



Australian Government

Workforce  
Australia



# Workforce Australia Online handbook

Improving your experience



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The document must be attributed as the Workforce Australia Online Handbook.

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## Chapter 1. Purpose of this handbook

This handbook provides consolidated information about Workforce Australia Online. It is designed to help people who have been referred to Workforce Australia Online for support.

You can send any suggestions for improving this document to [onlineemploymentservice@dewr.gov.au](mailto:onlineemploymentservice@dewr.gov.au). We value your feedback. This handbook is not a stand-alone document and does not contain all of the policies and procedures relating to Workforce Australia Online delivered by the Department of Employment and Workplace Relations. We aim to provide the most up-to-date information in this handbook, however, policies and procedures can change. We encourage you to visit [workforceaustralia.gov.au](http://workforceaustralia.gov.au) for the latest updates.

## Chapter 2. Overview of Workforce Australia Online

Workforce Australia is the Australia Government's employment service. It includes Workforce Australia Online and a network of providers to deliver personalised support (Workforce Australia Services).

You are generally eligible for Workforce Australia Online if you:

- are receiving government income support (a Centrelink payment)
- have mutual obligation requirements
- have been assessed as job-ready and capable of finding work without help from a provider

Workforce Australia Online gives you a level of autonomy and flexibility on how and when you interact with employment services. For example, you can report on the study you're doing and search for tips on attending interviews. While a range of support is available when you participate in Workforce Australia Online, there is a lot more support available in [Workforce Australia Services with a provider](#).

Most of the support and reporting you'll have in Workforce Australia Online is done through the Workforce Australia platform. If you feel that you don't have the right skills or technology to participate, you can [transfer to a provider](#) to receive more personalised support. You can transfer to Workforce Australia Services at any time, if you feel that provider servicing is more suited to you.

In Workforce Australia Online you're supported by the Digital Services Contact Centre, which is more than just a help desk. They also help you manage your participation in Workforce Australia Online. For example, they may be able to adjust your reporting requirements if your circumstances change or help you to access additional support. For more information, see the [Where to get help section](#).

The [Workforce Australia Online journey flow chart](#) outlines features of the service at a high-level.

### 2.1 What to expect in Workforce Australia Online

In Workforce Australia Online, there's a range of information, tools and resources online to help you find a job. The Workforce Australia website allows you to:

- build a profile highlighting your skills, experience and qualifications, which registered employers can view
- agree to, and update, your Job Plan, which details what you've agreed to do in return for your Centrelink payment
- get information about how to meet your mutual obligation requirements and report them (if applicable)
- learn about the Points Based Activation System, and how to report your activities

- use information included in your profile to create a resume
- get job alerts based on information in your profile and your job preferences
- read inbox messages and SMS, based on your preference, and monitor employer notifications about job vacancies.

Some popular resources on the Workforce Australia website are:

- [Find a job](#)
- [How to search and apply for jobs on Workforce Australia](#)
- [Job Switch](#)
- [Online learning modules](#)
- [Activities](#)
- [Explore training options](#)

If this handbook doesn't answer all your questions, visit the [Workforce Australia website](#) or contact the [Digital Services Contact Centre](#) on **1800 314 677** or [DigitalServices@dewr.gov.au](mailto:DigitalServices@dewr.gov.au)

## 2.2 Where to get help

The Digital Services Contact Centre supports you by providing information and assistance. When you call the Digital Services Contact Centre, you can discuss your personal circumstances, ask to waive or reduce your job search requirements or assess whether Workforce Australia Online is the right fit for you. You can call or email the Digital Services Contact Centre at any time in Workforce Australia Online. The Digital Services Contact Centre can also call you directly in some situations.

The Digital Services Contact Centre can:

- connect you to complementary programs, activities and other support services
- help with the [cost of certain items](#) to find and start a job, or to move for a new job
- explain and, if needed, adjust your [mutual obligation and points requirements](#) and the support available to you
- check whether the online service is suitable for you and help if you want to move to provider servicing.

## 2.3 Help with the cost of work-related items

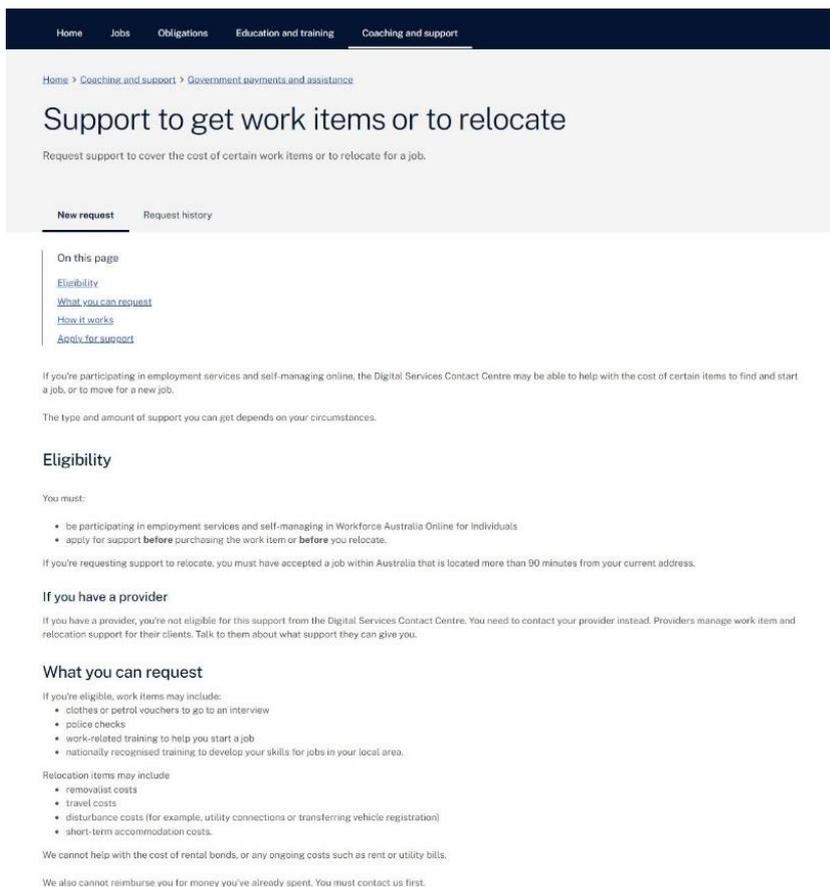
People in Workforce Australia Online can contact the [Digital Services Contact Centre](#) to help with the cost of certain items to find and start a job, or to move for a new job. The type and amount of support you can get depends on your circumstances.

