

WELCOME TO



***Workforce Australia -
Transition to Work***



INFORMATION ABOUT OUR SERVICE

Tursa Employment & Training is a regional, non-government, not-for-profit, independent organisation founded in 1994, for the express purpose of addressing unemployment and alleviating disadvantage suffered by people of the region.

TURSA's core business activity is all about work: finding work for people who need work, addressing the issues faced by individuals in achieving paid work, finding workers for businesses that need workers, and preparing and training participants for work through its status as a Registered Training Organisation (RTO).

Additional background information is available on our website: <https://www.tursa.com.au/>

TURSA'S VISION

TURSA was established in early 1994 for the express purpose of assisting the unemployed and under-employed through the provision of high quality employment and training services for employers and workers in the regions in which we are contracted to deliver services.

TURSA'S MISSION

TURSA aims to auspice, manage, develop and deliver innovative employment and training programmes to assist to alleviate unemployment and under-employment and minimise the marginalisation of these groups, assist them to gain access to the Labour Market, and assist the growth of the human capital necessary to grow and develop commercial and social enterprise.

TRANSITION TO WORK (TtW) - WHAT YOU CAN EXPECT?

- Comprehensive Interview
- Introduction to *TURSA* services
- Shown the participant portal
- Completion of a Job Plan
- Capability development and adult life skills
- Career guidance
- Access to job-specific training, work experience and internships
- Job search and interview preparation and support
- Networking with local employers
- **REFERRALS TO JOBS ONGOING**
- Connecting with local support services, such as housing assistance or mental health support
- The opportunity for you to give regular feedback to *TURSA*
- A **Youth Adviser** will be assigned to work with you personally
- **Regular face to face appointments**
- Identify Skills, Strengths and Barriers
- Wage subsidies to help with gaining employment (conditions apply)

Please be advised that private interview rooms are available upon request

Ask your *TURSA* representative for more details



YOUR RIGHTS AND RESPONSIBILITIES

It is **your right** to expect *TURSA* will provide you a service free from discrimination, abuse or neglect, or harassment. Should you feel you are not receiving appropriate service, please ask to speak to the Site Manager.

It is **your responsibility** to attend appointments with *TURSA* as arranged and comply with the activities you have agreed upon, which will be documented in your *Job Plan*.

CHILD SAFETY

TURSA is committed to creating environments, which are safe and friendly in line with our Vision, Mission and Core Objectives. We respect, value and support the rights of all children and young people and acknowledge the particular needs arising from their cultural and linguistic background, sexuality, gender diversity, disability, or as a result of domestic and family violence or other trauma, ensuring all children and young people are safe and can participate equally.

TURSA takes a preventative and proactive approach to the safety and wellbeing of children and young people, that everyone understands and where everyone feels confident to have a say and raise any concerns. The organisation and staff responsibilities are detailed within our Code of Conduct, organisational policies and procedures.

Reporting Child/Young Person Abuse and/or Neglect
QLD – Department of Children, Youth Justice and Multicultural Affairs
Child Safety Line – 1800 177 135

Is English your second language?

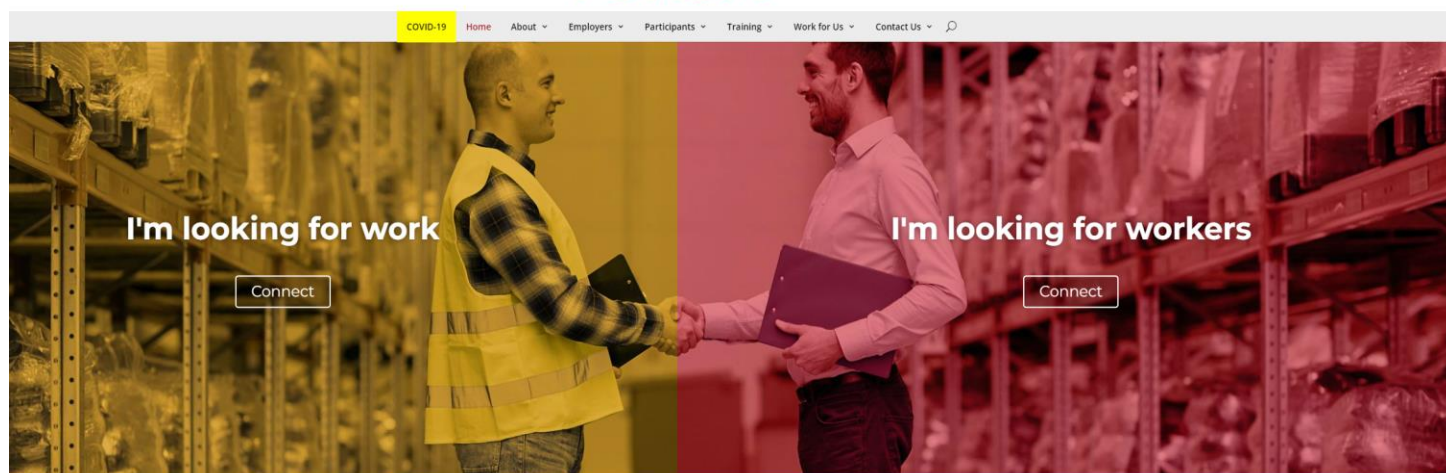
We can assist you with interpreter services such as the Telephone Interpreter Service (TIS) which is available on 131 450.

