

***WELCOME TO***

***TURSA***



***Workforce Australia***



## 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.

### **Workforce Australia - WHAT YOU CAN EXPECT?**

- Comprehensive Interview
- Introduction to *TURSA* services
- 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*
- **An Employment 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  
NSW – Child Protection Helpline – 131 111**

## CONTACT US ANYTIME WITH YOUR QUERIES

[www.tursa.com.au](http://www.tursa.com.au)

**For your nearest local  
site**

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

The screenshot shows the TURSA website homepage. At the top right, there are utility links: Listen, 1800 670 914, High Contrast, Font size (100%), and Select Language. The TURSA logo is centered at the top. Below the logo is a navigation menu with links: COVID-19, Home, About, Employers, Participants, Training, Work for Us, and Contact Us. The main content area features two large images of men shaking hands in a warehouse setting. The left image is yellow-tinted and has the text "I'm looking for work" with a "Connect" button below it. The right image is red-tinted and has the text "I'm looking for workers" with a "Connect" button below it.

## ***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](http://www.tursa.com.au) for your nearest local site.



## CODE OF CONDUCT

### Who is the Code for?

This code is for training and/or employment services recipients (hereinafter called 'Participants'), employers, funding bodies, wider community and staff, and represents the minimum standards to be applied in the conduct of training and employment related activities.

### The aim of the Code

The aim of the Code is to produce the best possible learning and/or employment outcomes for Participants by developing a quality service with standards of ethical behaviour between all parties concerned.

**TURSA staff will be always expected to:** Demonstrate respect and equitable access for Participants  
Recognise Participants' particular needs and circumstances  
Provide accurate and up to date information  
Act with professionalism and integrity  
Ensure Participants' privacy, confidentiality and safety

### TURSA will provide:

The best quality training and employment services conducted in accordance with contractual and Australian Government requirements and applicable Regulations Legislation and Standards.

### Access to a complaints process

#### How to give feedback:

To give positive feedback, make a complaint, or express a concern about the quality of services, please contact us and ask to speak to a manager.

**1800 266 425 (for Training) or 1800 670 914 (for Employment Services)**

Alternatively, you can:

- go on-line [www.tursa.com.au](http://www.tursa.com.au) and complete the electronic Feedback Form.
- complete a *Customer Service Feedback Form* available at the Reception Desk at each site.
- write to:

Confidential  
Customer Feedback  
*Tursa Employment and Training*  
PO Box 241  
TWEED HEADS NSW 2485

#### What happens with your feedback:

Your feedback will give *TURSA* an opportunity to address any concern and provide you with quality services.

All feedback will be dealt with:

- in a confidential manner and with impartiality.
- within 5 working days of receipt of the complaint; or
- up to 30 days if complaint requires investigation or detailed response.





## IS ENGLISH YOUR SECOND LANGUAGE?

We can assist you with Interpreter services such as the Telephone Interpreter Service available on 131 450.

### ***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/feedback-form/>

## We Appreciate Your Feedback

Your feedback is important to us. It helps us measure where we are doing great and areas we can continue to improve. Thank you for taking the time to let us know a little about your experience with *TURSA*.

**Your *TURSA* Experience**

Did you find your *TURSA* Employment Adviser listened and understood your needs?  Yes  Somewhat  Not So Much

Would you recommend *TURSA* to other people looking to find employment?  Yes  Somewhat  Not So Much

Did our services meet your needs?  Yes  Somewhat  Not So Much

Can you provide a little detail on your above responses?

Your comments:

Your Feedback is important and is reviewed. If you would like to be contacted, please include your name, email, the *TURSA* Office you attended and the name of your Employment Adviser.

Name <input type="text" value="Insert"/>	Email <input type="text" value="Insert"/>
<i>TURSA</i> Office <input type="text" value="Insert"/>	Employment Adviser Name <input type="text" value="Insert"/>

### Mailing Address

PO Box 241, TWEED HEADS NSW 2485

If you had a great experience, we want to be sure your Employment Adviser/Advocate are recognised for their diligent efforts in assisting you into employment. If your experience did not meet your expectations, we want to acknowledge that and, look at ways we can continue to improve.

Submit Feedback

Or Send Customer Feedback to *TURSA Employment & Training*, PO Box 241, Tweed Heads NSW 2485 Or complete a form on site and hand it to a *TURSA* staff member.

If this still doesn't resolve your complaint or issue you should contact the Department of Employment and Workplace Relations. The Department's National Customer Service Line is 1800 805 260 or you can leave details on their webpage - <https://www.workforceaustralia.gov.au/individuals/contact-us/>



*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.

# 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:

1. **Simply go online:** [www.tursa.com.au](http://www.tursa.com.au) to give us your feedback,
2. Ask for a copy of this **Participant Survey Questionnaire Form, or**
3. 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 or Disagree    4 = Somewhat Agree    5 = Agree

	Statement	Ratings				
		1	2	3	4	5
1	I feel I can give honest feedback to <i>TURSA</i> , without fear of retribution.					
2	I have been treated with respect and dignity and feel valued by <i>TURSA</i> 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:**

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**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 interface. At the top, there is a navigation bar with the Workforce Australia logo and the Australian Government crest. The main navigation menu includes: Home, Jobs, Obligations, Education and training, and Coaching and support. On the right side of the navigation bar, there are tabs for 'Individuals', 'Businesses', and 'Providers', and a 'Sign in or register' button.

The main content area features a large heading: "Find your next job. Use our services." Below this, a sub-heading states: "Workforce Australia is a place Australians can search and apply for jobs or find more information on their pathway to employment." To the right of the text is an illustration of four diverse people in professional attire.