Items that may be supported, depending on your eligibility, the discretion of the Digital Service Contact Centre, documentary evidence and relevance, include:

- public transport
- accredited training
- clothing and personal protective equipment

- driver’s licence, including licence test in some states and territories, licence fee and renewal of licence for classification C (car) and R (motorcycle)
- petrol vouchers
- phone credit and internet data
- police check
- relocation assistance, including short-term accommodation, disturbance costs, removalist costs and travel costs
- workplace checks, including Working with Children, Working with Vulnerable People, and Aged Care Sector checks, or National Disability Insurance Scheme Worker screening checks
- work related licensing, including first aid certificate or working at heights certificate
- work related training, including barista training, asbestos awareness and other non-accredited training.

**Figure 1: Example of information displayed on *Support to get work items or to relocate* page for eligible people in Workforce Australia.**



You may be asked to provide additional information or supply quotes for the good or service prior to a decision being made.

Importantly, after submitting your request, the Digital Services Contact Centre will ask you to provide information such as the cost and supplier details for the item you are requesting. Once we assess your

request and if it meets our funding support [principles](#) and is approved, we will make direct payment to the supplier for the item for which you have been approved.

The Digital Services Contact Centre will review and assess each request on a case-by-case basis. Previous requests will be reviewed as part of the assessment process. **There is no guarantee that your request for funding will be approved.**

### The Employment Fund Principles:

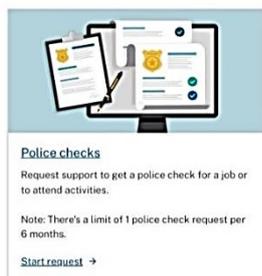
The Digital Services Contact Centre must make sure your request meets these Employment Fund principles before paying for items you requested:

- with the work-related tools, skills and experience assist an eligible person in finding and keeping a job in the relevant labour market
- provides value for money
- complies with any work, health and safety laws that apply
- withstands public scrutiny
- will not bring the Services, the Digital Services Contact Centre or the department into disrepute.

#### Apply for support

You must submit your request for support **before** purchasing

Complete and submit an online request for the items listed to **1800 314 677**. We can also help if you have any questions.



**Figure 2: Police Checks request link on the Workforce Australia website.**

### Police Checks

For Police checks, you will need to submit a request via an online form through [Support to get work items and login to your Workforce Australia account](#). For other items, you will need to contact the [Digital Services Contact Centre](#) to submit the request over the phone.

## Chapter 3. Eligibility, referral and commencement

This chapter outlines who is eligible for Workforce Australia Online, how you enter the service and how long you can stay in it.

You can be referred to Workforce Australia Online from Centrelink, Workforce Australia Employment Services Providers, or from another employment service.

Anyone with a [myGov](#) account can use the Workforce Australia website. You don't have to be receiving Centrelink payment. However, access to financial support is not available to the general public through the Digital Services Contact Centre, and not everyone will have mutual obligation requirements.

### 3.1 Signing in to Workforce Australia Online

You'll need a myGov account to register with Workforce Australia. To get started, you first need to [link Workforce Australia to your myGov account](#).

If you have trouble linking Workforce Australia in your myGov account, try to unlink it and sign out of myGov. Then sign back in to re-link Workforce Australia.

Sign in using your Workforce Australia account

1. Go to the [Workforce Australia website](#)
2. Select **Sign in or register** in the menu section and choose the **Individuals** option from the drop-down list. This will take you to the myGov website.
3. Enter your details to sign in to your myGov account.
4. Enter the security code sent to your device.
5. Your Workforce Australia homepage will open.

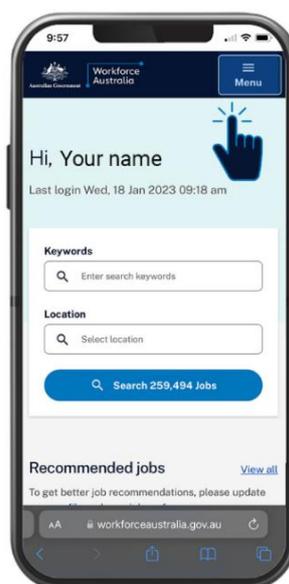
Sign in using the Workforce Australia app

1. Download the [Workforce Australia app](#)
2. Open the app and select **Sign in with myGov**.
3. Enter your details to sign in to your myGov account.
4. Enter the security code sent to your device.
5. Your Workforce Australia homepage will open.

