on a Job Referral task by applying for this specific job:

Details of the job:

Employer details: Food Trailer King

Position details: Trailer Cleaner
Full-time

Mon- Fri 8am-4pm, Immediate start. \$25 per hour. Final interior check and clean of commercial trailers prior to sending out to customer, also Intensive clean after tradesmen have fitted equipment in workshop

How do I apply for the job outlined above?

You need to apply for this job by taking your application to, Rochelle at Food Trailer King located at [10 Mayfield St SOUTH MURWILLUMBAH, NSW 2484](#).

When do I apply?

You must apply for this job by 16/08/2023. If you're unable to apply for this job by this date, you need to call Tursa MURWILLUMBAH on 0266726712 **before the due date** with a good reason.

Not following up on your Job Referral task on time has serious consequences.

If you do not attend or participate in your requirements, your payment will be suspended until you re-engage, you may get a demerit and you might lose money or have your payment cancelled.

If you have any questions about your Job Referral task, or are unsure of what you need to do, please contact Tursa MURWILLUMBAH on 0266726712 as soon as possible for assistance.

Good luck with your application

Regards

Tursa MURWILLUMBAH
0266726712

.....
.....
.....

Tursa MURWILLUMBAH
Shop 1
[50 Murwillumbah Street](#)

MURWILLUMBAH, NSW, 2484
Friday, 28 July 2023

REFERENCE: 4462152609/A/QKVSRG89

Konstantin Kondratenko
[1 TUMBULGUM RD](#)
MURWILLUMBAH NSW 2484

HiKonstantin

Job Referral task - apply for a specific job

You must meet the requirement/s outlined in return for Jobseeker Payment. If you do not, your payment may be put on hold by Centrelink. If you persistently fail to meet your requirements, you will also have your payment reduced or cancelled if you don't have a reasonable excuse for not meeting your requirement, or if it is reasonable for you to advise the excuse beforehand and you fail to do so. This is a notice under social security law.

As included in your Job Plan, you're required to follow up on a Job Referral task by applying for this specific job:

Details of the job:

Employer details: Imperial Hotel Murwillumbah
Kian

Position details: Kitchenhand
Casual

Kitchenhand cleaning and minor meal prep work. casual for occasional short notice week day work and regular weekend work RSA long term and experience not necessary.

How do I apply for the job outlined above?

You need to apply for this job by taking your application to, Kian at Imperial Hotel.

When do I apply?

You must apply for this job by 10/08/2023. If you're unable to apply for this job by this date, you need to call Tursa MURWILLUMBAH on 0266726712 **before the due date** with a good reason.

Not following up on your Job Referral task on time has serious consequences.

If you do not attend or participate in your requirements, your payment will be suspended until you re-engage, you may get a demerit and you might lose money or have your payment cancelled.

If you have any questions about your Job Referral task, or are unsure of what you need to do, please contact Tursa MURWILLUMBAH on 0266726712 as soon as possible for assistance.

Good luck with your application

Regards

Tursa MURWILLUMBAH
0266726712

BEST REGARDS,

**Luke Krauss***Employment Adviser – Workforce Australia***T:** (02) 6672 6712**W:** www.tursa.com.au**E:** luke.krauss@tursa.com.au

Operating from Forster NSW to Noosaville QLD

Connect with us: [Facebook](#) | [Instagram](#) | [LinkedIn](#)**From:** Kosta Kondratenko <kosta@headstudios.com.au>**Sent:** Friday, 4 August 2023 12:04 PM**To:** Luke Krauss <luke.krauss@tursa.com.au>**Subject:** Re: Workforce Australia Job Plan

Dear Luke,

I appreciate your prompt responses to my emails and the job referral tasks set out in the recent letters. However, there appears to be some ongoing confusion regarding the specific requirements of the job application process.

As per our previous communication and the letters received, it is stated that I must apply for these jobs by personally taking my application to the respective locations. However, upon checking my Job Plan and the notifications on Workforce Australia's portal, there is no specific mention of this in-person requirement. This discrepancy has been the main source of my confusion, which I have been seeking clarification on for the past couple of weeks.

While I understand that TURSA may have specific procedures for job referrals, I am interested in the legal obligations tied to my Jobseeker Payment. Is the requirement to physically deliver my application to the employers a part of my legal obligations under social security law, or is it a guideline set by TURSA?

Please understand that I am not challenging the job referral tasks; instead, I am trying to ensure I have a complete and accurate understanding of the requirements so that I can fully meet them without fearing any inadvertent lapses that might lead to suspension of my payment.

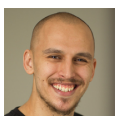
I kindly request a clear and explicit answer to my initial question:

Is it a legal requirement that I must physically go to these locations to apply, or can this be done through other means such as online or via phone? Your initial instruction implied that I had to go in person, but this is not reflected in the Job Plan, the Workforce Australia notifications, or any legal documents I have seen.

Furthermore, I would appreciate if we could address these concerns in an open and constructive manner. This situation has been causing me a great deal of stress, and I believe that clear communication and understanding from both sides can help resolve it efficiently.

Thank you for your time and I look forward to your clarification on these matters.

Best,

**Kosta Kondratenko**
Internet Aficionado, Head Studios+61412 826 569 | kosta@headstudios.com.au<https://headstudios.com.au/>

On Fri, 4 Aug 2023 at 11:18, Luke Krauss <luke.krauss@tursa.com.au> wrote:

Tursa MURWILLUMBAH
Shop 1
50 Murwillumbah Street
MURWILLUMBAH, NSW, 2484
Thursday, 3 August 2023

REFERENCE: 4462152609/A/QKVSRG89

Konstantin Kondratenko
1 TUMBULGUM RD
MURWILLUMBAH NSW 2484

HiKonstantin

Job Referral task - apply for a specific job

You must meet the requirement/s outlined in return for Jobseeker Payment. If you do not, your payment may be put on hold by Centrelink. If you persistently fail to meet your requirements, you will also have your payment reduced or cancelled if you don't have a reasonable excuse for not meeting your requirement, or if it is reasonable for you to advise the excuse beforehand and you fail to do so. This is a notice under social security law.