CONTACT US ANYTIME WITH YOUR QUERIES

www.tursa.com.au

**For your nearest
local site**

Do you have your Youth Adviser's business card?
You can keep that with you to ring anytime in
business hours.



Privacy and Confidentiality of Personal Information

TURSA is committed to providing you with the highest levels of customer service. This includes protecting your privacy. We are bound by the Australian Privacy Principles and the Privacy Act 1988, which set out several principles concerning the protection of your personal information.

Collection and Use of Personal Information

While delivering our employment, training and assessment services, TURSA collects certain personal information about you, such as your name, address, telephone number, date of birth and employment status etc.

This happens when you are referred to us by government departments or agencies, or when you request to use our services.

We use your information to enable us to:

- Provide employment and training services to you;
- Comply with relevant government contract and deed conditions or legal requirements.

Information collected because of people browsing the TURSA website is used for monitoring and security purposes only. Cookies may be stored on a website user's computer to assist them to use the website. These are not used for any type of tracking purpose outside of the TURSA website.

Providing Your Personal Information to Other Organisations

In providing services to you it may be necessary for us to supply information about you to employers, educational institutions and State Governments and the Australian Government that contract and regulate our employment and training services.

Your information is only provided to the extent necessary to enable us to provide our services to you and as required by contractual obligation or law. Otherwise, we will only give your information where you have been consulted or would reasonably expect us to do so (such as providing your details to employers for potential job placement).

Security

Your information is kept in secure filing cabinets and/or password protected computers and is only available to staff on a need-to-know basis to deliver our employment, training and assessment services.

Accuracy of Information

We take all reasonable steps to ensure that your information is complete, accurate, and up to date by consulting with you on a regular basis. If you believe TURSA holds inaccurate information about you or your circumstances change, please notify us immediately.

What if you do not wish to provide us with information?

If you do not supply us with the information requested, then we may not be able to deliver certain services (and this may also result in potential penalties to you from government departments).

We do not use your information for any other purpose than allowing us to deliver our employment, training, and assessment services.

Your Rights

Under the Privacy Act you have the right to access personal information we hold about you. If the information is incorrect or incomplete, you have the right to ask us to amend the information.

TURSA has a Privacy Policy that is available upon request and a copy is on our website <http://www.tursa.com.au>.

Further Information

Should you require further information about our Privacy Policy or access to your personal information, please contact the nearest Site Manager by visiting www.tursa.com.au for your nearest localsite.

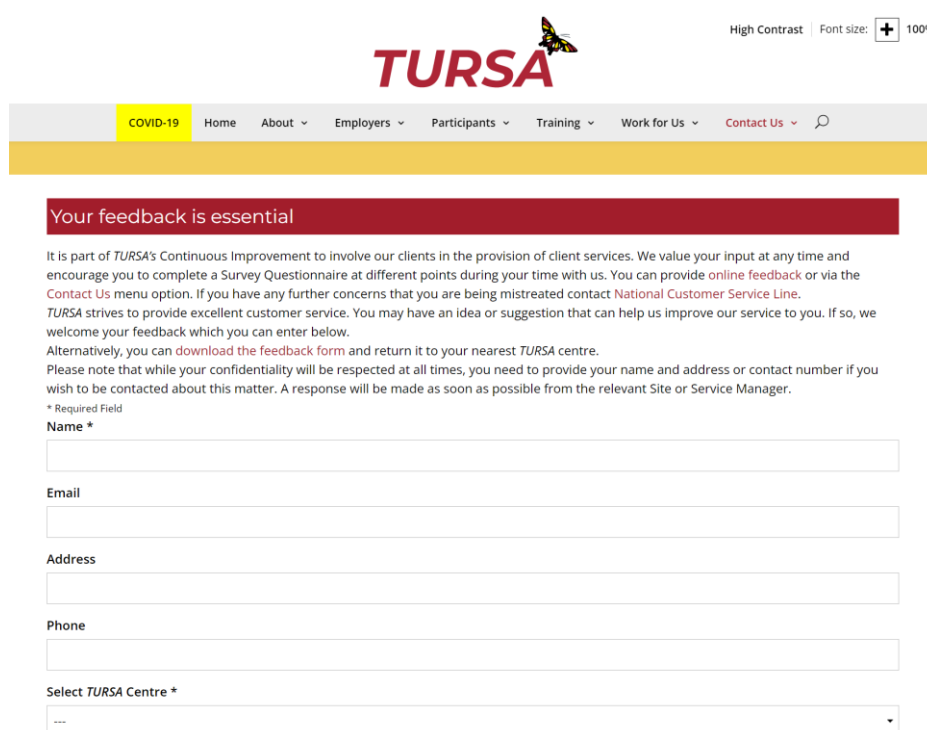
If a Participant wishes to Exit TtW

If you advise that you'd like to Exit TtW it's important that you understand the implications of this move.