Figure 3: myGov sign in page



Figure 4: Workforce Australia homepage



When you sign in, you can explore what's available in your Workforce Australia account. You'll get access to tools and features to help you with your job search. You can start using these straight away, even before you have your appointment with Services Australia.

For more information, visit the [register to get started page](#) or contact the [Digital Services Contact Centre](#).

### 3.2 Differences between Workforce Australia, Services Australia and Centrelink

Services Australia is an agency of the Australian Government. It delivers a range of welfare payments, health insurance payments, child support payments and other support services to eligible Australian citizens and permanent residents. Centrelink is the part of Services Australia that delivers social security payments and services to Australians.

Workforce Australia is an Australian Government program managed by the Department of Employment and Workplace Relations. It delivers employment services to people receiving Centrelink payments and helps Australian businesses to find and hire staff.

The following table explains when to contact Centrelink and when to contact the Digital Services Contact Centre.

Contact Centrelink	Contact the Digital Services Contact Centre
<p>You need to tell Centrelink about issues related to your Centrelink payment.</p> <p>For example, contact Centrelink to report:</p> <ul style="list-style-type: none"> <li>• your income</li> <li>• a change of address</li> <li>• a medical illness</li> <li>• personal circumstances that impact your ability to look for employment.</li> </ul>	<p>You need to contact us via the Digital Services Contact Centre, if your circumstances change or you have concerns related to Workforce Australia Online.</p> <p>For example, contact the Digital Services Contact Centre about:</p> <ul style="list-style-type: none"> <li>• your ability to meet your obligations</li> <li>• your monthly points target</li> <li>• reporting your work</li> <li>• how to use the Workforce Australia website.</li> </ul>

### 3.3 Applying for income support

There's a range of Centrelink payments that can help you when you're looking for work. Generally, you can claim these payments online via your Centrelink account which is linked to myGov.

Before you submit an online claim, you'll need to book an appointment. The appointment will generally be scheduled within 2 days. For more information, visit the Centrelink website at [servicesaustralia.gov.au](http://servicesaustralia.gov.au).

You will also receive a notification by email or text, welcoming you to Workforce Australia. This will explain how to connect to the Workforce Australia Online platform and how to do tasks, such as completing your Job Seeker Snapshot and profile before your eligibility for Workforce Australia Online is confirmed.

If you don't complete the Jobseeker Snapshot online it will be completed during your appointment with Centrelink. The information you provide in your Job Seeker Snapshot questionnaire will decide whether you will connect with a Workforce Australia Services or Transition to Work provider or be referred to Workforce Australia Online.

Centrelink will also use this information to work out whether you need to connect to Workforce Australia before your payment can commence.

### 3.4 RapidConnect

People claiming income support are assisted to rejoin the workforce quickly by being immediately connected with a Workforce Australia provider or Workforce Australia Online. This is called RapidConnect.

If you're claiming Job Seeker Payment or Youth Allowance and you're referred to Workforce Australia Online, you must agree to your Job Plan before your payment can start. To agree to your Job Plan, you will need to sign into your Workforce Australia Online account on the webpage or app.

In certain circumstances people are exempt from RapidConnect. This is determined by Centrelink. If you're exempt from RapidConnect you're not required to agree to a Job Plan before your allowance is payable but may still be required to be connected to Workforce Australia.

If you have questions or need help to agree to your Job Plan, contact the Digital Services Contact Centre.

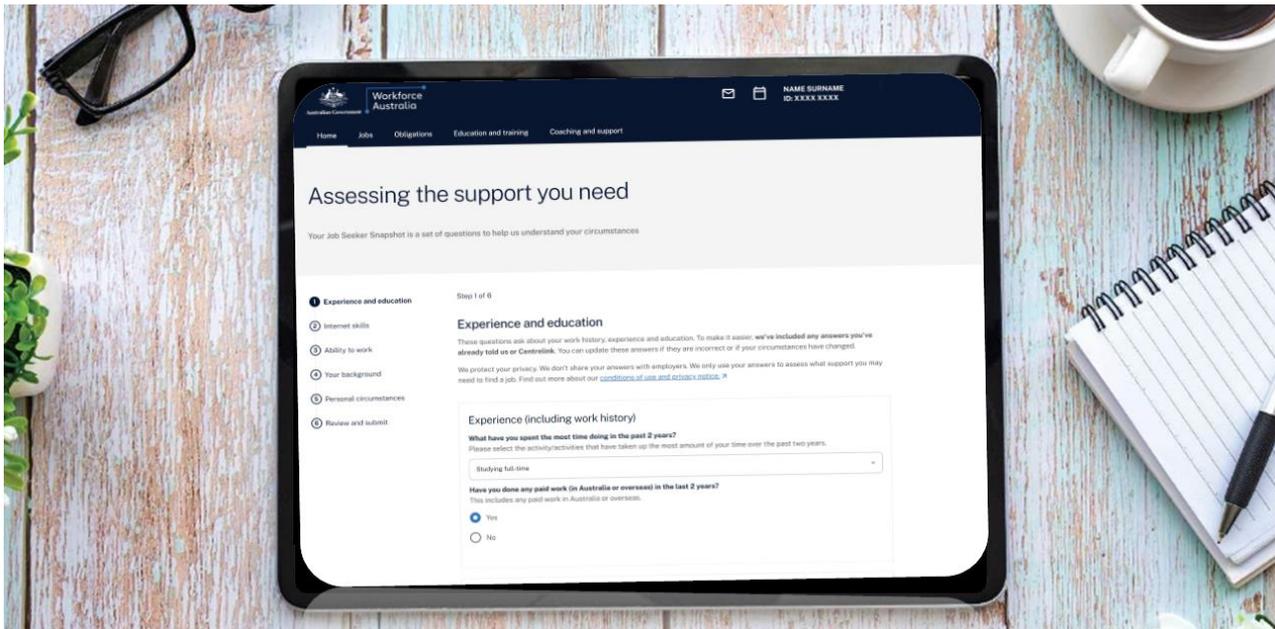
### 3.5 Assessment of your personal circumstances