As included in your Job Plan, you're required to follow up on a Job Referral task by applying for this specific job:

Details of the job:

Employer details: Food Trailer King

Position details: Trailer Cleaner

Full-time

Mon- Fri 8am-4pm, Immediate start. \$25 per hour. Final interior check and clean of commercial trailers prior to sending out to customer, also Intensive clean after tradesmen have fitted equipment in workshop

How do I apply for the job outlined above?

You need to apply for this job by taking your application to, Rochelle at Food Trailer King located at [10 Mayfield St SOUTH MURWILLUMBAH, NSW 2484](#).

When do I apply?

You must apply for this job by 16/08/2023. If you're unable to apply for this job by this date, you need to call Tursa MURWILLUMBAH on 0266726712 **before the due date** with a good reason.

Not following up on your Job Referral task on time has serious consequences.

If you do not attend or participate in your requirements, your payment will be suspended until you re-engage, you may get a demerit and you might lose money or have your payment cancelled.

If you have any questions about your Job Referral task, or are unsure of what you need to do, please contact Tursa MURWILLUMBAH on 0266726712 as soon as possible for assistance.

Good luck with your application

Regards

Tursa MURWILLUMBAH
0266726712

.....
.....
.....

Tursa MURWILLUMBAH
Shop 1
[50 Murwillumbah Street](#)
MURWILLUMBAH, NSW, 2484
Friday, 28 July 2023

REFERENCE: 4462152609/A/QKVSRG89

Konstantin Kondratenko
[1 TUMBULGUM RD](#)
MURWILLUMBAH NSW 2484

HiKonstantin

Job Referral task - apply for a specific job

You must meet the requirement/s outlined in return for Jobseeker Payment. If you do not, your payment may be put on hold by Centrelink. If you persistently fail to meet your requirements, you will also have your payment reduced or cancelled if you don't have a reasonable excuse for not meeting your requirement, or if it is reasonable for you to advise the excuse beforehand and you fail to do so. This is a notice under social security law.

As included in your Job Plan, you're required to follow up on a Job Referral task by applying for this specific job:

Details of the job:

Employer details: Imperial Hotel Murwillumbah
Kian

Position details: Kitchenhand
Casual

Kitchenhand cleaning and minor meal prep work. casual for occasional short notice week day work and regular weekend work RSA long term and experience not necessary.

How do I apply for the job outlined above?

You need to apply for this job by taking your application to, Kian at Imperial Hotel.

When do I apply?

You must apply for this job by 10/08/2023. If you're unable to apply for this job by this date, you need to call Tursa MURWILLUMBAH on 0266726712 **before the due date** with a good reason.

Not following up on your Job Referral task on time has serious consequences.

If you do not attend or participate in your requirements, your payment will be suspended until you re-engage, you may get a demerit and you might lose money or have your payment cancelled.

If you have any questions about your Job Referral task, or are unsure of what you need to do, please contact Tursa MURWILLUMBAH on 0266726712 as soon as possible for assistance.

Good luck with your application

Regards

Tursa MURWILLUMBAH
0266726712

BEST REGARDS,



Luke Krauss

Employment Adviser – Workforce Australia

T: (02) 6672 6712

W: www.tursa.com.au

E: luke.krauss@tursa.com.au

Operating from Forster NSW to Noosaville QLD

Connect with us: [Facebook](#) | [Instagram](#) | [LinkedIn](#)

From: Kosta Kondratenko <kosta@headstudios.com.au>
Sent: Friday, 4 August 2023 9:34 AM
To: Luke Krauss <luke.krauss@tursa.com.au>
Subject: Re: Workforce Australia Job Plan

Dear Luke,

Thank you for your prompt response and for detailing the sequence of events that led to the current situation. While I appreciate your attempt to clarify the matter, I must express my concerns that a key question remains unanswered, and I would like to ensure we are both clear on my obligations and expectations moving forward.

Specifically, the requirement for me to attend the job referrals in person (ON FOOT) is something that has not been fully addressed in your response. I need to understand why this was stressed as a necessity and whether this is indeed a legal requirement under my Mutual Obligation.

Your email also mentions a feeling of being "uncomfortable" with the new approach. Please understand that my concerns are not rooted in discomfort but rather a genuine need for clear and accurate communication regarding my obligations. I am not merely uncomfortable; I am seeking explicit clarification so that I can comply with all requirements without fear of repercussions, such as having my payments suspended.

I want to highlight that I am being put in a position where I must apply for specific jobs at the risk of having my payment suspended. This puts me in a difficult and vulnerable position, especially when my understanding of the requirements seems to differ from what is being instructed.

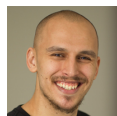
The upcoming job referrals you have listed for the Imperial Hotel Murwillumbah and Food Trailer King are noted. However, before proceeding, I kindly request a clear and direct response to the following:

1. Is it a legal requirement that I must physically go to these locations to apply, or can this be done through other means? Your initial instruction implied that I had to go in person, but this is not reflected in the Job Plan or any legal documents I have seen
2. Can you please provide assurance that all requirements will be communicated clearly, both verbally and in writing, to prevent any misunderstandings like this one in the future?