Below the main heading is a search bar with two input fields: "Keywords" (with a placeholder "Enter search keywords") and "Location" (with a placeholder "Select location"). A blue search button on the right says "Search 257,433 Jobs".

The "Popular services" section is a grid of nine service cards, each with an illustration, a title, 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.

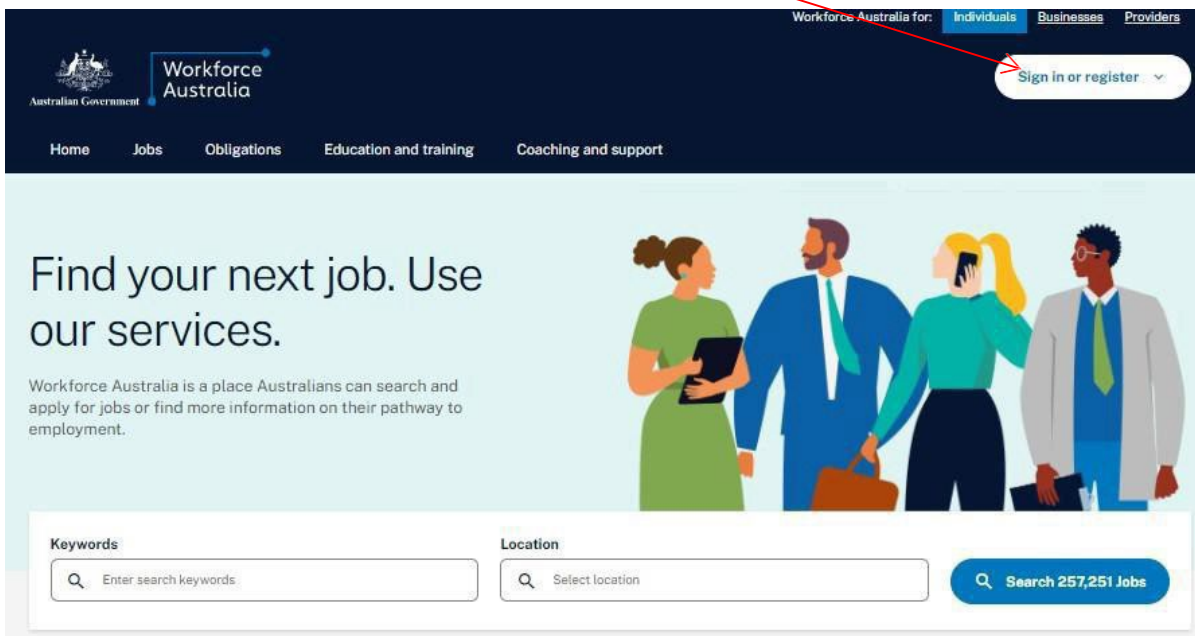


[Gain work experience](#)

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.

Australian Government **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**

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](#) >

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#### 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 account, 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.

[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

6. Should you forget your username or password, click where it says “Forgot 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

### Forgot your password

Username or email address

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

Email

Mobile

**For more information on how to link your participant account to yGov 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>

### Change of circumstances

<https://www.workforceaustralia.gov.au/individuals/coaching/how-to/update-circumstances>

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

The screenshot shows the YouTube channel page for Workforce Australia. At the top, there is a search bar and a 'SIGN IN' button. The channel banner features the Australian Government logo on the left and the Workforce Australia logo in a blue pill shape on the right. Below the banner is a colorful illustration of a diverse group of people, including a person in a wheelchair, representing various job seekers. The channel name 'Workforce Australia' is displayed with 19.7k subscribers and a red 'SUBSCRIBE' button. The 'Uploads' section shows a grid of video thumbnails with titles such as 'CONNECTING JOB SEEKERS WITH LOCAL BUSINESSES', 'HELPING WOMEN FIND NEW CAREERS IN CHILD CARE', 'Brianna found her ideal job through a PATH internship', 'How to sign in to a jobactive account with MyGovID', 'CTA opened a world of opportunities for Glenda an...', and 'Penalties and zones explained (Austlan)'. Each video thumbnail includes a duration, view count, and upload date.



Australian Government

# Workforce Australia

## Service Guarantee

Workforce Australia Services

Workforce Australia Services delivers personalised support through a network of providers. This service guarantee outlines the minimum level of service you can expect and what is expected of you.

### What you can expect in Workforce Australia Services

#### Workforce Australia Services will:

- tailor services to your needs
- treat you fairly and with respect
- support you to get job ready
- give you information that's easy to understand
- provide tools and resources on the Workforce Australia website and app.

#### Your provider will:

- tailor services to your needs
- treat you fairly and with respect
- value your individual and cultural needs
- book appointments with you to support you and stay connected
- give you relevant information
- work with you to understand your circumstances, strengths and any challenges
- help you understand and meet your mutual obligation requirements
- help you search for jobs and refer you to suitable job opportunities
- help you connect to activities to prepare for work, such as training or work trials
- help you access support funds for services, work items or relocation help (where appropriate)
- support you once you've started a job.

### What is expected of you

#### You need to:

- agree to a Job Plan and attend appointments with your provider
- treat your provider with courtesy and respect
- contact your provider as soon as possible if
  - you can't attend an appointment, or you can't meet your obligations
  - your circumstances or contact details change
- take part in activities to help you get job ready
- behave respectfully at job interviews
- give your provider feedback about the job interviews you attend
- accept suitable job offers
- keep your provider updated on your progress once you've started a job.