When you apply for a Centrelink payment, you'll be asked to take an assessment to help us understand your personal circumstances, skills, experience, your job confidence, capacity for work and any labour market disadvantage you might face. This is to make sure you're referred to the most appropriate service for your needs. The key parts of the process are an initial claim appointment with Centrelink and the Job Seeker Snapshot.

The Job Seeker Snapshot includes questions that determine your Job Seeker Classification Instrument (JSCI) score. The JSCI is used to work out what type of help you need and the employment service most suited to you.

At your claim appointment, Centrelink staff will use information from your Centrelink payment claim and the result of your Job Seeker Snapshot, to assess your eligibility for income support. They will discuss your mutual obligation requirements and make referrals to employment services, if appropriate.

**Figure 5: Assessing the support you need – Job Seeker Snapshot**



If you have a medical condition or disability, you may need an Employment Services Assessment to determine your capacity to work, and you should update your Job Seeker Snapshot online and follow the auto-referral prompts or contact Centrelink or the Digital Services Contact Centre for assistance. Centrelink staff will then work out if an Employment Services Assessment is appropriate and contact you to schedule an appointment for further assessment. This may recommend that you receive support from a Disability Employment Services provider or that you no longer need to participate in Workforce Australia. If so, you will be transferred to Disability Employment Services.

### 3.6 Commencing in Workforce Australia Online

If you've been referred to Workforce Australia Online, you'll need to complete your profile and agree to your Job Plan to commence in Workforce Australia Online. This is done through the Workforce Australia website.

How you agree to your Job Plan may vary, depending on whether you're subject to [RapidConnect](#) or RapidConnect exempt:

- If you're subject to RapidConnect (via Centrelink), you must agree to your Job Plan before your payment can commence.
- If you're exempt from RapidConnect (via Centrelink), once your Centrelink payment has been granted, we will send you a message asking that you complete your Job Plan. If you don't complete your Job Plan, your Centrelink payment will be put on hold
- If you're transferring from a Workforce Australia Services Provider, you must agree to your Job Plan within 2 business days, otherwise the [Targeted Compliance Framework](#) applies and your payment may go on hold. See [Chapter 6](#) of this document for more detail.

### 3.7 Completing your profile

You need to complete your profile before you can finalise your Job Plan. Your Workforce Australia profile is like an online resume. You can highlight information such as your employment preferences, skills, qualifications and work history.

Benefits of having a complete and up-to-date profile include:

- making applying for jobs on WorkforceAustralia.gov.au quick and easy
- allowing employers to find you and contact you about potential job opportunities
- helping match you with employment opportunities. You can also receive alerts about suitable jobs helping you become a competitive job candidate

If you're reporting points (see [Chapter 4. Job Plans, mutual obligation requirements, points and job search](#)), you can earn points for completing your profile. You can also earn points for keeping your profile up to date. Find out more about how to [Create your profile](#).

**Figure 6: Example of profile page**

The screenshot displays the Workforce Australia user profile page. At the top, there is a dark blue header with the Australian Government logo and the Workforce Australia logo. To the right of the header, there are icons for a mail envelope and a calendar, and the text 'NAME SURNAME ID: XXXX XXXX'. Below the header is a navigation menu with links for 'Home', 'Jobs', 'Obligations', 'Education and training', and 'Coaching and support'. The main content area features a large heading 'Name Surname' with two buttons: 'Update from a resume' and 'More'. Below this, there are four main sections: 'About me' with a bio and an 'Edit about me' button; 'Experience' with a job entry for 'Crows Nest, QLD 4355 kitchen hand' at 'Old Crow Hotel' from '01 Jan 2016 - 01 Nov 2018' and an 'Add an experience' button; 'Profile visibility' with a 'Change visibility settings' button; and 'Job preferences' showing 'Job titles' as 'Human Resource Managers' and 'Human Resource Clerks'.

To access and build your profile, you need to either:

- sign in to [Workforce Australia](#), or
- open the [Workforce Australia app](#) and select **Sign in with myGov**.

## Writing each section of your profile

There are 7 sections of the profile. When you write your profile, especially the *About Me* section, think about how you want to present yourself to businesses. Try to be as specific as possible when entering your experience, education and skills.

Learn more about [How to write a great profile](#).