- If you are receiving an Activity Tested Income Support Payment, you must be referred to a Workforce Australia Employment Services Provider and you will be subject to compliance requirements associated with Workforce Australia Services,
- You may not be able to access TtW services in the future
- TURSA may continue to provide Post-placement Support to you and/or your Employer if you are currently tracking towards an Outcome, as agreed, and
- In the case of a Group Two Participant, once you Exit, you may not be eligible to access TtW services in the future and you may choose to register for the Online Base Service.

If you have a complaint

If you have a complaint or an issue about our service not meeting your needs or the Workforce Australia – Transition to Work Service Guarantee, you should, in the first instance, contact your local *TURSA* Office or use the Customer Feedback form available on our website - <https://www.tursa.com.au/leave-feedback/>



TURSA High Contrast Font size: + 100%

COVID-19 Home About Employers Participants Training Work for Us Contact Us

Your feedback is essential

It is part of *TURSA's* Continuous Improvement to involve our clients in the provision of client services. We value your input at any time and encourage you to complete a Survey Questionnaire at different points during your time with us. You can provide [online feedback](#) or via the [Contact Us](#) menu option. If you have any further concerns that you are being mistreated contact [National Customer Service Line](#). *TURSA* strives to provide excellent customer service. You may have an idea or suggestion that can help us improve our service to you. If so, we welcome your feedback which you can enter below.

Alternatively, you can [download the feedback form](#) and return it to your nearest *TURSA* centre.

Please note that while your confidentiality will be respected at all times, you need to provide your name and address or contact number if you wish to be contacted about this matter. A response will be made as soon as possible from the relevant Site or Service Manager.

* Required Field

Name *

Email

Address

Phone

Select TURSA Centre *

Or
 Send Customer Feedback to *Tursa Employment & Training*, PO Box 241, Tweed Heads NSW 2485
 Or
 Complete a form on site and handing it to a Manager

If this still doesn't resolve your complaint or issue you should contact the Department of Education, Skills and Employment. The Department's National Customer Service Line is 1800 805 260 or you can leave details on their webpage - www.jobsearch.gov.au - *Connections for Quality* page.



Tursa Employment & Training acknowledges the traditional owners and custodians of country throughout Australia and acknowledges their continuing connection to land, water and community. We pay our respects to the people, the cultures and the elders past, present and emerging.

YOUR FEEDBACK IS ESSENTIAL

It is part of **TURSA's Continuous Improvement charter**, to involve our participants in the provision of participant services. We value your input at any time, just complete the Customer service feedback form and hand to your Youth Adviser.

Having Your Say

From time to time, **TURSA** may ask you to complete a questionnaire like the one below. Of course, we would love to hear your ideas and suggestions at any time. You can:

- **Simply go online:** www.tursa.com.au to give us your feedback,
- Ask for a copy of this **Participant Survey Questionnaire Form, or**
- Also obtain a copy of a **Customer Feedback Form** at reception if you prefer.

We'd love to hear from you!

PARTICIPANT SURVEY QUESTIONNAIRE

Having Your Say

For each statement below, please rate each by ticking the **most** appropriate box only (1 to 5).

Ratings:

1 = Disagree 2 = Somewhat Disagree 3 = Neither Agree nor Disagree 4 = Somewhat Agree 5 = Agree

	Statement	Ratings				
		1	2	3	4	5
1	I feel I can give honest feedback to TURSA , without fear of retribution.					
2	I have been treated with respect and dignity and feel valued by TURSA staff.					
3	I have received help and encouragement to achieve my goals					
4	I have been given access to available resources when needed. This includes available funding, computer access, skills training etc.					
5	Overall, I have been given every opportunity to have input into planning my return to work/entering the work force.					

Other feedback you wish to give which will assist **TURSA in providing quality services to you:**