If you don't meet your obligations, your Centrelink payment may be put on hold, reduced or cancelled.

## You can provide feedback

We value your feedback about Workforce Australia Services. Talk to your provider first if:

- you don't think you're getting the right help
- you'd like to make a complaint about the service.

Your provider will offer a feedback process that's fair and will try to resolve your concerns. If you can't talk to your provider or you're not happy with the outcome, you can:

- call the National Customer Service Line on 1800 805 260
- email [NationalCustomerServiceLine@dewr.gov.au](mailto:NationalCustomerServiceLine@dewr.gov.au).

You can also contact the National Customer Service Line or tell your provider if:

- you have suggestions to help improve the service
- you'd like to give a compliment about the service.

If you have questions about your Centrelink payment, visit [servicesaustralia.gov.au/contact-us](https://servicesaustralia.gov.au/contact-us).

## Your privacy is protected

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

### Your provider

In the first meeting with your provider, they'll explain why your personal information is being collected and how it will be handled.

They may seek your consent to collect your sensitive information. Your consent is needed, unless collecting this information is required or authorised under Australian law. Giving consent is voluntary and you can withdraw your consent at any time.

When you meet with your provider, you can ask for a copy of their privacy policy.

Your provider will protect your information. For example, they can only tell employers information about you that relates to your job opportunities, unless:

- you've given them permission to share other information, or
- disclosing this information is required or authorised under Australian law.

You can ask your provider for access to the information they have about you. You can ask them to correct this information if needed.

### Department of Employment and Workplace Relations

You can find the Department of Employment and Workplace Relations privacy policy at [dewr.gov.au/privacy](https://dewr.gov.au/privacy). The policy explains how you can make a privacy complaint and how to access and correct your personal information. To contact the department about your personal information, email [privacy@dewr.gov.au](mailto:privacy@dewr.gov.au).



# Workforce Australia

## Information for individuals

The new employment service will commence 1 July 2022, encompassing all employment services delivered by the Department of Education, Skills and Employment, it will be known as Workforce Australia, and will replace Jobactive.

Workforce Australia has 2 levels of support for individuals, either Workforce Australia Online or services delivered by a Workforce Australia Employment Services Provider.

If you're participating in employment services, we'll assess your current needs and connect you with a Workforce Australia employment service, depending on your eligibility and personal circumstances:

- Workforce Australia Online to self-manage your job search and reporting requirements on the new online platform, or
- Workforce Australia Services for more tailored support from a provider to help you become job ready and look for work.

## Workforce Australia Online for Individuals

Workforce Australia Online is the online employment service. It is an online platform which includes information, tools, dashboards, job boards and other resources to help individuals get a job.

Online employment services is available for job-ready individuals who are able to manage their own path to employment. Individuals accessing online services will have access to a range of tools to assist with their job search efforts. If you are eligible, you will also have access to a variety of pre-employment pathways including:

- Employability Skills Training will help you explore career options, build employability skills, digital proficiency and improve your job search skills
- Career Transition Assistance, if you're 45 or over, this will help you build confidence and skills to become more competitive in your local labour market
- career coaching, individual session with a professional career counsellor to help you get back on track.

After 12 months in Workforce Australia Online, you will be moved to a provider for more intensive and individualised assistance, unless you are in work, training, or a work placement (or have been within the last six months).

We'll do regular checks to make sure online employment is the most appropriate service for you. The Digital Services Contact Centre provides support for those in Workforce Australia Online and you can transfer to a provider at any time if you need more tailored support.

## Workforce Australia Employment Services Provider

If you are on income support and need more individualised and intensive case management support to find a job, you will be referred to a Workforce Australia Employment Services Provider. Here you will receive high quality servicing with a focus on early intervention and tailored case management.

You can still access the online platform to do job search, job matching and report your obligations.

Your provider may also help you access:

- work experience opportunities, through Youth Jobs PaTH Internships, if you are between 15-24 years old, and a boosted National Work Experience Program
- Employability Skills Training to explore career options, build employability skills, digital proficiency and improve your job search skills
- Career Transition Assistance, if you're 45 or over, to help you build confidence and skills to become more competitive in your local labour market
- Work for the Dole to help you gain recognised skills and micro-credentials alongside gaining work-like experiences
- support that can help you move into work, such as training, licences or other work-related items
- referrals to the Self-Employment Assistance or Entrepreneurship Facilitator Programs to help explore self-employment and/or receive help to start or run an existing small business.
- referrals to other community services to support you while you get job ready.

Specialist Services Providers may be licensed in some locations to deliver Provider Services to specific individual cohorts such as culturally and linguistically diverse (CALD) and Indigenous Australians. Eligible individuals in these locations will be able to access these services.

## Determining eligibility for services

To make sure you get the right service for your needs, our assessment tools will help target support and personalised services. Ongoing assessments and checks will be used to identify your needs as they change over time, to ensure you receive appropriate support.

## Mutual obligations

All individuals with mutual obligation requirements still need to complete job search and related activities in return for income support.

However, we're introducing a new points-based activation system (PBAS) to give you greater personal responsibility and flexibility to meet your obligations.

Under the PBAS, you will need to meet a certain number of points each reporting period. To get your points, you can choose different activities such as job search and training. More intensive activities such as detailed job applications and job interviews will get you more points.

If you don't achieve the number of points allocated to you each reporting period, your payments may be impacted.

If you are receiving services from a provider, you will be able to choose from a wider range of suitable activities including work experience or non-vocational activities. You will also have a mandatory activity at 6 months if you have not been intensively engaged in services. This can include an 8-week Work for the Dole activity.