Figure 7: Menu page

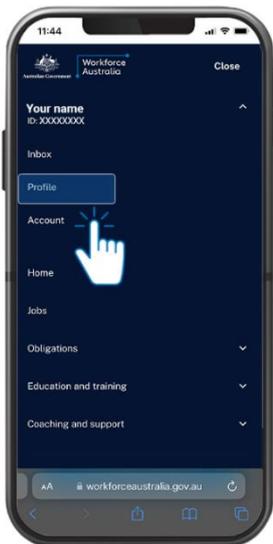


Figure 8: About me

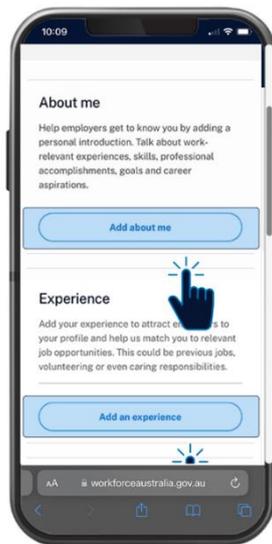


Figure 9: Education

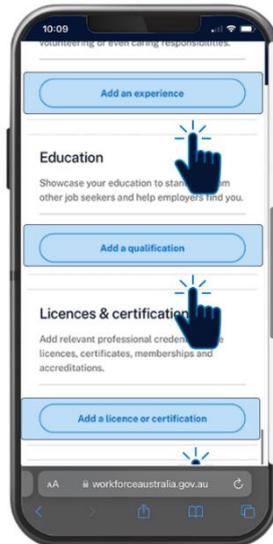
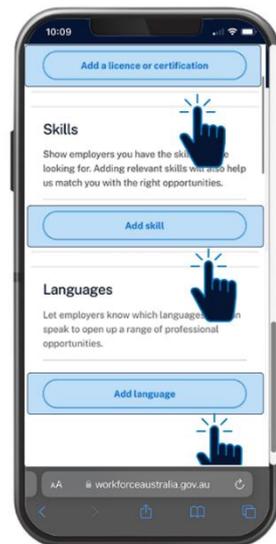


Figure 10: Skills and Languages



## Manage the privacy setting in your account

The privacy settings in your account control who can view [your profile](#). You can set your profile as 'standard' or 'hidden'.

**Standard** means businesses registered with Workforce Australia can find and view your profile at any time. If you have the skills or experience they need, businesses may contact you. You can also create a public link and share your profile with any person or business.

**Hidden** means your profile can only be viewed by a registered business when you apply for one of their jobs on the Workforce Australia digital platform. When you submit your application, the business can view your profile for 90 days. You can withdraw or extend the 90 day period. Find out more on how to [Manage or remove your sensitive information](#).

If you have other questions about your Workforce Australia profile, contact the [Digital Services Contact Centre](#).

## Chapter 4. Job Plans, mutual obligation requirements, points and job search

This chapter provides information about Job Plans, mutual obligation requirements and the Points Based Activation System for people in Workforce Australia Online.

[Mutual obligation requirements](#) are the tasks and activities you agree to do in return for your Centrelink payment. You can see a flow chart of your [mutual obligations and compliance](#).

You may have mutual obligation requirements if you're getting certain Centrelink payments. Payments include:

- JobSeeker Payment
- Youth Allowance for job seekers
- Parenting Payment after your youngest child turns 6
- Special Benefit paid under certain conditions.

Mutual obligation requirements are tasks and activities you agree to do to help you find a job and get your payment. You agree to these obligations when you agree to your Job Plan (see section below). We may temporarily pause your obligations in certain circumstances – for example, in cases of natural disasters.

If you can't meet your obligations, you can contact Centrelink or Digital Services Contact Centre to discuss your circumstances. For more information about obligations visit [If you can't meet your obligations](#).

## 4.1 Job Plan

If you're looking for work and getting Centrelink payments, you'll need to have a Job Plan. Your Job Plan details what you've agreed to do in return for your Centrelink payment.

If you're in Workforce Australia Online and self-managing, we'll send you a message to review and agree to your Job Plan in your [Workforce Australia account](#).

**Figure 11: Example of a Job Plan task on a Workforce Australia account**

The screenshot shows the Workforce Australia account dashboard. At the top, there is a navigation bar with links for Home, Jobs, Obligations, Education and training, and Coaching and support. Below the navigation bar, there is a greeting 'Hi,' and the last login time 'Mon, 25 Mar 2024 03:03 pm'. To the right of the greeting is an illustration of four people (two women and two men) in professional attire. Below the greeting and illustration is a search bar with two input fields: 'Keywords' (with a placeholder 'Enter search keywords') and 'Location' (with a placeholder 'Select location'). To the right of these fields is a blue button labeled 'Search 1,041 Jobs'. Below the search bar is a section titled 'Your tasks'. Under this section, there is a task card with a red 'Urgent' tag. The task is titled 'Review and agree to your Job Plan' and has a sub-heading 'Your Job Plan is now ready. Your Job Plan tells you what you must do in return for your income support payments.' Below the task card is a blue button labeled 'Review and agree'.

The Job Plan will generally include the requirement to:

