



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).