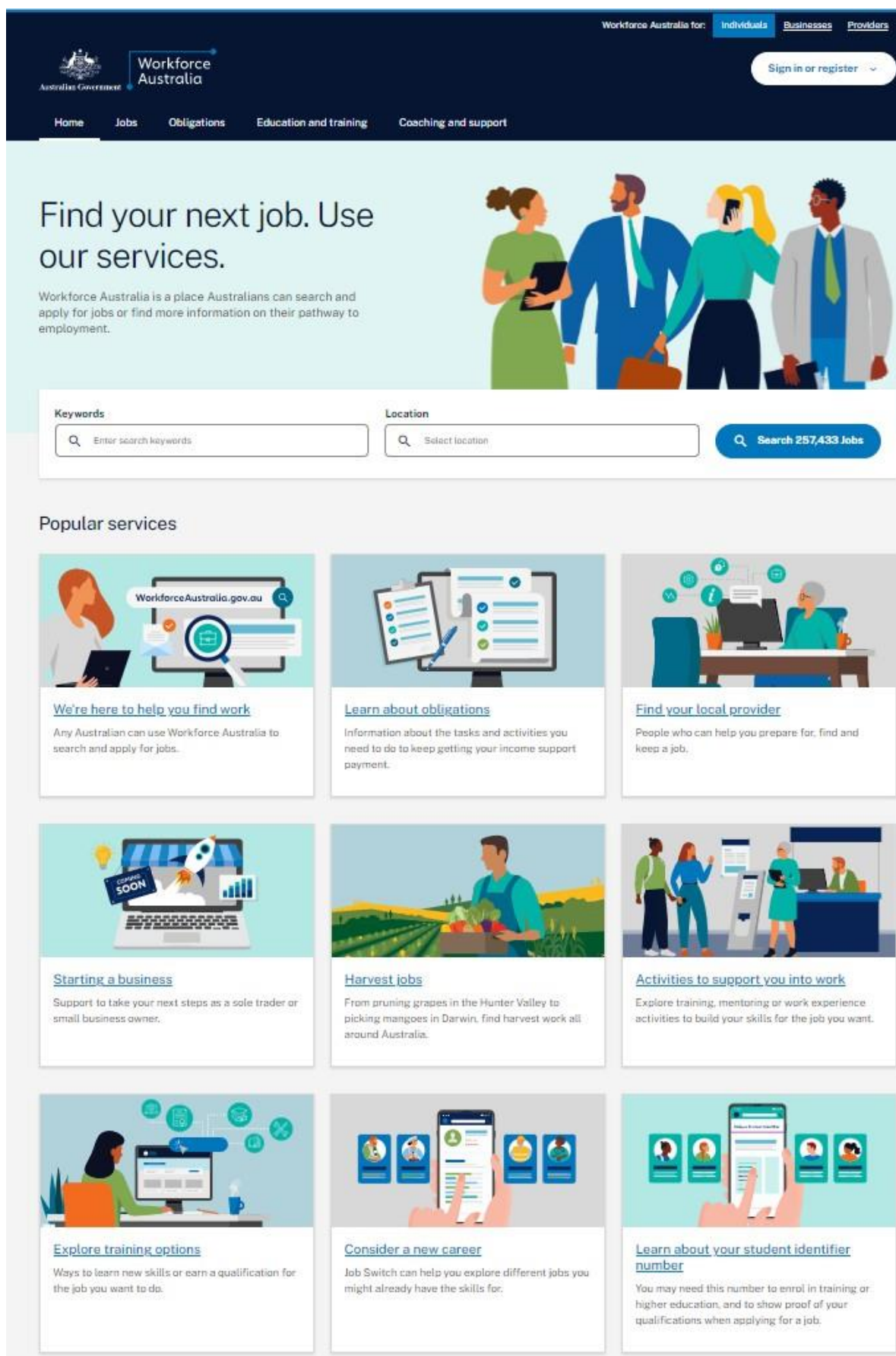
OPTIONAL

Name:

Ph:.....

Please indicate if you would like to be contacted to discuss your responses. ☐ Yes ☐ No

Workforce Australia website - <https://www.workforceaustralia.gov.au/individuals/>



The screenshot shows the Workforce Australia website for individuals. The header includes the Australian Government logo, the Workforce Australia logo, and navigation links for Individuals, Businesses, and Providers. A 'Sign in or register' button is also present. Below the header, there are links for Home, Jobs, Obligations, Education and training, and Coaching and support.

The main content area features a large illustration of four diverse people (two women and two men) standing together. To the left of the illustration, the text reads: "Find your next job. Use our services." Below this, a paragraph states: "Workforce Australia is a place Australians can search and apply for jobs or find more information on their pathway to employment."

Below the illustration, there is a search bar with two input fields: "Keywords" and "Location". The "Keywords" field contains the placeholder text "Enter search keywords". The "Location" field contains the placeholder text "Select location". To the right of these fields is a blue button with a magnifying glass icon and the text "Search 257,433 Jobs".

Below the search bar, there is a section titled "Popular services" which displays a grid of nine service cards, each with an illustration and a brief description:

- We're here to help you find work**: Any Australian can use Workforce Australia to search and apply for jobs.
- Learn about obligations**: Information about the tasks and activities you need to do to keep getting your income support payment.
- Find your local provider**: People who can help you prepare for, find and keep a job.
- Starting a business**: Support to take your next steps as a sole trader or small business owner.
- Harvest jobs**: From pruning grapes in the Hunter Valley to picking mangoes in Darwin, find harvest work all around Australia.
- Activities to support you into work**: Explore training, mentoring or work experience activities to build your skills for the job you want.
- Explore training options**: Ways to learn new skills or earn a qualification for the job you want to do.
- Consider a new career**: Job Switch can help you explore different jobs you might already have the skills for.
- Learn about your student identifier number**: You may need this number to enrol in training or higher education, and to show proof of your qualifications when applying for a job.

Do you like our updated website?

Yes

No

X

Programs and activities to prepare you for work

[View more courses](#)


[Support for parents](#)

ParentsNext

If you're a parent or carer with a child aged 5 or under and you're receiving a Parenting Payment, ParentsNext can help.



[Assistance for individuals aged 45 and over](#)

Career Transition Assistance

Build skills and confidence to become more competitive in your local labour market.



[Intensive employment assistance](#)

Transition to Work

If you're aged 15 to 24 and you left school early, or you're having difficulty finding a job after school, the Transition to Work program can help.

Tips and advice

[View more tips and advice](#)


[Register to get started](#)

Through your homepage you get personalised information to help you find a job.



[How to use our services](#)

Instructions and information to help you get the most out of our tools and services.