If you're in Workforce Australia Online and are not working or studying, you'll need to complete Employability Skills Training after 4 months in this service. If you're working or studying at the 4-month point, you will need to do an online learning module.

If you transfer to a Provider after 12 months in online employment services, you will be required to undertake a mandatory activity within 3 months.

The Targeted Compliance Framework is designed to help you understand, meet and track your mutual obligations requirements. It targets financial penalties toward individuals who persistently do not comply with their mutual obligations without a valid reason. It will remain in place in Workforce Australia.

Further details on Workforce Australia are available on the [department's website](http://www.dese.gov.au/workforce-australia) (www.dese.gov.au/workforce-australia).



Australian Government

# Workforce Australia

Employment. Skills.  
Support.

## Points values for tasks and activities in the Points Based Activation System

Tasks and activities	Points value
<b>Completing a job application</b> ( <i>job search</i> )	5 points
<b>Creating and updating the profile</b>	5 points (maximum of 5 points per month)
<b>Online learning modules</b> ( <i>Short online modules to support resume writing, tailoring job applications, getting work experience</i> )	5 points (maximum of 5 points per month)
<b>Paid work</b>	5 points for 5 hours (rounded up)
<b>Participant sourced voluntary work</b> ( <i>For example, fire reserves, school canteen</i> )	5 points for 5 hours (maximum of 10 points per month)
<b>Driver's licence hours</b> <sup>(1)</sup>	10 points for 5 hours (rounded up)
<b>Attending a jobs showcase webinar</b>	10 points (maximum of 10 points per month)
<b>Attending a face-to-face jobs expo</b>	15 points (per expo attended)
<b>Counselling</b> <sup>(1)</sup>	15 points (with flexibility to increase)
<b>Drug and alcohol rehabilitation and/or interventions</b> <sup>(1)</sup>	15 points (with flexibility to increase)
<b>Non-vocational assistance</b> <sup>(1)</sup> ( <i>For example, cultural services, personal development courses</i> )	15 points (with flexibility to increase)
<b>Provider workshops/Informal activities</b> <sup>(1)</sup> ( <i>For example, work preparation activities/job clubs</i> )	15 points (with flexibility to increase)
<b>Self help and support groups</b> <sup>(1)</sup>	15 points (with flexibility to increase)
<b>Defence Force Reserves</b>	15 points (with flexibility to increase)
<b>Career Transition Assistance</b>	15 points per week Plus 30 bonus points <sup>(5)</sup>
<b>Work related licences and qualifications</b> ( <i>For example, forklift licence/white card</i> )	20 points (with flexibility to increase)
<b>Youth Advisory Sessions</b> <sup>(2)</sup>	20 points (limited to 3 sessions per year)
<b>Other government programs</b> <sup>(1)</sup> ( <i>For example, local, state or federal government programs with an employment focus, such as the Indigenous Skills and Employment program</i> )	20 points per week (contact hours over 15 hours per week) 15 points per week (contact hours up to 15 hours per week)
<b>Non-government programs</b> <sup>(1)</sup> ( <i>For example, approved Not for Profit organisations, work-focused programs or vocational interventions approved by the Department, such as the Woolworths Program, Job Ready Program</i> )	20 points per week (contact hours over 15 hours per week) 15 points per week (contact hours up to 15 hours per week)

Tasks and activities	Points value
<b>Self-Employment Assistance Exploring Self-Employment workshop</b>	20 points per week Plus 30 bonus points <sup>(5)</sup>
<b>Education and training</b> <sup>(3)</sup>	20 points per week (contact hours over 15 hours per week) 15 points per week (contact hours up to 15 hours per week)
<b>Employability Skills Training</b>	20 points per week (25 hours per week) 15 points per week (15 hours per week) Plus 30 bonus points <sup>(5)</sup>
<b>Observational work experience</b> <sup>(1)</sup> <b>Provider sourced voluntary work</b> <sup>(1)</sup>	20 points per week (contact hours over 15 hours per week) 15 points per week (contact hours up to 15 hours per week)
<b>Work for the Dole</b> <sup>(1)</sup>	20 points per week (contact hours over 15 hours per week) 15 points per week (contact hours up to 15 hours per week)
<b>Adult Migrant English Program</b> <sup>(3)</sup>	25 points per week (contact hours over 15 hours per week) 15 points per week (contact hours up to 15 hours per week) Plus 30 bonus points <sup>(5)</sup>
<b>Skills for Education and Employment</b> <sup>(4)</sup>	25 points per week Plus 30 bonus points <sup>(5)</sup>
<b>Attending a job interview</b>	25 points
<b>Driver's licence attainment</b>	25 points
<b>Launch into Work</b> <sup>(1) (4)</sup>	25 points per week
<b>Self-Employment Assistance Small Business Training</b> <sup>(4)</sup>	25 points per week Plus 30 bonus points <sup>(5)</sup>
<b>Local Jobs Program</b> <sup>(1)</sup>	25 points per week (high-intensity level) <sup>(4)</sup> 20 points per week (medium-intensity level) 15 points per week (low-intensity level)
<b>Workforce Specialist Projects</b>	25 points per week (high-intensity level) <sup>(4)</sup> 20 points per week (medium-intensity level) 15 points per week (low-intensity level) Plus 30 bonus points for high and medium-intensity level <sup>(5)</sup>
<b>Starting a job</b>	50 points

**Note:** Providers and the Digital Services Contact Centre (DSCC) may increase the values of certain tasks or activities through a personal circumstances credit to reflect the individual circumstances of the participant and the task or activity they are doing. Please speak to your provider or the DSCC to discuss if this is applicable.

