



Australian Government

Workforce Australia



Service Guarantee

Workforce Australia – Transition to Work

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.