[Gain work experience](#)

How to get work experience that could lead to a paid job.

INSTRUCTIONS FOR ACCESSING YOUR PERSONAL PAGE

1. Access the website [https://https://www.workforceaustralia.gov.au/individuals/](https://www.workforceaustralia.gov.au/individuals/)
2. Click on Sign in or Register (top right of screen).

3. To sign in, you will need to have a myGov account. If you haven't got a myGov account, still go to step 4.

4. Once you click on this, select “Individuals”. The following will come up. If you have a myGov account, sign in using your username and password or alternatively, your myGovID Digital Identity.

If not you will need to create one here.

Shape the future of myGov. Visit [myGov Beta](#) and give us your feedback.

Sign in to myGov

Choose how to sign in from these 2 options

Using your myGov sign in details

Username or email

[Forgot username](#)

Password

Do not show others your password

 [Show](#)

[Forgot password](#)

Sign in

or

Using your myGovID Digital Identity

[Continue with Digital Identity](#)

You need to [create a myGov account](#), if you don't have one.

What is [Digital Identity](#)? What is [myGovID](#)?

What is myGov?

myGov is a simple and secure way to access online government services.

[Create a myGov account](#)

COVID-19 updates

Go to [australia.gov.au](#) for the latest:

- COVID-19 news
- vaccine information
- advice from Australian Government agencies.

Proof of COVID-19 vaccination

You can get proof of COVID-19 vaccinations by signing in to myGov.

5. To create a myGov accounts, click the above link and a series of questions will appear. You will need an email address to continue.

[Back](#)

Terms of use

Step 1 of 5

By creating a myGov account, you are agreeing to be bound by the [terms of use](#).

You are also agreeing to how Services Australia collects, uses and discloses your personal information, as set out in the [privacy notice](#).

The terms set out your responsibilities as a myGov account holder and our responsibilities as the service provider of myGov.

By clicking 'I agree', this means you have read and understood the full terms of use and agree to comply with them.

[Cancel](#) [I agree](#)

[Back](#)

Enter an email

Step 2 of 5

Enter the email address you will use to sign in to your myGov account. We will email you a code that you will need to enter on the next screen.

We will send an email to this address if you receive a message in your myGov inbox.

Email address

[Cancel](#) [Next](#)

6. Should you forget your username or password, click where it says “Forgotten username” or “Forgot password” and the following screens will appear. Enter your e-mail address or username and a code will be sent with instruction on what you need to do to access your myGov.

Sign in to myGov

Choose how to sign in from these 2 options

Using your myGov sign in details

Username or email

[Forgot username](#)

Password

Do not show others your password

[Show](#)

[Forgot password](#)

Sign in

Forgot your username

Enter the email address you've registered with your myGov account. Choose how we send your username, then select **Confirm**.

Email address

Choose how we send your username:

☒ Email

☐ SMS

Cancel

Confirm

Forgot your password

Username or email address

We will send you a code. Where would you like it sent?

☒ Email

☐ Mobile

Cancel

Next

For more information on how to link your Participant account to myGov please see:

<https://www.workforceaustralia.gov.au/individuals/coaching/how-to/link-account>

Handy websites

Understand your mutual obligation requirements and how to meet them

<https://www.workforceaustralia.gov.au/individuals/obligations>

Your Job Plan or Participation Plan lists the tasks and activities you need to do to get your income support payment

<https://www.workforceaustralia.gov.au/individuals/obligations/learn/your-obligations>

The tasks and activities you agree to do in return for your income support payment

<https://www.workforceaustralia.gov.au/individuals/obligations/learn/requirements>

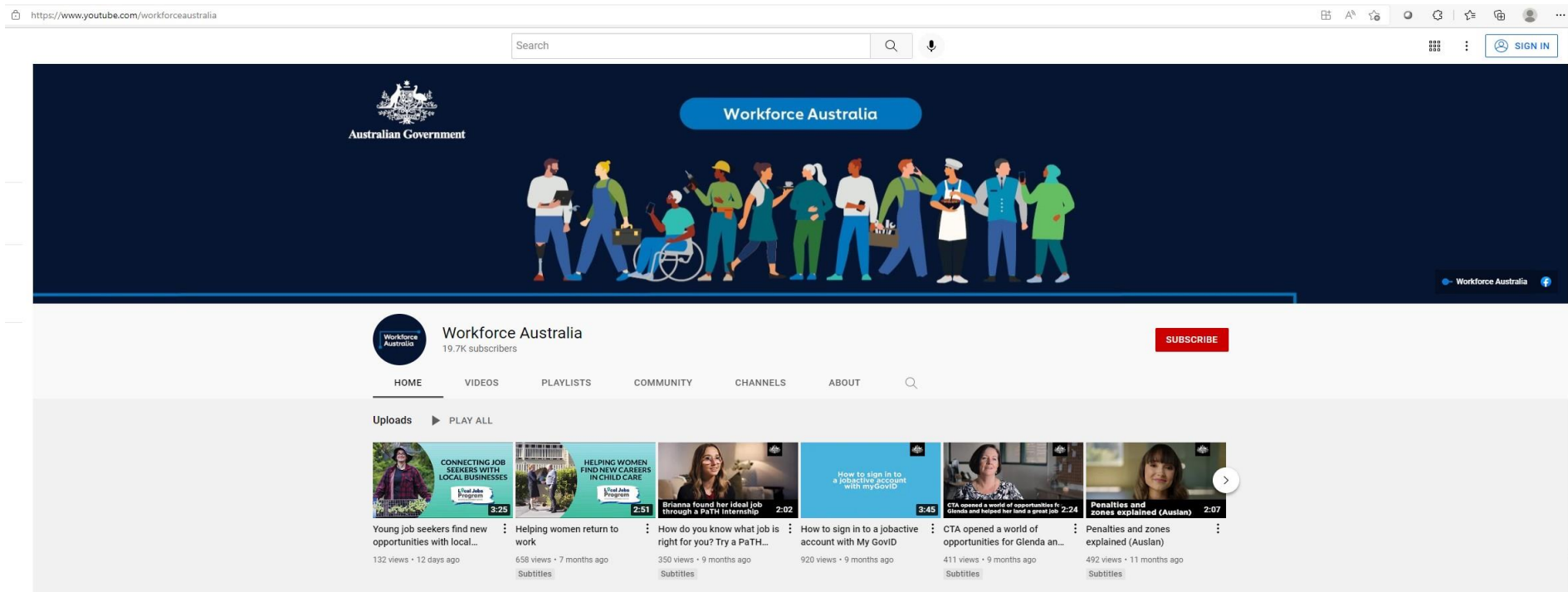
Read how to agree to your Job Plan or Participation Plan