<sup>(1)</sup> These tasks and activities are available to Workforce Australia Services participants only.

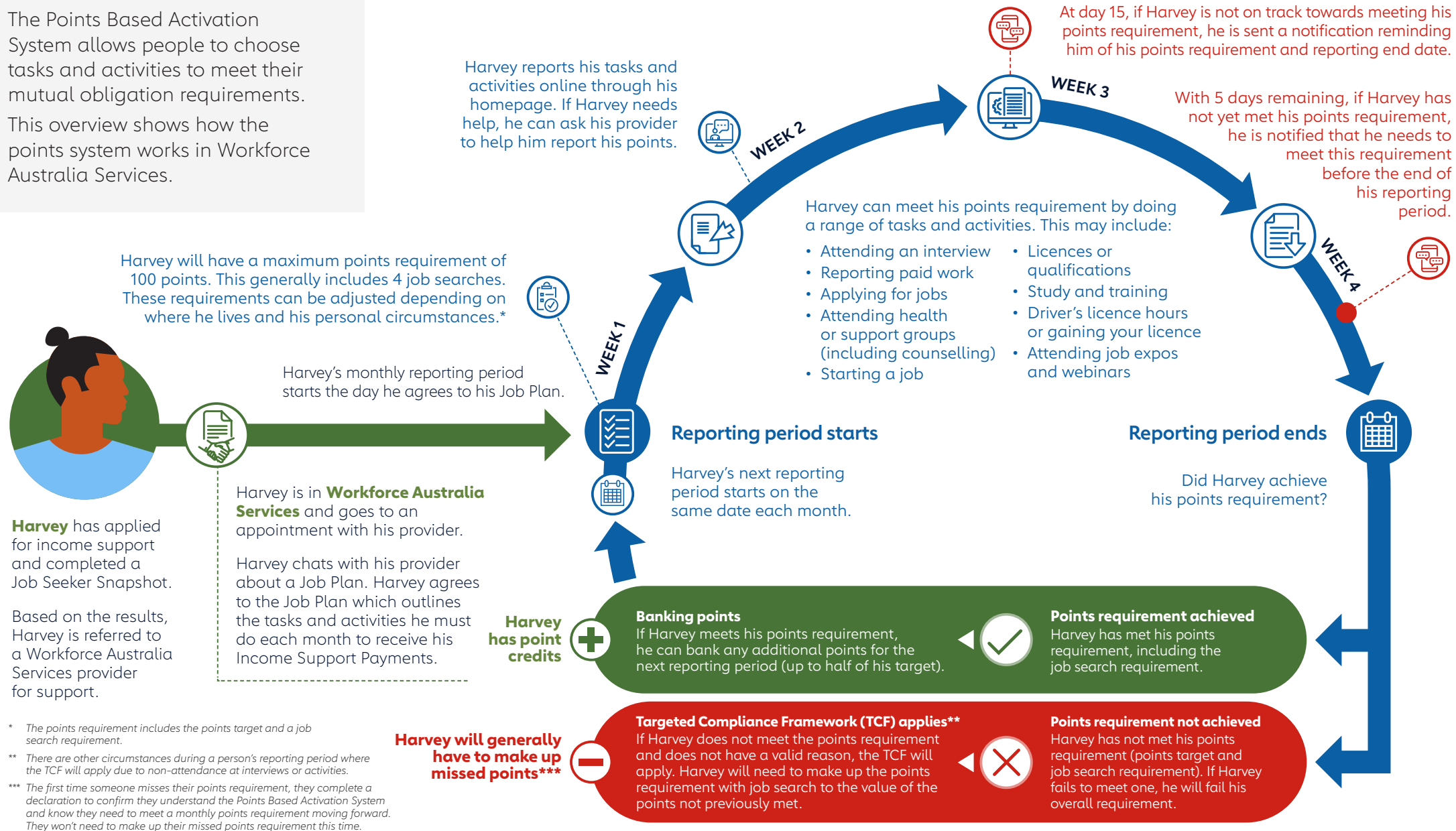
<sup>(2)</sup> These tasks and activities are available to Workforce Australia Online participants only.

<sup>(3)</sup> Participants undertaking these activities over 15 hours per week (or full-time as determined by the institution), are not required to complete a minimum job search requirement. Participants must contact their provider or the DSCC to have their requirements adjusted.

<sup>(4)</sup> Participants undertaking these activities are not required to complete a minimum job search requirement.

<sup>(5)</sup> Workforce Australia Online participants only. Participants will receive a once-off bonus the first time an applicable activity is booked.

The Points Based Activation System allows people to choose tasks and activities to meet their mutual obligation requirements. This overview shows how the points system works in Workforce Australia Services.

