



Australian Government

Workforce Australia



Service Guarantee

Workforce Australia –
Employability Skills Training (EST)

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 Workforce Australia – EST provider

These are the standards and actions providers are expected to follow in EST.

Your provider will:

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

Support you to better understand and meet the expectations of employers.

Support you to build your employability skills.

Support you to build your digital literacy skills relevant to the workplace.

Connect you to opportunities in your local labour market.

Support you to identify and explore career options that suit your abilities and interests.

Support you to improve your job search, job application and interview skills.

What is expected of you

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

As a participant of EST you need to:

Stay connected by making every effort to attend, participate in and complete the course.

Connect with your provider to let them know as soon as possible if you are unable to attend and why.

Behave respectfully towards staff and other participants.

Connect with your provider and let them know if your circumstances change, such as if your contact details change.

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



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*. Your provider will only tell your employment service provider or the Digital Services Contact Centre things about you that relate to your participation in Employability Skills Training and related activities and services. Your provider may also share information with other government agencies if they need to, to make sure you are getting the right level of support.