<https://www.workforceaustralia.gov.au/individuals/obligations/learn/requirements/job-plan>

Temporary suspension of obligations

<https://www.workforceaustralia.gov.au/individuals/obligations/learn/suspension>

For further information, please visit the Workforce Australia YouTube page which has a library of helpful videos. <https://www.youtube.com/workforceaustralia>





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 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 Transition to Work.

Your provider will:

Engage respectfully with you to improve your work readiness and develop your Job Plan which sets out the activities you agree to do to meet your mutual obligation requirements in a simple manner.

Support you by providing the services set out in their Service Delivery Plan.

Support you through tailored career advice, preparing a résumé, helping with job applications or job search.

Support you to access, where appropriate, education to complete Year 12 or gain a Certificate III qualification (or above).

Connect you to activities to help improve your capabilities and work readiness, for example training, education, work trials, or apprenticeship/traineeship opportunities.

Connect you to other services to help you manage personal barriers like mental health, housing/accommodation or improving your language, literacy and numeracy.

Stay connected with you and your employer once you have started a job, apprenticeship or traineeship and provide support if there are difficulties in keeping the job, or keep in contact with you while you are studying.

What is expected of you

These are the standards and actions participants are expected to follow in Transition to Work.

As a participant in Transition to Work you need to:

Engage respectfully with your provider to improve your readiness for work by working with them to complete your Job Plan and taking part in relevant activities.

Stay connected and do everything you have agreed to do in your Job Plan.

Participate in and behave respectfully at appointments with your provider or at any activity you attend while you are in Transition to Work.

Support your provider by notifying them as soon as possible, if you are unable to attend an appointment or an activity.

Stay connected and notify your provider of any changes in your circumstances.

Stay connected with the services, update your profile online or contact the Digital Services Contact Centre if you require assistance in doing so.

If your provider determines that you are not meeting these requirements, they may exit you from Transition to Work.

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. 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).

Your personal information is confidential

Your personal information is protected by law, including the *Privacy Act 1988* (Cth). 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.

Mental Health Support Services

The Queensland Dept of Health provides the information below on its website. Further information is available at [Find a mental health service | Health and wellbeing | Queensland Government \(www.qld.gov.au\)](https://www.qld.gov.au/health-and-wellbeing/mental-health-services)

If you or someone you care about is distressed, in crisis, suicidal or needs someone to talk to, help is available. The following services provide confidential, non-judgemental support.

[MoodGYM](#) is an innovative, interactive web program designed to prevent depression. It consists of 5 modules, an interactive game, anxiety and depression assessments, downloadable relaxation audio, a workbook and feedback assessment.

The [eMHprac directory](#) is a web version of the popular eMHPrac Guide to Digital Mental Health Resource booklet.

[Lifeline](#)

Counselling services for anyone at any time.
Phone 13 11 14

[Kids Helpline](#)

Telephone and online counselling for young people aged 5-25.
Phone 1800 551 800

[SANE helpline](#)

Information, advice and referral for mental illness.
Phone 1800 187 263

[beyondblue](#)

Information and referral for depression and anxiety.
Phone 1300 224 636

[Parentline](#)

Support, counselling and education for parents.
Phone 1300 301 300

[PANDA](#)

Perinatal anxiety and depression Australia (PANDA) supports women, men and families across Australia affected by anxiety and depression during pregnancy and in the first year of parenthood.
Phone 1300 726 306 (Mon to Fri, 9am - 7:30pm AEST)

[Diverse Voices](#)

Peer counselling service for gay, lesbian, bisexual, transgender and intersex people and their families and friends.
Phone 1800 184 527 (3pm to midnight)

[Harmony Place](#)

Mental health services for culturally and linguistically diverse backgrounds and communities.
Phone (07) 3848 1600

[Open Arms - Veterans and Families Counselling](#) (formerly known as Veterans and Veterans Families Counselling Service)

Counselling and group programs for Australian veterans, peacekeepers and their families.
Phone 1800 011 046

[ARAFMI](#)

Support for family, friends and carers of people with mental illness.
Phone 1800 351 881

[Men's Line](#)

Telephone and online support, information and referral service to help men with relationship and other problems.
Phone 1300 789 978

[MiNetworks](#)

Connects you to an experienced mental health worker to find information and support.
Phone 1800 985 944 or go online.