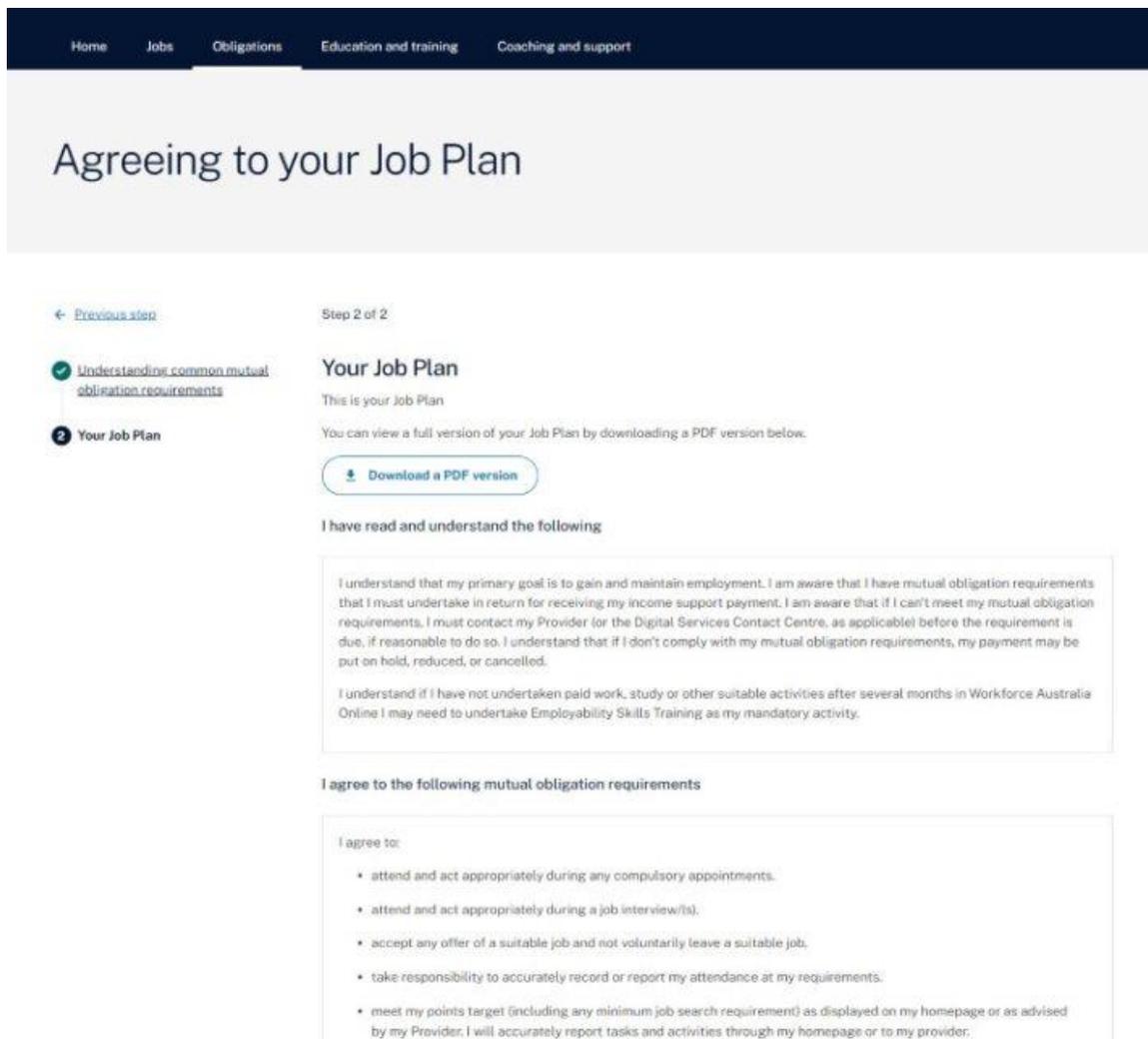
- meet a Points Requirement which includes a specified Points Target and a minimum Job Search Requirement, and report tasks and activities.
  - the Points Target will be displayed on your Workforce Australia account, and you can report tasks and Activities through your 'Report and Earn' page.

- the 'Report and Earn' page can be accessed by logging into your Workforce Australia online account on the Workforce Australia website or app
- attend and act appropriately during any compulsory appointments with third parties
- attend and act appropriately during a job interview
- accept any offer of a suitable job and not voluntarily leave a suitable job
- accurately record or report attendance at activities
- participate in a Mandatory Activity Requirement on the dates and times notified.

All people with mutual obligation requirements need to agree and meet these obligations.

You can agree to a Job Plan online or get help from the Digital Services Contact Centre. The Job Plan needs to include at least one compulsory item.

**Figure 12: Example of the 'Agreeing to your Job Plan' page**



If you're having trouble finding or agreeing to your Job Plan, you can:

- unlink and re-link your Workforce Australia account in myGov
- merge multiple accounts – see [Merge your accounts](#)

- check you have completed your Job Seeker Snapshot
- check you have completed your profile

If these don't resolve the issue, contact the [Digital Services Contact Centre](#) for assistance.

## 4.2 Updating a Job Plan

You need to review and update your Job Plan when:

- your circumstances change.
- you have agreed to undertake Employability Skills Training to meet your [activity requirement](#)
- you're no longer required to complete Employability Skills Training
- a [Capability Interview or Capability Assessment](#) requires you to do new activities.

A notification will be sent to you and an alert will appear under 'your tasks' on your Workforce Australia Online account. You have up to 2 business days 'think time' to consider and agree to the updated Job Plan.

Note: You can only update your Job Plan if you don't have any [outstanding compliance](#). You may have compliance action if you haven't met your obligations – for example, if you haven't met [your points targets or mandatory job searches](#). If you haven't addressed the compliance action within 28 days, you will be exited from Workforce Australia Online and your Centrelink payment may be impacted. If you have any concerns, contact the [Digital Services Contact Centre](#).

## 4.3 Meeting your points target and job search requirement

As part of your mutual obligation requirements, you may have a points requirement, which includes a points target and a minimum job search requirement. This means you'll need to earn a set number of points and apply for the number of jobs you agreed to apply (usually 4), for each points reporting period. See a flow chart of your [Points Based Activation System](#).

