



Australian Government

# Workforce Australia



## Service Guarantee

Workforce Australia Services

Workforce Australia aims to provide employment services that are respectful, connected, simple and supported.

This Service Guarantee reflects the Australian Government's expectations for Workforce Australia Services delivering tailored services to support individuals towards employment. It sets out the minimum level of service each individual can expect, including elements unique to different types of Workforce Australia services, as well as the requirements that need to be met while participating in employment services.

### What you can expect from Workforce Australia:

To receive services tailored to your needs that support you to build your job readiness.

To be treated fairly and respectfully and in a culturally sensitive way.

To be connected to flexible service delivery methods that adapt to changing circumstances and support accessibility.

To have information provided in a simple and clear manner.

Access to a simple self-managed digital platform and support to link your MyGov account to use self-help job search facilities and online information.

### What you can expect from your provider

*These are the standards and actions providers are expected to follow in Workforce Australia Services.*

#### Your provider will:

Respectfully deliver intensive servicing and individually tailored case management, considering your strengths and any challenges.

Connect with you through appointments and provide you with relevant information during your first interview.

Support you to meet your mutual obligation requirements and Points Target under the Points Based Activation System.

Support you to search for a job and refer you to suitable jobs.

Connect you to activities to help you prepare for work, for example training, education, activities or work trial opportunities.

Support you to access services best suited to your individual needs through the Employment Fund, wage subsidies or relocation assistance (where appropriate).

Keep connected with you and your employer once you have started a job.

### What is expected of you

*These are the standards and actions participants are expected to follow in Workforce Australia Services.*

#### As a participant in Workforce Australia Services you need to:

Stay connected by doing everything you have agreed to do in your Job Plan and meet your monthly Points Target.

Behave respectfully at job interviews and provide feedback to your provider about the interview.

When a suitable job is offered accept the position and keep your provider updated on your progress so they may support you to keep the job.

Participate in and behave respectfully at appointments with your provider, and notify them if you are unable to attend.

Connect with the services to improve your readiness for work by participating in relevant activities.

Stay connected with the services and advise if there are any changes in your circumstances.

**Not meeting any of these responsibilities may impact your income support payments.**



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### **Compliments, suggestions or complaints**

Your views about the service you receive are important. The Department of Employment and Workplace Relations and your provider value any feedback you may have. If you don't think you are receiving the right help and would like to make a complaint, please talk to your provider first. Your provider will offer a feedback process which is fair and will try to resolve your concerns. If you feel you can't talk to your provider, or you are still not happy, you can contact the Department of Employment and Workplace Relations National Customer Service Line on 1800 805 260 (free call from land lines) or email [nationalcustomerserviceline@dewr.gov.au](mailto:nationalcustomerserviceline@dewr.gov.au). If you have suggestions to improve the service that you are getting or would like to make a compliment about the help you have received, please let your provider know or call the National Customer Service Line. If you have any concerns about your income support payments, you should contact Services Australia ([www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au))

### **Your personal information is confidential**

Your personal information is protected by law, including the *Privacy Act 1988*. Your provider will only tell employers things about you that relate to job opportunities or, with your permission, your employment with them. You can ask to get access to any information your provider holds about you, and have it corrected if needed.