[Multicultural Connect Line](#)

Telephone counselling for people from Culturally and Linguistically Diverse backgrounds.
Phone 1300 079 020

Support groups

- [Self Help Queensland](#) can help you find a support group in your area. Phone (07) 3344 6919 or email info@selfhelpqld.org.au.
- [Grow](#) is Australia's leading mutual help program for people with a mental illness.

Sortli app

Sortli (short for 'sort out your life') is the ultimate guide to becoming an adult.

It is a free mobile app designed in consultation with young people to help you find the information and services you need, when you need them.

It's fun, informative and easy-to-navigate and can be installed on your [Apple](#) or [Android](#) mobile devices.

<https://createyourfuture.org.au>

What's in the app?

It provides a step-by-step guide for all the important areas of your life, such as:

- identity
- relationships, including personal and cyber safety
- education and employment
- money
- legal, including knowing your rights
- living skills, such as getting a licence
- housing, including renting a home
- looking after your health.

It works by helping you to set your own personal goals and milestones, keep track of your progress and celebrate your successes.

The information you enter into the app is stored on your mobile device only and is not provided back to the developers, the government or anyone else.

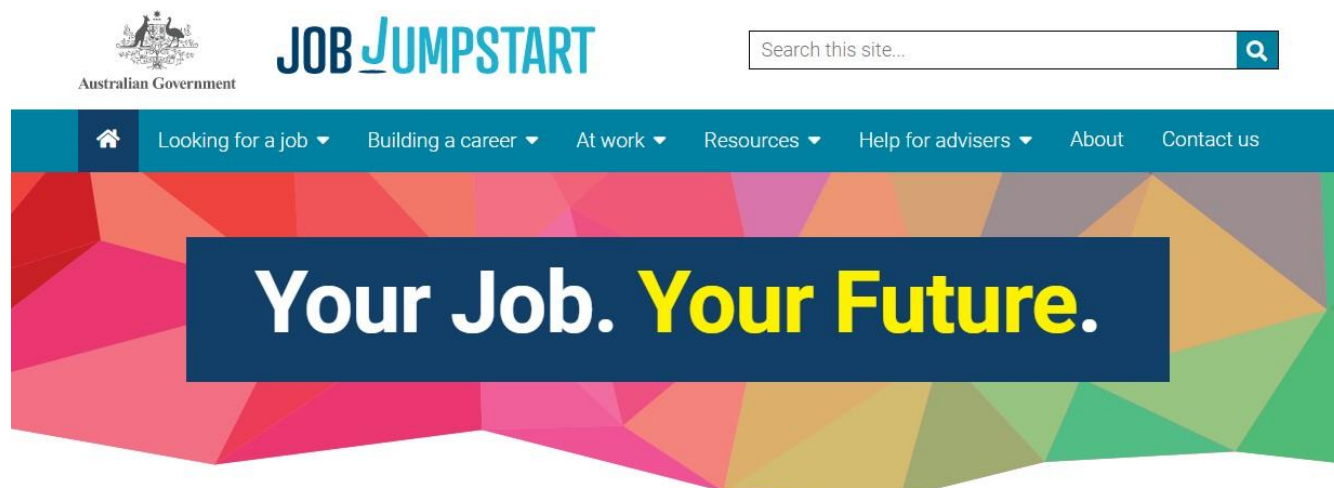
Some of its features include:

- **My goal list** – Whether it's learning to cook something new or getting your ID sorted, these are goals that you can work towards with the help of Sortli. The app helps you to work out your goals and achieve them.
- **Budget planner** – The budget planner lets you input your income and work out your expenses to help you stay on top of your money. It helps you to save and make sure your living expenses are manageable.
- **A coloured navigation wheel** – Easy navigation to help you find information on various topics.
- **Get help with what you need** – With a quick tap of your finger, you can find relevant and important services to contact for support.



Career Advice and Resources

www.jobjumpstart.gov.au



Job Jumpstart offers resources and activities to help you work out what jobs might suit you.

We provide practical tips to help you tailor your job search to employers you want to work for.

Let's get started! Where are you at?



I'm looking for
a job



I'm at school



I'm on a gap
year



I'm at uni or in
training



I've just
graduated
from study



I'm already
working



Australian Government

A U S T R A L I A N A P P R E N T I C E S H I P S

Your Life. Your Career. Your Future.

Information for apprentices

What is the new Australian Apprenticeship Support Network?

The Australian Apprenticeship Support Network (the Apprenticeship Network) has been developed to make it easier for individuals like you to find an apprenticeship or suitable training pathway, stay in training and complete an apprenticeship or traineeship.