I believe that clear communication is vital for a successful working relationship, and I hope we can resolve this matter quickly. Your immediate attention to these specific questions would be greatly appreciated, as they directly affect my livelihood and ability to comply with the requirements set forth.

Thank you for your cooperation and understanding.

Best,



Kosta Kondratenko
Internet Aficionado, Head Studios

+61412 826 569 | kosta@headstudios.com.au

<https://headstudios.com.au/>

On Fri, 4 Aug 2023 at 09:24, Luke Krauss <luke.krauss@tursa.com.au> wrote:

Good morning Konstantin,

I advised you what was required via phone on 26/07/2023 when job referral task to apply for specific job was set and the reasons why, notification was also sent to you via email of exactly what was required, for the job referral task I advised you that you needed to take your resume down to Wild Thyme Café and apply for the kitchenhand position available, in which you advised that you intended to instead call the employer to advise that you really do not want the employment and tell him of all the wrong doings you believe TURSA has or is committing, in which I advised you that it would be acting inappropriately and against the mutual obligation requirements of your job plan and there may be consequences if you did. I advised you I would be checking if you applied for the position at Wild Thyme café by 31/07/2023, in which I did on the day 31/07/2023 and they advised me of everyone who walked in and applied for employment with them from TURSA in which your name was not one that was mentioned, therefore it was marked that you failed to complete job referral task set, your payments were put on hold.

Upon speaking with you yesterday you advised that you did not wish to apply for employment and questioned why you needed to do this via walking in, following that correspondence the demerit was confirmed, a capability interview is now required which will be conducted via phone with you on 09/08/2023 at your phone appointment time scheduled.

On our system as of yesterday afternoon upon confirming your demerit and scheduling your capability appointment your payment is not currently on hold/suspended.

My apologies this is causing you stress, sometimes when we try something different in attempt to gain desired result the change can be a little bit uncomfortable at first, as are a lot of new things for people.

I hope the clarification of this matter has assisted you somewhat feel free to reach out if you require anything else regarding,

You currently have 2 x job referral tasks set that are pending, first is which is to apply specific employment Kitchenhand position at Imperial Hotel Murwillumbah by taking your resume in and giving to Kian at Imperial Hotel located [115 Murwillumbah St, Murwillumbah NSW 2484](#) by date 10/08/2023, The second is to apply specific employment Trailer Cleaner at Food Trailer King by taking your resume in to Rochelle at Food Trailer King located at [10 Mayfield St SOUTH MURWILLUMBAH, NSW 2484](#) by date 16/08/2023. Both in which you have also been emailed and mailed letter notification and information regarding, and I will be checking if has been successfully completed. I wish you all the best with your job applications.

BEST REGARDS,

**Luke Krauss***Employment Adviser – Workforce Australia***T:** (02) 6672 6712**W:** www.tursa.com.au**E:** luke.krauss@tursa.com.au

Operating from Forster NSW to Noosaville QLD

Connect with us: [Facebook](#) | [Instagram](#) | [LinkedIn](#)**From:** Kosta Kondratenko <kosta@headstudios.com.au>**Sent:** Friday, 4 August 2023 8:43 AM**To:** Luke Krauss <luke.krauss@tursa.com.au>**Subject:** Re: Workforce Australia Job Plan

Hi Luke,

I hope this letter finds you well. I am writing to express my concerns regarding a recent letter I received from Centrelink dated 2nd August 2023, in relation to the job referrals you have been making for me.

According to this letter, my payment has been suspended from the 25th July for failing to take suitable action on a job opportunity that was presented to me on 31st July. I am deeply distressed and confused by this situation for two reasons. Firstly, the letter states that my payment was stopped six days prior to the job opportunity, a sequence of events that does not make sense to me. Secondly, there seems to be a discrepancy between the instructions I received from you and the stated reasons for my payment suspension.

As you may recall, we have had two key conversations about my obligations in relation to the job referral program. The first was during our phone appointment when you informed me that I would now be required to follow up on job referral opportunities. The second was our conversation yesterday.

Here is my understanding of the instructions you provided:

- I am now required to follow up on job referral opportunities.
- I was never informed that I would have three days to comply with these referrals, and failing to do so could result in my payments being suspended.
- You specifically mentioned that in order to avoid payment suspension, I would be required to go to the job referrals you have added in person. This instruction is not stated in the Job Plan nor does it appear to be a legal requirement.

Please confirm the accuracy of my recollection, or provide corrections as needed.

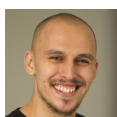
I understand that Tursa may not have direct influence over Centrelink decisions, but as my payment suspension is directly linked to the job referral program initiated by you, I felt it was important to bring this matter to your attention. I am hopeful that with your assistance, we can address this matter promptly and ensure such confusion does not occur again in the future.

Moreover, any information or guidance you can provide about the suspension of my payments, including details on what future payment dates might be affected, would be immensely helpful.

I would appreciate your prompt attention to this matter, as it is causing me significant stress. I look forward to your response and to resolving this issue as soon as possible.

Thank you for your understanding and assistance.

Best,



Kosta Kondratenko
Internet Aficionado, Head Studios

+61412 826 569 | kosta@headstudios.com.au

<https://headstudios.com.au/>

On Thu, 3 Aug 2023 at 16:00, Luke Krauss <luke.krauss@tursa.com.au> wrote:

Please see attached as requested

BEST REGARDS,



Luke Krauss

Employment Adviser – Workforce Australia

T: (02) 6672 6712

W: www.tursa.com.au

E: luke.krauss@tursa.com.au

Operating from Forster NSW to Noosaville QLD

Connect with us: [Facebook](#) | [Instagram](#) | [LinkedIn](#)



Kosta Kondratenko <kosta@headstudios.com.au>
To: Luke Krauss <luke.krauss@tursa.com.au>

4 August 2023 at 15:13

Dear Luke,

I appreciate your quick response. I understand the analogy you have drawn, and I am not trying to avoid my obligations or duties as a participant in the Workforce Australia program. Rather, I am seeking a clear understanding of the rules and regulations that govern my actions in relation to job applications, as outlined by the department of employment and workplace relations (DEWR).