If you have a points target and job search requirement, you need to complete both or your Centrelink payment may be put on hold. You will need to sign in through myGov to see this information on your [Workforce Australia homepage](#).

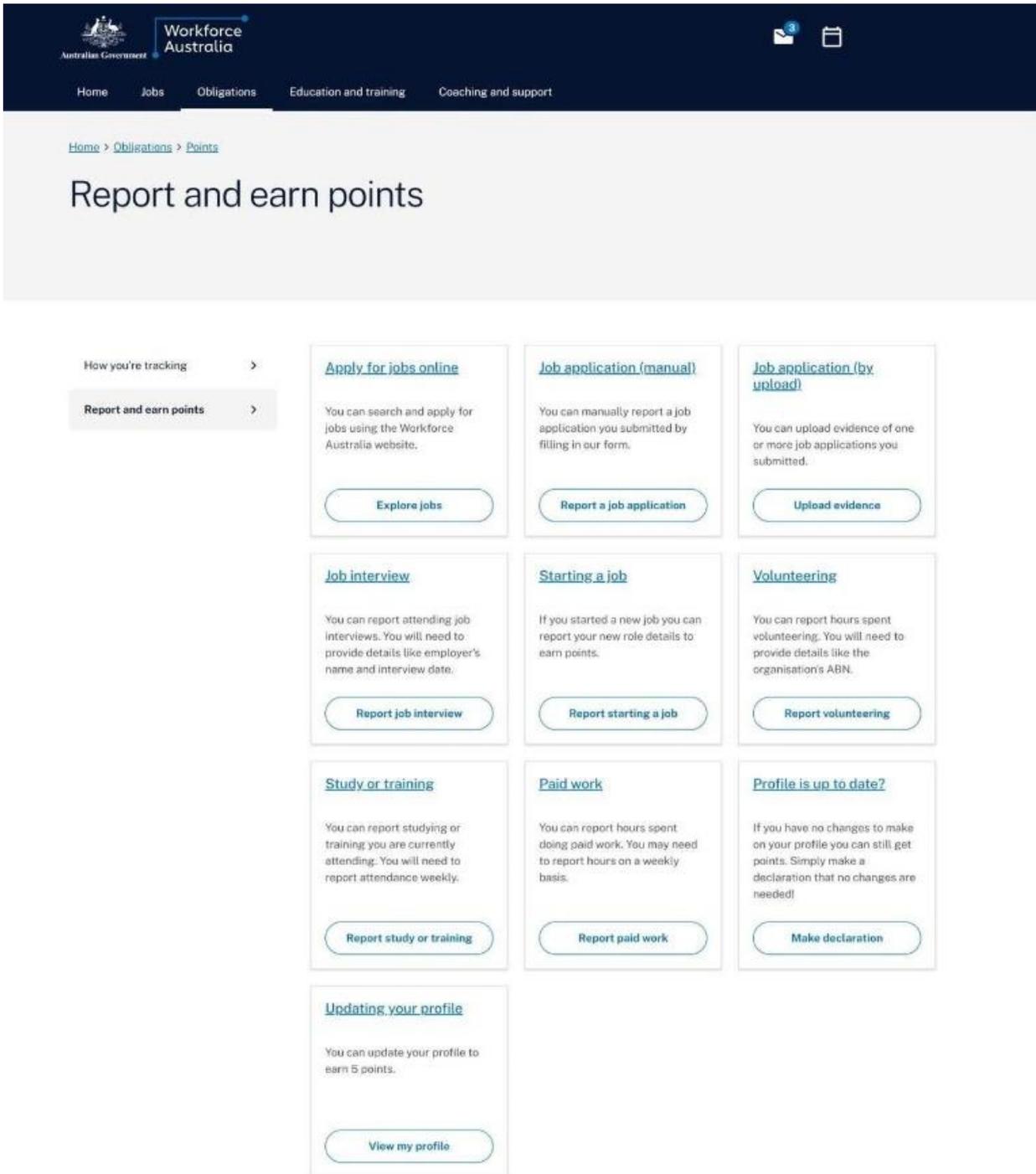
The maximum points target for each points reporting period is 100 and generally includes 4 job searches. Your points target may be automatically reduced in some circumstances, for example if you:

- live in a specific area we have identified as having fewer job opportunities
- have a reduced work capacity
- are a principal carer parent
- are 55 years or over.

The Digital Services Contact Centre can also change your points target and your job search requirement based on your temporary circumstances such as illness, access to transport, or family and caring responsibilities. It is important to contact the Digital Services Contact Centre if you have [circumstances](#) that may impact your ability to meet your mutual obligations.

You earn points by reporting the tasks and activities you've done. You won't be able to meet your points target unless you also meet your job search requirement if you have one. You can choose the tasks and activities you can do to meet your points target. These can include paid work, study, attending a job interview, updating your profile, or doing online learning modules on Workforce Australia website.

Figure 13: Example of the 'Report and earn points' screen



You can do more than the minimum number of Job Searches in a points reporting period. These additional Job Searches will earn points and contribute to your Points Requirement.

You can only meet your points requirement (if you have one), if you complete the minimum number of job searches.

More information on how to earn and report points is available in this online tutorial and on the [Workforce Australia website](#).

## 4.4 Reporting work, tasks and Activities to earn points

You earn points towards your points target by reporting work, tasks and activities by using the Workforce Australia app or the Workforce Australia website.