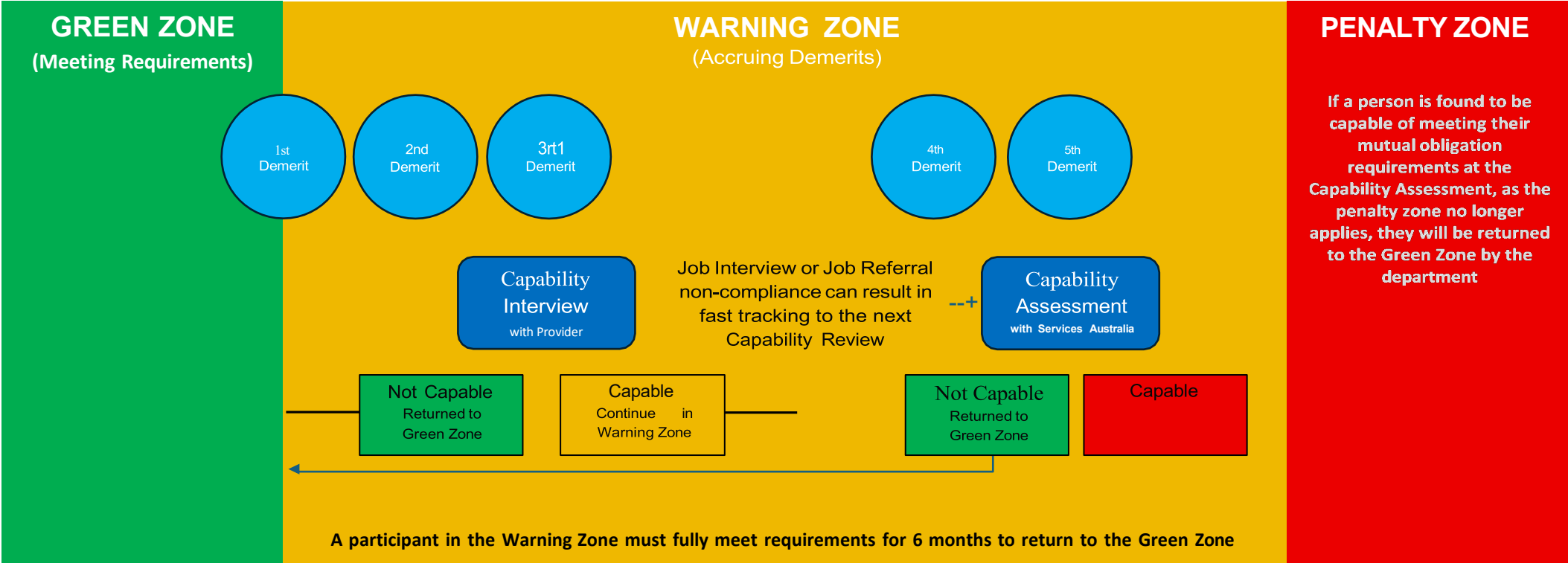


\* The points requirement includes the points target and a job search requirement.

\*\* There are other circumstances during a person's reporting period where the TCF will apply due to non-attendance at interviews or activities.

\*\*\* The first time someone misses their points requirement, they complete a declaration to confirm they understand the Points Based Activation System and know they need to meet a monthly points requirement moving forward. They won't need to make up their missed points requirement this time.

# TARGETED COMPLAINE FRAMEWORK



**Work Refusal Failure**  
 If no Reasonable Excuse, payment cancelled – Participant must serve a 4 week preclusion period & reapply for payment.



Australian Government

Workforce  
Australia  
Employment

## Activity requirements

### Participant fact sheet – Workforce Australia Services

#### Activity requirement

To meet the activity requirement, you need to satisfactorily participate in or complete activities by your activation point. The activity requirement is part of your mutual obligation requirements.

As a participant in Workforce Australia Services, your provider will support you to understand and meet your mutual obligation requirements. This includes your activity requirement, which will give you the skills and resources to find secure employment. If you engage early in activities, education or training, you can meet your activity requirement and won't need to participate in a mandatory activity.

To meet your activity requirement by your activation point, you will need to participate in the minimum number of hours required for either:

- one approved activity, or
- one or more provider-assessed activities.

Participating in suitable, safe activities, education or training will also earn points towards your points target.

#### Activation point

Your first activation point will be:

- 3 months after moving from Workforce Australia Online after 12 months or more, or
- 6 months after joining Workforce Australia Services for all other participants.

After your first activation point, you will have a new activation requirement every 6 months.

#### Approved activities

Meet your activity requirement by participating in/completing at least 80% of **one** of the following activities:

- Adult Migrant Employment Program (AMEP)
- Career Transition Assistance (CTA)
- Education and training (accredited training course) – where the course duration is at least 4 weeks
- Employability Skills Training (EST)
- Self-Employment Assistance Small Business Training
- Skills for Education and Employment (SEE)
- Work for the Dole (not as a mandatory activity)



## Provider-assessed activities

Meet your activity requirement by participating in [one or more](#) provider-assessed activities for a minimum of 75 hours across at least 2 reporting periods by your activation point:

- approved activation activities (if 80% completion is not met)
- Australian Defence Force Reserves
- counselling
- drug and alcohol treatment/rehabilitation
- Education and training (non-accredited training and accredited training courses less than 4 weeks)
- Launch into Work
- Local Jobs Program
- Non-Government Programs
- Observational Work Experience
- other government programs
- paid work
- Self-Employment Assistance Exploring Self-Employment Workshops
- self-help and support groups
- Voluntary Work (Participant Sourced)
- Voluntary Work (Provider Sourced)
- Workforce Specialist Projects

### If you don't meet activity requirements

Your provider must support you to meet your activity requirement through consideration of your individual needs and circumstances and by offering a range of suitable activities that you can complete.

We'll notify you if you haven't met your activity requirement 4 weeks before your activation point and when you reach your activation point (if you are currently doing an approved activity, you will not receive a reminder).

If you haven't met your activity requirement by your activation point, you should speak to your provider to discuss options which might include completing a mandatory Work for the Dole activity or participating in an alternate activity.

### Mandatory activity requirement

Work for the Dole (where you can legally be required to participate) is the mandatory activity for participants in Workforce Australia Services who have not met their activity requirement by their activation point and are not currently doing an activity.