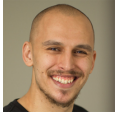
Your response indicates that my payment could be suspended if I do not follow the preferred method of applying for a job. However, my original question, which remains unanswered, is: "Could you please provide me with a reference to the specific guideline or regulation, either from DEWR or another relevant body, which states that a participant's Jobseeker Payment can be suspended if they do not follow these preferred methods of job application?"

While I understand the intent behind your analogy about cleaning, it does not answer my question directly. I am not asking about the completion of a task in general terms, but specifically about the consequences of not applying for a job in person when it has been indicated as the preferred method.

As a citizen and a participant in this program, it is crucial for me to understand the regulations that dictate my actions and responsibilities, especially when they can have a significant impact on my livelihood. Hence, my insistence on seeing the specific legal document or bylaw that underlines these obligations.

Your guidance and patience are much appreciated as we navigate this matter.

Best regards,



Kosta Kondratenko
Internet Aficionado, Head Studios
+61412 826 569 | kosta@headstudios.com.au
<https://headstudios.com.au/>

[Quoted text hidden]

[Quoted text hidden]
[Quoted text hidden]
[Quoted text hidden]

[Quoted text hidden]
[Quoted text hidden]
[Quoted text hidden]

[Quoted text hidden]
[Quoted text hidden]
[Quoted text hidden]

[Quoted text hidden]
[Quoted text hidden]
[Quoted text hidden]

[Quoted text hidden]
[Quoted text hidden]
[Quoted text hidden]

Best,



Kosta Kondratenko
Internet Aficionado, Head Studios
+61412 826 569 | kosta@headstudios.com.au
<https://headstudios.com.au/>

On Thu, 3 Aug 2023 at 16:00, Luke Krauss <luke.krauss@tursa.com.au> wrote:

Please see attached as requested

BEST REGARDS,

[Quoted text hidden]

Luke Krauss <luke.krauss@tursa.com.au>
To: Kosta Kondratenko <kosta@headstudios.com.au>

4 August 2023 at 16:07

Hi Konstantin,

As your employment advisor I'm advising you that if the job referral task is not completed in the correct method stated on the notification, That its not satisfactory completed.

This is common knowledge with regards to anything that you do, come on Konstantin you are an adult.

If you wish to go try searching for intricate policies regarding this go for it, I cannot advise you where you can find this, I don't even think the department of employment and workplace relations (DEWR) has gone that deep into it because its not rocket science.

I'm really struggling to comprehend how this is so hard for someone as smart as you are to understand.

If I was to assume you applied this much time and effort into actually working on building your business to a successful level or better still gaining employment working for someone, you should be doing very very well for yourself right now, and should not even be with TURSA anymore.

You could of already walked in to both local businesses and applied for employment completing the 2 x pending job referral tasks set to you by now in the time this has taken you to write these emails.

Have a nice weekend.

BEST REGARDS,



Luke Krauss

Employment Adviser – Workforce Australia

T: (02) 6672 6712

W: www.tursa.com.au

E: luke.krauss@tursa.com.au

Operating from Forster NSW to Noosaville QLD

Connect with us: [Facebook](#) | [Instagram](#) | [LinkedIn](#)

From: Kosta Kondratenko <kosta@headstudios.com.au>

Sent: Friday, 4 August 2023 3:13 PM

To: Luke Krauss <luke.krauss@tursa.com.au>

Subject: Re: Workforce Australia Job Plan

Dear Luke,

I appreciate your quick response. I understand the analogy you have drawn, and I am not trying to avoid my obligations or duties as a participant in the Workforce Australia program. Rather, I am seeking a clear understanding of the rules and regulations that govern my actions in relation to job applications, as outlined by the department of employment and workplace relations (DEWR).

Your response indicates that my payment could be suspended if I do not follow the preferred method of applying for a job. However, my original question, which remains unanswered, is: "Could you please provide me with a reference to the specific guideline or regulation, either from DEWR or another relevant body, which states that a participant's Jobseeker Payment can be suspended if they do not follow these preferred methods of job application?"

While I understand the intent behind your analogy about cleaning, it does not answer my question directly. I am not asking about the completion of a task in general terms, but specifically about the consequences of not applying for a job in person when it has been indicated as the preferred method.

As a citizen and a participant in this program, it is crucial for me to understand the regulations that dictate my actions and responsibilities,

especially when they can have a significant impact on my livelihood. Hence, my insistence on seeing the specific legal document or bylaw that underlines these obligations.

Your guidance and patience are much appreciated as we navigate this matter.

Best regards,



Kosta Kondratenko
Internet Aficionado, Head Studios

+61412 826 569 | kosta@headstudios.com.au

<https://headstudios.com.au/>

On Fri, 4 Aug 2023 at 15:04, Luke Krauss <luke.krauss@tursa.com.au> wrote:

Hi Konstantin,

Yes your payment could be suspended.

Also if you don't do the referral task in the preferred method, its not really completed successfully is it. Its like asking your child to vacuum the floor but they just pick up the toys from the floor instead.