The Australian Government is investing up to \$198 million annually into Apprenticeship Network services in more than 400 locations nationwide. These services are available to employers and apprentices throughout the apprenticeship lifecycle, from pre-commencement to completion, and comprise two service types:

- **Universal services** for all clients, providing essential administrative support, payment processing and regular contact; and
- **Targeted services**, such as mentoring, for employers and individuals assessed as needing additional support to complete the apprenticeship.

How will the Apprenticeship Network help me get an apprenticeship?

The Apprenticeship Network can provide individualised screening, testing, streaming and matching services to help you select the apprenticeship, occupation or training pathway that is most suited to you.

These services will work to ensure you are well-suited to an Australian Apprenticeship and are the “right fit” for the job. Apprenticeship Network providers also can help match you to an employer, support you during the sign-up to the training contract and assess your eligibility for Australian Government incentives and Trade Support Loans.

How will the Apprenticeship Network help me stay in training?

Apprenticeship Network providers will be a source of information and advice on matters relating to your apprenticeship.

Apprenticeship Network providers will work with apprentices and employers to identify the right training so you get the skills you need for your job.

They engage with State Training Authorities to help manage administration of apprenticeship arrangements through to completion, including training contract and training plan approvals.

You will be regularly contacted by Apprenticeship Network providers as the Australian Apprenticeship progresses and you can contact the provider any time you need help. The focus is on supporting apprentices and employers to complete the apprenticeship.

How will the Apprenticeship Network help me complete my apprenticeship?

Part of the Apprenticeship Network providers’ targeted services will be identifying and providing any extra support or advice you may need to complete your apprenticeship, such as mentoring.

They engage with State Training Authorities to arrange completion of your apprenticeship and make sure you have the papers you need to prove you are qualified in your chosen trade or occupation.

Who can access the Apprenticeship Network?

Anyone can access the Apprenticeship Network nationwide. It supports both new and existing apprentices as well as those deciding on a career pathway.

Where can I find out more?

For more information, or to learn about Apprenticeship Network providers in your area go to www.australianapprenticeships.gov.au.

Minimum wages

Overview

A minimum wage is an employee's base rate of pay for ordinary hours worked. It is generally dependent on the industrial instrument that applies to their employment. For example, an award or enterprise agreement.

Employees cannot be paid less than their applicable minimum wage, even if they agree to it.

Who determines minimum wages?

Every year, the Fair Work Commission's (the Commission) Expert Panel reviews the minimum wages received by employees in the national workplace relations system.

The review considers:

- written submissions from interested organisations and individuals
- consultations before the Expert Panel
- research commissioned by the Expert Panel.

At the conclusion of this review, a National Minimum Wage Order is made which will apply from the first full pay period on or after 1 July each year.

What is a National Minimum Wage Order?

A National Minimum Wage Order outlines the minimum wage for award and agreement-free employees.

The National Minimum Wage Order must set the following wages for award or agreement-free employees:

- a National Minimum Wage for adults
- a special National Minimum Wage for:
 - trainees, apprentices and junior employees
 - employees to whom training arrangements apply
 - employees with disability
- a casual loading.

For further information about the Annual Wage Review and the National Minimum Wage Order, see sections 285–299 of the Fair Work Act.

What is the current National Minimum Wage?

From 1 July 2024 the National Minimum Wage is \$24.10 per hour or \$915.90 per 38 hour week (before tax).

This is the adult minimum rate for employees with no award or enterprise agreement. Lower rates may apply to juniors, apprentices and trainees. They also may apply to employees with disability if their disability affects their productivity.

Casual employees covered by the National Minimum Wage also get a 25% casual loading.

For award and agreement-free trainees and apprentices, the percentage scale in the Miscellaneous Award is applied to the National Minimum Wage.

Employees covered by an award

Most employees in the national workplace system are covered by an award. Awards contain the minimum wage, as well as other terms and conditions, for employees in particular industries and occupations.

Minimum wages under awards may include:

- pay rates for adults, in some cases, at different rates according to experience and qualifications
- pay rates for juniors, employees with disability, and employees to whom training arrangements apply
- casual loadings
- piece rates.

Award rates are sometimes lower than the National Minimum Wage. For example, introductory rates might apply for a limited time after an employee starts their job. You can't agree to be paid less than the minimum pay rates that apply for your job.

For further information on awards, see our Modern awards fact sheet at fairwork.gov.au/factsheets.

To find out the minimum wage under an award, you can use our Pay Calculator at fairwork.gov.au/pact.

CONTACT US

Fair Work online: fairwork.gov.au

Fair Work Infoline: **13 13 94**

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Contact the Translating and Interpreting Service (TIS) on **13 14 50**

Help for people who are deaf or have hearing or speech difficulties

You can contact us through the National Relay Service (NRS).

Select your [preferred access option](#) and give our phone number: **13 13 94**

The Fair Work Ombudsman is committed to providing you with advice that you can rely on. The information contained in this fact sheet is general in nature. If you are unsure about how it applies to your situation you can call our Infoline on 13 13 94 or speak with a union, industry association or a workplace relations professional.

Last updated: July 2024

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