Your provider may need to add a mandatory Work for the Dole activity requirement to your job plan if you haven't discussed and agreed with your provider on an alternate activity that would be more suitable to your needs.

### If you don't attend Work for the Dole

When Work for the Dole has been added to your Job Plan as a mandatory activity and agreed to, you must attend. Once you are referred to the agreed mandatory activity in the IT system and you have received a formal notification to attend, the Targeted Compliance Framework may be applied if you fail to attend. You may receive a demerit or have your payment put on hold.

If you can't attend the mandatory activity, you should contact your provider to discuss.

### Alternate activities

If you haven't met your activity requirement by the activation point, your provider can place you in one of the following alternate activities instead of Work for the Dole:

- Adult Migrant Employment Program (AMEP)
- Career Transition Assistance (CTA)
- Education and training (accredited training courses)
- Employability Skills Training (EST)
- Self-Employment Assistance Small Business Training
- Skills for Education and Employment (SEE)

### If you don't attend the alternate activity

If you don't attend an alternate activity your provider may place you in Work for the Dole.

## Help and support

You can talk with your provider if you have any questions.





## Mental wellbeing resources - NSW

Resources to support parents, carers, teachers and young people seeking mental health services and advice.  
On this page

### For young people

- [eHeadspace](#) – phone, online and email support for young people between the age of 12-25, including work and study support programs for 15-25 year olds.
- [#YouCanTalk](#) – national suicide prevention campaign which aims to empower and increase confidence when it comes to talking about suicide.
- [Smiling Mind](#) – mental health and meditation app for young people to boost calmness and contentment.
- [Youth Beyond Blue](#) – Beyond Blue's dedicated site for youth. Information, resources and support for young people dealing with depression and/or anxiety.
- [Bite Back](#) – online positive psychology program aimed at improving overall wellbeing and resilience.
- [QLife](#) – a nationally-oriented counselling and referral service for LGBTIQ+ people.
- [ReachOut](#) – practical digital support tools, resources and tips for young people and their parents.
- [Kids Helpline](#) – phone and online counselling service specifically for young people aged between 5 and 25.
- [The Butterfly Foundation](#) – free and confidential phone, text and email counselling and treatment referral for eating disorders, disordered eating, body image and related issues
- [1800RESPECT](#) – national sexual assault, domestic and family violence counselling service available 24/7.

### For parents, teachers and carers

- [Relationships Australia](#) – support services for individuals, families and communities.
- [ReachOut](#) – tailored practical resources for carers, parents and teachers to help them support young people.
- [Black Dog Institute](#) – evidence-informed school resources, presentations and programs.
- [Emerging Minds](#) – online education resources for professionals who work with children and families to help them identify, assess and support children (0–12 years) at risk of mental health difficulties.
- [The Brave Program](#) – a free online psychological program for the treatment of childhood and adolescent anxiety with resources for parents and children.
- [Child Protection Helpline](#) – 132 111 – call if you are concerned that a child or young person is demonstrating suicidal or self-harming behaviours and their parent/carer is neglecting their mental health care.
- [Mental Health Carers](#) – has a range of supports for carers of people with a mental illness.
- [SANE Australia](#) – information about mental illness, treatments, where to go for support and help for carers.
- [Carers Australia](#) – short-term counselling and emotional and psychological support services for carers and their families.
- [Parent Line](#) - Parent Line is a free telephone counselling and support service for parents and carers with children aged 0 to 18 who live in NSW.

### More resources

- National Indigenous Critical Response Service – [1800 805 801](#) – 24/7 support for individuals, families and communities impacted by suicide loss.
- [Being Supported](#) – [1800 151 151](#) – a mental health support line staffed by qualified peer workers who have a personal lived experience of mental health issues. The line operates 7days a week between 10:00am and 4:00pm, and again between 6:00pm and 10:00pm.
- [SANE Australia](#) – information about mental illness, treatments, where to go for support and help for carers.
- [Lifeline](#) – 24-hour crisis support and suicide prevention services. NSW Mental Health Line – [1800 011 511](#) – 24/7 mental health telephone access service.
- [Suicide Call Back Service](#) – 24/7 telephone, video and online professional counselling.
- [Mindspot Clinic](#) – online and telephone clinic providing free assessment and treatment services for Australian adults with anxiety or depression.
- [MensLine Australia](#) – telephone and online support, information and referral service for men.

**Quick Exit X**

**Ask Izzy**


Find the help you need, now and nearby.  
Search over 400,000 support services.

What do you need help with?

Search

- Housing**  
A place to stay.
- Food**  
Something to eat.
- Everyday things**  
Swags, clothes, food vouchers etc.
- Domestic & family violence help**  
Scared of partner or family member.
- Health**  
Physical, mental, emotional.
- Centrelink**  
Access to services.
- Money help**  
Emergency funds, bills etc.
- Support & counselling**  
Relationships, gambling & LGBTIQ+.
- Legal**  
Police, law & fines.
- Drugs & alcohol**  
Support & assistance.