BEST REGARDS,



Luke Krauss

Employment Adviser – Workforce Australia

T: (02) 6672 6712

W: www.tursa.com.au

E: luke.krauss@tursa.com.au

Operating from Forster NSW to Noosaville QLD

Connect with us: [Facebook](#) | [Instagram](#) | [LinkedIn](#)

From: Kosta Kondratenko <kosta@headstudios.com.au>

Sent: Friday, 4 August 2023 2:29 PM

To: Luke Krauss <luke.krauss@tursa.com.au>

Subject: Re: Workforce Australia Job Plan

Dear Luke,

Thank you once again for your prompt reply. However, I still need a bit more clarity regarding the requirements for applying for jobs.

To rephrase my query: can I be penalized, in terms of having my Jobseeker Payment suspended, if I do not apply for these specific jobs in person, as opposed to using other methods of application like online or over the phone, given that I apply within the required timeframe?

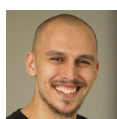
This question is not about legalities in a broader sense, but specifically about the potential suspension of my Jobseeker Payment and the terms under which this might happen.

You mentioned that the method of applying for a job is determined as the preferred method by the employer or what's considered most beneficial for successful employment by the employment advisor or your business liaison team. If possible, could you please provide me with a reference to the specific guideline or regulation, either from DEWR or another relevant body, which states that a participant's Jobseeker Payment can be suspended if they do not follow these preferred methods of job application?

Again, my objective is to ensure that I am fully aware of my obligations under the Workforce Australia program so that I can adhere to them effectively. I have no intention of being difficult, but rather I seek to avoid any misunderstandings or miscommunications that may result in unnecessary complications. I am sure you can understand my desire to be as clear as possible in my understanding of these guidelines.

Thank you for your continued patience and assistance. I look forward to your response.

Best,



Kosta Kondratenko
Internet Aficionado, Head Studios

+61412 826 569 | kosta@headstudios.com.au

<https://headstudios.com.au/>

On Fri, 4 Aug 2023 at 14:10, Luke Krauss <luke.krauss@tursa.com.au> wrote:

Hi Konstantin,

No you are not legally required to apply for these specific jobs in person (you will not be in breach of the law if you do not apply for the job) .

You cannot choose to apply for them how you wish as the method of completing apply for a specific job application task is either the preferred method by employer of applying for the job OR determined the best method of you successfully obtaining the employment by your employment advisor or our business liaison team.

BEST REGARDS,



Luke Krauss

Employment Adviser – Workforce Australia

T: (02) 6672 6712

W: www.tursa.com.au

E: luke.krauss@tursa.com.au

Operating from Forster NSW to Noosaville QLD

Connect with us: [Facebook](#) | [Instagram](#) | [LinkedIn](#)

From: Kosta Kondratenko <kosta@headstudios.com.au>
Sent: Friday, 4 August 2023 1:23 PM
To: Luke Krauss <luke.krauss@tursa.com.au>
Subject: Re: Workforce Australia Job Plan

Dear Luke,

Thank you for your prompt response. I appreciate your input but I am afraid my initial query still stands. It seems we are experiencing some difficulty in ensuring clear understanding of my question, so allow me to rephrase it:

In order to meet my mutual obligations under the Workforce Australia program, am I legally required to apply for these specific jobs in person, as stated in the job referral tasks you have given, or can I choose to apply for them through other means, such as online or via phone, without risking the suspension of my Jobseeker Payment?

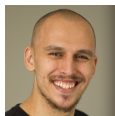
You stated that there are consequences for the actions (or non-actions) taken as a participant of the Workforce Australia program, and I am fully aware and respectful of that. My intent is to ensure that I am meeting my obligations and expectations while also preserving my rights and understanding the exact nature of these obligations.

I have attempted to verify the requirement of in-person job applications through the Department of Employment and Workplace Relations (DEWR) guidelines as you have mentioned, but I was unable to find any relevant information that supports this. If there is a specific guideline that mandates in-person applications, I would greatly appreciate it if you could point me towards it.

I would like to assure you that my intention is not to overcomplicate the matter or disregard the tasks set forth by TURSA. On the contrary, my objective is to ensure that I am clear on my obligations so that I can adhere to them effectively and avoid any unnecessary complications or misunderstandings in the future.

Thank you again for your assistance and I look forward to your response.

Best,



Kosta Kondratenko
Internet Aficionado, Head Studios

+61412 826 569 | kosta@headstudios.com.au

<https://headstudios.com.au/>

On Fri, 4 Aug 2023 at 13:09, Luke Krauss <luke.krauss@tursa.com.au> wrote:

Hi Konstantin,

You are not legally required to do anything, however whatever you choose to do (or not do) as a participant in the Workforce Australia program may have its consequences.

We abide by department employment and workplace relations (DEWR) guidelines per the deed.

Your job plan holds your mutual obligation requirements.

The job referral task is the requirement set per your mutual obligation requirements.

- follow up on job opportunities and referrals I am referred to by my provider.
- attend and act appropriately during a job interview/(s).

The method of which to complete the referral task is set in the referral.

I think you are looking into it too hard it doesn't need to be this difficult.

Complete each referral task set (I'll give you valid notification timeframe period of each referral task set) or notify me with a good reason prior to the date required complete by as to why you cannot complete it and you will be all good.

Please see below highlighted in job referral task notification regarding what is required for the job referral task set:

Tursa MURWILLUMBAH
Shop 1
[50 Murwillumbah Street](#)
MURWILLUMBAH, NSW, 2484
Thursday, 3 August 2023

REFERENCE: 4462152609/A/QKVSRG89

Konstantin Kondratenko
[1 TUMBULGUM RD](#)
MURWILLUMBAH NSW 2484

HiKonstantin

Job Referral task - apply for a specific job

You must meet the requirement/s outlined in return for Jobseeker Payment. If you do not, your payment may be put on hold by Centrelink. If you persistently fail to meet your requirements, you will also have your payment reduced or cancelled if you don't have a reasonable excuse for not meeting your requirement, or if it is reasonable for you to advise the excuse beforehand and you fail to do so. This is a notice under social security law.

