

Workforce Australia - Your **employment** service

Workforce Australia provides access to government employment and skills services, helping Australians to find and keep a job, change jobs or create their own job.

You can use Workforce Australia to manage your job search and reporting requirements online or access services delivered by a Workforce Australia Employment Services Provider.

Workforce Australia Online

Workforce Australia Online provides information and tools to help you look for work, change jobs or plan for a future career change.

It gives you the flexibility to manage your job search and reporting requirements yourself on the online platform. You will have access to:

- resume tools, online learning and professional career guidance
- a jobs board with skills matching and links to training and other programs
- a dedicated Digital Services Contact Centre to support you.

Workforce Australia Services

Workforce Australia Services offer you personalised one-on-one support from a provider to help you look for work and get job-ready.

Providers support individuals into work through:

- career guidance, mentoring and vocational training
- work experience, job placements, work-related licensing, relocation assistance and post-placement support
- support to access the online platform to manage mutual obligations and look for jobs
- career transition assistance for those 45 and over to help improve digital literacy and build confidence and skills
- training to explore career options, build job search and workplace skills
- services to help young people aged 15 to 24 into work or education
- support to start and run a small business.



A flexible approach to meeting your mutual obligation requirements

Mutual obligation requirements are tasks and activities you agree to do while getting income support payments. The Points Based Activation System will give you greater personal responsibility and choice in how you will manage your mutual obligations.

Some of your obligations include:

- getting a certain number of points per reporting period by completing tasks and activities such as job searches, attending interviews, doing paid work, participating in an activity, or completing online learning modules
- completing a minimum number of job searches per reporting period, and participating in a mandatory activity, where required.

If you don't achieve the number of points allocated to you or the minimum number of job searches required per 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 tasks and activities.

The Targeted Compliance Framework will apply if you don't meet your mutual obligation requirements.

Find out more at [WorkforceAustralia.gov.au](https://www.workforceaustralia.gov.au)

For general enquiries, if you're:

- **an individual searching for jobs online, call the Digital Services Contact Centre on 1800 314 677**
- **with a provider, call the National Customer Service Line on 1800 805 260.**