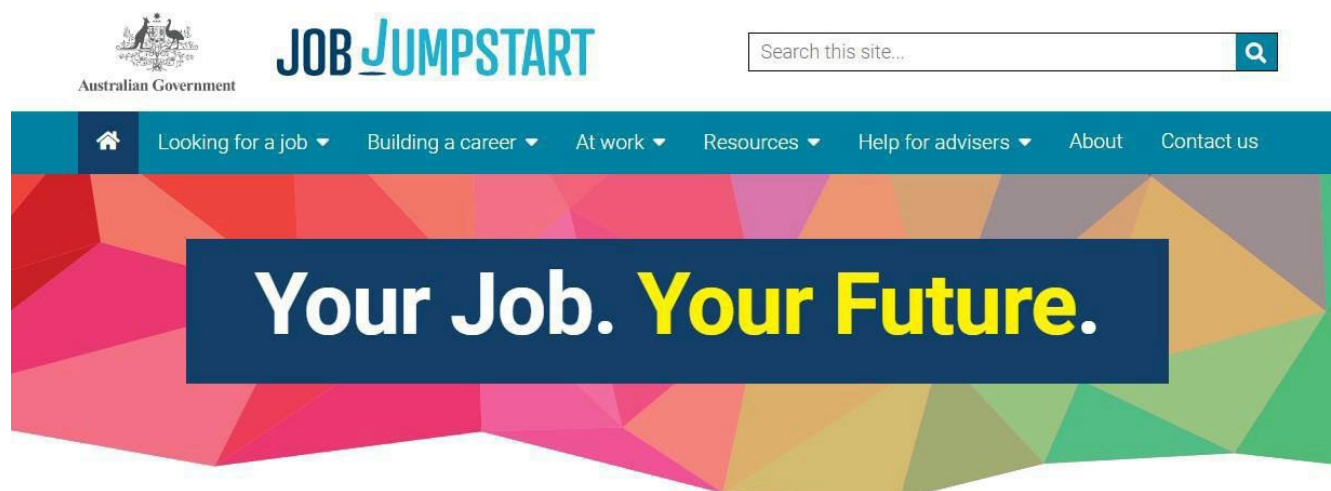
Ask Izzy is a website that connects people in need with housing, a meal, money help, family violence support, counselling and other vocational and non-vocational services to providers of these services in their local area. It is free and anonymous.

<p><b>Additional information</b></p> <p><a href="#">Help using Ask Izzy</a></p> <p><a href="#">Food Support</a></p> <p><a href="#">Online Safety</a></p> <p><a href="#">COVID-19</a></p>	<p><b>Homelessness services</b></p> <p><a href="#">Shelters</a></p> <p><a href="#">Legal Help</a></p> <p><a href="#">Financial Support</a></p> <p><a href="#">Health Care</a></p>	<p><b>Ask Izzy</b></p> <p><a href="#">About Ask Izzy</a></p> <p><a href="#">Donate to us</a></p> <p><a href="#">Leave feedback</a></p> <p><a href="#">Terms of use</a></p>
<p><b>For service providers</b></p> <p><a href="#">Add a service</a></p> <p><a href="#">Update service details</a></p> <p><a href="#">Ask Izzy resources</a></p>	<p><b>Founding partners</b></p> <p><a href="#">Google</a></p> <p><a href="#">REA Group</a></p> <p><a href="#">News Corp Australia</a></p>	<p><a href="#">f</a> <a href="#">@</a></p>
<p><b>Ask Izzy</b></p> <p>Ask Izzy is powered by <a href="#">Infoxchange</a>, a not-for-profit social enterprise that has been delivering technology for social justice for over 30 years.</p>	 <p>Infoxchange acknowledges the traditional custodians of the land and pays respect to Elders both past and present.</p>	

<https://askizzy.org.au/>

# Career Advice and Resources

[www.jobjumpstart.gov.au](http://www.jobjumpstart.gov.au)



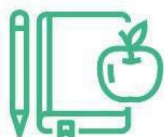
**Job Jumpstart offers resources and activities to help you work out what jobs might suit you.**

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 APPRENTICESHIPS

**Are you interested in an Apprenticeship or Traineeship?**

For information on finding an Australian Apprenticeship or Traineeship talk to your Employment Adviser. You can also use the following link to find out how the Australian Apprenticeship Support Network can help you find an apprenticeship or suitable training pathway. The Apprenticeship Network will work to ensure you are well suited and 'the right fit' for the job.

[www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)

## Minimum wages fact sheet

### Overview

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

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

### What is the current National Minimum Wage?

From 1 July 2026 the National Minimum Wage is \$26.44 per hour or \$1004.90 per week before tax.

This is the adult minimum rate for employees not covered by an award or enterprise agreement. Casual employees covered by the National Minimum Wage also get a 25% casual loading.

### Different types of minimum wages

Employees with disability may receive a lower rate if their disability affects their productivity. Lower rates may also apply to juniors, apprentices and trainees.

Pay rates for award and agreement free apprentices and trainees are based on the Miscellaneous Award. All other entitlements come from the Fair Work Act, including the National Employment Standards.

### Employees covered by an award

Most employees in the national workplace relations 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.

An employee can't agree to be paid less than the minimum pay rates that apply for their job.

For more information on awards, see our Awards section at [fairwork.gov.au/awards](https://fairwork.gov.au/awards)

To find the minimum wage under an award, use our Pay Calculator (PACT) at [fairwork.gov.au/pact](https://fairwork.gov.au/pact)

### Who determines minimum wages?

Every year, the Fair Work Commission's 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 end of this review, the Fair Work Commission issues their Annual Wage Review Decision, which includes a National Minimum Wage Order. Any required changes to employees' pay usually 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 National Minimum Wage for that year. It only applies to award and agreement free employees

The National Minimum Wage Order must set the following wages for award and 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 more information about the Annual Wage Review and the National Minimum Wage Order, see sections 285–299 of the Fair Work Act.

### Contact us

Fair Work online: [fairwork.gov.au](https://www.fairwork.gov.au)

Fair Work Infoline: **13 13 94**

#### Need language help?

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 2026

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