As included in your Job Plan, you're required to follow up on a Job Referral task by applying for this specific job:

Details of the job:

Employer details: Food Trailer King

Position details: Trailer Cleaner

Full-time

Mon- Fri 8am-4pm, Immediate start. \$25 per hour. Final interior check and clean of commercial trailers prior to sending out to customer, also intensive clean after tradesmen have fitted equipment in workshop

How do I apply for the job outlined above?

You need to apply for this job by taking your application to, Rochelle at Food Trailer King located at [10 Mayfield St SOUTH MURWILLUMBAH, NSW 2484](#).

When do I apply?

You must apply for this job by 16/08/2023. If you're unable to apply for this job by this date, you need to call Tursa MURWILLUMBAH on 0266726712 **before the due date** with a good reason.

Not following up on your Job Referral task on time has serious consequences.

If you do not attend or participate in your requirements, your payment will be suspended until you re-engage, you may get a demerit and you might lose money or have your payment cancelled.

If you have any questions about your Job Referral task, or are unsure of what you need to do, please contact Tursa MURWILLUMBAH on 0266726712 as soon as possible for assistance.

Good luck with your application

Regards

Tursa MURWILLUMBAH
0266726712

.....
.....
.....

Tursa MURWILLUMBAH
Shop 1
[50 Murwillumbah Street](#)
MURWILLUMBAH, NSW, 2484
Friday, 28 July 2023

REFERENCE: 4462152609/A/QKVSRG89

Konstantin Kondratenko
[1 TUMBULGUM RD](#)
MURWILLUMBAH NSW 2484

HiKonstantin

Job Referral task - apply for a specific job

You must meet the requirement/s outlined in return for Jobseeker Payment. If you do not, your payment may be put on hold by Centrelink. If you persistently fail to meet your requirements, you will also have your payment reduced or cancelled if you don't have a reasonable excuse for not meeting your requirement, or if it is reasonable for you to advise the excuse beforehand and you fail to do so. This is a notice under social security law.

As included in your Job Plan, you're required to follow up on a Job Referral task by applying for this specific job:

Details of the job:

Employer details: Imperial Hotel Murwillumbah
Kian

Position details: Kitchenhand
Casual

Kitchenhand cleaning and minor meal prep work. casual for occasional short notice week day work and regular weekend work RSA long term and experience not necessary.

How do I apply for the job outlined above?

You need to apply for this job by taking your application to, Kian at Imperial Hotel.

When do I apply?

You must apply for this job by 10/08/2023. If you're unable to apply for this job by this date, you need to call Tursa MURWILLUMBAH on 0266726712 **before the due date** with a good reason.

Not following up on your Job Referral task on time has serious consequences.

If you do not attend or participate in your requirements, your payment will be suspended until you re-engage, you may get a demerit and you might lose money or have your payment cancelled.

If you have any questions about your Job Referral task, or are unsure of what you need to do, please contact Tursa MURWILLUMBAH on 0266726712 as soon as possible for assistance.

Good luck with your application

Regards

Tursa MURWILLUMBAH
0266726712

BEST REGARDS,



Luke Krauss

Employment Adviser – Workforce Australia

T: (02) 6672 6712

W: www.tursa.com.au

E: luke.krauss@tursa.com.au

Operating from Forster NSW to Noosaville QLD

Connect with us: [Facebook](#) | [Instagram](#) | [LinkedIn](#)

From: Kosta Kondratenko <kosta@headstudios.com.au>
Sent: Friday, 4 August 2023 12:04 PM
To: Luke Krauss <luke.krauss@tursa.com.au>
Subject: Re: Workforce Australia Job Plan

Dear Luke,

I appreciate your prompt responses to my emails and the job referral tasks set out in the recent letters. However, there appears to be some ongoing confusion regarding the specific requirements of the job application process.

As per our previous communication and the letters received, it is stated that I must apply for these jobs by personally taking my application to the respective locations. However, upon checking my Job Plan and the notifications on Workforce Australia's portal, there is no specific mention of this in-person requirement. This discrepancy has been the main source of my confusion, which I have been seeking clarification on for the past couple of weeks.

While I understand that TURSA may have specific procedures for job referrals, I am interested in the legal obligations tied to my Jobseeker Payment. Is the requirement to physically deliver my application to the employers a part of my legal obligations under social security law, or is it a guideline set by TURSA?

Please understand that I am not challenging the job referral tasks; instead, I am trying to ensure I have a complete and accurate understanding of the requirements so that I can fully meet them without fearing any inadvertent lapses that might lead to suspension of my payment.

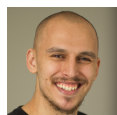
I kindly request a clear and explicit answer to my initial question:

Is it a legal requirement that I must physically go to these locations to apply, or can this be done through other means such as online or via phone? Your initial instruction implied that I had to go in person, but this is not reflected in the Job Plan, the Workforce Australia notifications, or any legal documents I have seen.

Furthermore, I would appreciate if we could address these concerns in an open and constructive manner. This situation has been causing me a great deal of stress, and I believe that clear communication and understanding from both sides can help resolve it efficiently.

Thank you for your time and I look forward to your clarification on these matters.

Best,



Kosta Kondratenko
Internet Aficionado, Head Studios

+61412 826 569 | kosta@headstudios.com.au

<https://headstudios.com.au/>

On Fri, 4 Aug 2023 at 11:18, Luke Krauss <luke.krauss@tursa.com.au> wrote:

Tursa MURWILLUMBAH
Shop 1
[50 Murwillumbah Street](#)
MURWILLUMBAH, NSW, 2484
Thursday, 3 August 2023

REFERENCE: 4462152609/A/QKVSRG89

Konstantin Kondratenko
[1 TUMBULGUM RD](#)
MURWILLUMBAH NSW 2484

HiKonstantin

Job Referral task - apply for a specific job

You must meet the requirement/s outlined in return for Jobseeker Payment. If you do not, your payment may be put on hold by Centrelink. If you persistently fail to meet your requirements, you will also have your payment reduced or cancelled if you don't have a reasonable excuse for not meeting your requirement, or if it is reasonable for you to advise the excuse beforehand and you fail to do so. This is a notice under social security law.

As included in your Job Plan, you're required to follow up on a Job Referral task by applying for this specific job:

Details of the job:

Employer details: Food Trailer King

Position details: Trailer Cleaner

Full-time

Mon- Fri 8am-4pm, Immediate start. \$25 per hour. Final interior check and clean of commercial trailers prior to sending out to customer, also Intensive clean after tradesmen have fitted equipment in workshop

How do I apply for the job outlined above?

You need to apply for this job by taking your application to, Rochelle at Food Trailer King located at [10 Mayfield St SOUTH MURWILLUMBAH, NSW 2484](#).

When do I apply?

You must apply for this job by 16/08/2023. If you're unable to apply for this job by this date, you need to call Tursa MURWILLUMBAH on 0266726712 **before the due date** with a good reason.

Not following up on your Job Referral task on time has serious consequences.

If you do not attend or participate in your requirements, your payment will be suspended until you re-engage, you may get a demerit and you might lose money or have your payment cancelled.

If you have any questions about your Job Referral task, or are unsure of what you need to do, please contact Tursa MURWILLUMBAH on 0266726712 as soon as possible for assistance.

Good luck with your application

Regards

Tursa MURWILLUMBAH
0266726712

.....
.....
.....

Tursa MURWILLUMBAH
Shop 1
[50 Murwillumbah Street](#)
MURWILLUMBAH, NSW, 2484
Friday, 28 July 2023

REFERENCE: 4462152609/A/QKVSRG89

Konstantin Kondratenko
[1 TUMBULGUM RD](#)
MURWILLUMBAH NSW 2484

HiKonstantin

Job Referral task - apply for a specific job

You must meet the requirement/s outlined in return for Jobseeker Payment. If you do not, your payment may be put on hold by Centrelink. If you persistently fail to meet your requirements, you will also have your payment reduced or cancelled if you don't have a reasonable excuse for not meeting your requirement, or if it is reasonable for you to advise the excuse beforehand and you fail to do so. This is a notice under social security law.

As included in your Job Plan, you're required to follow up on a Job Referral task by applying for this specific job:

Details of the job:

Employer details: Imperial Hotel Murwillumbah
Kian

Position details: Kitchenhand
Casual

Kitchenhand cleaning and minor meal prep work. casual for occasional short notice week day work and regular weekend work RSA long term and experience not necessary.

How do I apply for the job outlined above?

You need to apply for this job by taking your application to, Kian at Imperial Hotel.

When do I apply?

You must apply for this job by 10/08/2023. If you're unable to apply for this job by this date, you need to call Tursa MURWILLUMBAH on 0266726712 **before the due date** with a good reason.

Not following up on your Job Referral task on time has serious consequences.

If you do not attend or participate in your requirements, your payment will be suspended until you re-engage, you may get a demerit and you might lose money or have your payment cancelled.

If you have any questions about your Job Referral task, or are unsure of what you need to do, please contact Tursa MURWILLUMBAH on 0266726712 as soon as possible for assistance.

Good luck with your application

Regards

Tursa MURWILLUMBAH
0266726712

BEST REGARDS,



Luke Krauss

Employment Adviser – Workforce Australia

T: (02) 6672 6712

W: www.tursa.com.au

E: luke.krauss@tursa.com.au

Operating from Forster NSW to Noosaville QLD

Connect with us: [Facebook](#) | [Instagram](#) | [LinkedIn](#)

From: Kosta Kondratenko <kosta@headstudios.com.au>
Sent: Friday, 4 August 2023 9:34 AM
To: Luke Krauss <luke.krauss@tursa.com.au>
Subject: Re: Workforce Australia Job Plan

Dear Luke,

Thank you for your prompt response and for detailing the sequence of events that led to the current situation. While I appreciate your attempt to clarify the matter, I must express my concerns that a key question remains unanswered, and I would like to ensure we are both clear on my obligations and expectations moving forward.

Specifically, the requirement for me to attend the job referrals in person (ON FOOT) is something that has not been fully addressed in your response. I need to understand why this was stressed as a necessity and whether this is indeed a legal requirement under my Mutual Obligation.

Your email also mentions a feeling of being "uncomfortable" with the new approach. Please understand that my concerns are not rooted in discomfort but rather a genuine need for clear and accurate communication regarding my obligations. I am not merely uncomfortable; I am seeking explicit clarification so that I can comply with all requirements without fear of repercussions, such as having my payments suspended.

I want to highlight that I am being put in a position where I must apply for specific jobs at the risk of having my payment suspended. This puts me in a difficult and vulnerable position, especially when my understanding of the requirements seems to differ from what is being instructed.

The upcoming job referrals you have listed for the Imperial Hotel Murwillumbah and Food Trailer King are noted. However, before proceeding, I kindly request a clear and direct response to the following:

1. Is it a legal requirement that I must physically go to these locations to apply, or can this be done through other means? Your initial instruction implied that I had to go in person, but this is not reflected in the Job Plan or any legal documents I have seen
2. Can you please provide assurance that all requirements will be communicated clearly, both verbally and in writing, to prevent any misunderstandings like this one in the future?

I believe that clear communication is vital for a successful working relationship, and I hope we can resolve this matter quickly. Your immediate attention to these specific questions would be greatly appreciated, as they directly affect my livelihood and ability to comply with the requirements set forth.

Thank you for your cooperation and understanding.

Best,



Kosta Kondratenko
Internet Aficionado, Head Studios

+61412 826 569 | kosta@headstudios.com.au

<https://headstudios.com.au/>

On Fri, 4 Aug 2023 at 09:24, Luke Krauss <luke.krauss@tursa.com.au> wrote:

Good morning Konstantin,

I advised you what was required via phone on 26/07/2023 when job referral task to apply for specific job was set and the reasons why, notification was also sent to you via email of exactly what was required, for the job referral task I advised you that you needed to take your resume down to Wild Thyme Café and apply for the kitchenhand position available, in which you advised that you intended to instead call the employer to advise that you really do not want the employment and tell him of all the wrong doings you believe TURSA has or is committing, in which I advised you that it would be acting inappropriately and against the mutual obligation requirements of your job plan and there may be consequences if you did. I advised you I would be checking if you applied for the position at Wild Thyme café by 31/07/2023, in which I did on the day 31/07/2023 and they advised me of everyone who walked in and applied for employment with them from TURSA in which your name was not one that was mentioned, therefore it was marked that you failed to complete job referral task set, your payments were put on hold.

Upon speaking with you yesterday you advised that you did not wish to apply for employment and questioned why you needed to do this via walking in, following that correspondence the demerit was confirmed, a capability interview is now required which will be conducted via phone with you on 09/08/2023 at your phone appointment time scheduled.

On our system as of yesterday afternoon upon confirming your demerit and scheduling your capability appointment your payment is not currently on hold/suspended.

My apologies this is causing you stress, sometimes when we try something different in attempt to gain desired result the change can be a little bit uncomfortable at first, as are a lot of new things for people.

I hope the clarification of this matter has assisted you somewhat feel free to reach out if you require anything else regarding,

You currently have 2 x job referral tasks set that are pending, first is which is to apply specific employment Kitchenhand position at Imperial Hotel Murwillumbah by taking your resume in and giving to Kian at Imperial Hotel located [115 Murwillumbah St, Murwillumbah NSW 2484](#) by date 10/08/2023, The second is to apply specific employment Trailer Cleaner at Food Trailer King by taking your resume in to Rochelle at Food Trailer King located at [10 Mayfield St SOUTH MURWILLUMBAH, NSW 2484](#) by date 16/08/2023. Both in which you have also been emailed and mailed letter notification and information regarding, and I will be checking if has been successfully completed. I wish you all the best with your job applications.

BEST REGARDS,

**Luke Krauss**

Employment Adviser – Workforce Australia

T: (02) 6672 6712

W: www.tursa.com.au

E: luke.krauss@tursa.com.au

Operating from Forster NSW to Noosaville QLD

Connect with us: [Facebook](#) | [Instagram](#) | [LinkedIn](#)

From: Kosta Kondratenko <kosta@headstudios.com.au>

Sent: Friday, 4 August 2023 8:43 AM

To: Luke Krauss <luke.krauss@tursa.com.au>

Subject: Re: Workforce Australia Job Plan

Hi Luke,

I hope this letter finds you well. I am writing to express my concerns regarding a recent letter I received from Centrelink dated 2nd August 2023, in relation to the job referrals you have been making for me.

According to this letter, my payment has been suspended from the 25th July for failing to take suitable action on a job opportunity that was presented to me on 31st July. I am deeply distressed and confused by this situation for two reasons. Firstly, the letter states that my payment was stopped six days prior to the job opportunity, a sequence of events that does not make sense to me. Secondly, there seems to be a discrepancy between the instructions I received from you and the stated reasons for my payment suspension.

As you may recall, we have had two key conversations about my obligations in relation to the job referral program. The first was during our phone appointment when you informed me that I would now be required to follow up on job referral opportunities. The second was our conversation yesterday.

Here is my understanding of the instructions you provided:

- I am now required to follow up on job referral opportunities.
- I was never informed that I would have three days to comply with these referrals, and failing to do so could result in my payments being suspended.
- You specifically mentioned that in order to avoid payment suspension, I would be required to go to the job referrals you have added in person. This instruction is not stated in the Job Plan nor does it appear to be a legal requirement.

Please confirm the accuracy of my recollection, or provide corrections as needed.

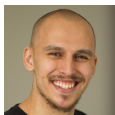
I understand that Tursa may not have direct influence over Centrelink decisions, but as my payment suspension is directly linked to the job referral program initiated by you, I felt it was important to bring this matter to your attention. I am hopeful that with your assistance, we can address this matter promptly and ensure such confusion does not occur again in the future.

Moreover, any information or guidance you can provide about the suspension of my payments, including details on what future payment dates might be affected, would be immensely helpful.

I would appreciate your prompt attention to this matter, as it is causing me significant stress. I look forward to your response and to resolving this issue as soon as possible.

Thank you for your understanding and assistance.

Best,



Kosta Kondratenko
Internet Aficionado, Head Studios

+61412 826 569 | kosta@headstudios.com.au

<https://headstudios.com.au/>

On Thu, 3 Aug 2023 at 16:00, Luke Krauss <luke.krauss@tursa.com.au> wrote:

Please see attached as requested

BEST REGARDS,



Luke Krauss

Employment Adviser – Workforce Australia

T: (02) 6672 6712

W: www.tursa.com.au

E: luke.krauss@tursa.com.au

Operating from Forster NSW to Noosaville QLD

Connect with us: [Facebook](#) | [Instagram](#) | [LinkedIn](#)

2 attachments