Once the points have been reported, you will automatically be allocated the points. There are different ways to report depending on what you're reporting. For more information, visit [How to earn points](#).

For one-off tasks, such as job interviews, you must report each completed task by using the Workforce Australia account or Workforce Australia app.

You can earn 5 points towards your monthly points target for every 5 hours of paid work. You can also earn 50 points for starting a new job. This includes full-time, casual, part-time or short-term work. To learn more about how to report a new job or paid work and earn points, visit [Show you did paid work](#).

For activities, points will be allocated when you report your attendance. You will either need to book the activity listed on [Activities to support you into work](#) or advise you're doing a new activity such as a training course. You will then need to confirm your attendance to receive points. It's important to confirm your attendance as soon as you've done the activity. Note: If you're required to attend Employability Skills Training you must attend each allocated session, or your payment may be put on hold, reduced or cancelled.

If you're unable to attend, please contact the [Digital Services Contact Centre](#).

## 4.5 Earning points for tasks completed during an activity

You can report the completion of a task and earn points if it was done as part of another activity.

For example, a Job Search, qualification, or short course (such as a construction industry White Card or forklift licence) completed while participating in Employability Skills Training can be reported as a task completed during your points reporting period. This would be in addition to the points earned from attending the activity.

## 4.6 Points reporting period

Each person has their own points reporting period. Generally, your points reporting period starts on the day you agree to your first Job Plan.

For example, if you agree to your Job Plan and commence in Workforce Australia Online on 17 January, your points reporting period will start from this day and will end on 16 February. Your new points reporting period will start on 17 February.

You will get reminders about reporting your tasks and activities:

- 15 calendar days before the end of your points reporting period, and
- 5 calendar days before the end of your points reporting period.

## 4.7 Banking additional points

If you exceed your points target for the current points reporting period, the additional points may be 'banked'. They can be used to reduce the points target of your next points reporting period. your points will automatically be banked at the start of the next points reporting period.

No more than half of your points target can be banked at any time. For example, if your points target is 80 and you earn 120 points, you can bank the additional 40 points for the next points reporting period. However, if your points target is 80 and you earn 130 points, you can still only bank an additional 40 points for the next points reporting period. The 10 additional points will not be banked.

Banked points will round up to the nearest 5 points. For example, if your points target is 75, you can bank half of your points target, which is 37.5. In this instance, the total of points able to be banked will be rounded up to 40 points.

For more information about what you can do if you do not meet your points target, read [Chapter 4](#).

## 4.8 Submit good-quality applications

We check the quality of your job applications to make sure you're applying for the right kind of jobs, reporting the details correctly and submitting good quality applications. It's important to only apply for jobs you have a genuine chance of getting. You should only apply for jobs you're qualified for and have the right skills. For example, don't apply to be a delivery driver if you don't have a drivers licence.

## 4.9 How to submit good-quality applications

When we review your job search efforts, we are looking at each individual application to see if they have:

- clearly identified the employer, the position and the employer's contact details
- tailored your applications to suit the requirements of the role
- applied for jobs that are suitable for your skills, qualifications and experience

We'll also look at the overall variety of your job search efforts over time, to see if you have:

- used a variety of applications methods where appropriate (such as online, email, in person or by phone)
- applied for suitable jobs in different types of industries and occupations
- applied for jobs at different levels of pay and seniority, suitable to your skills and experience.
- uploaded appropriate, readable and related material.

For more information on submitting good-quality applications, visit [If you must apply for jobs](#).

## Chapter 5. Activity requirement

If you're not working, studying or learning any skills in your first few months in Workforce Australia Online, you'll receive an appointment notification from the Digital Services Contact Centre. This phone appointment is to make sure you're using the support available to help improve your chances of getting a job.

You can meet your activity requirement with a wide range of activities. These include courses or training to build your skills, gain relevant experience and prepare for work. You need to advise of any types of work, study or activities you may have been doing. You can report this directly on the website or advise the Digital Services Contact Centre. If you're not doing any of these, you may be referred to Employability Skills Training course, which you must attend.

You'll receive a message advising you to report any existing work or study. This message will also offer you the choice to do a range of activities available to you.

## 5.1 Meeting your activity requirement

You can meet your activation requirement by doing and reporting:

- the minimum number of hours of paid employment (45 hours)
- accredited education and training that is at least 4 weeks in duration (but also less than 12 months duration)
- a suitable activity such as
  - [Adult Migrant Employment Program](#)
  - [Career Transition Assistance](#)
  - [Employability Skills Training](#)
  - [Exploring Self-employment Workshop](#) or [Self-Employment Assistance](#)
  - [Skills for Education and Employment](#)
  - other local, state or federal government programs with an employment focus, such as the Indigenous Skills and Employment program
  - [Fee Free TAFE courses](#)

## 5.2 Not meeting your activity requirement

If you don't meet your activity requirement, the Digital Services Contact Centre will book you in for an appointment to discuss any work, study or activities you've done to date. You need to attend this appointment, or your payments may be put on hold.

Depending on your needs, the Digital Services Contact Centre may:

- enrol you in Employability Skills Training to help develop the skills that employers want, explore career options, and build job search, workplace and industry specific skills
- update your circumstances on the Workforce Australia website
- work out if you require further support from Centrelink or a Workforce Australia Services Provider
- make sure your mutual obligation requirements and points target are suited to your circumstances and negotiate any changes required with you.

The [Targeted Compliance Framework](#) will apply if you don't respond to the Digital Services Contact Centre calls at the scheduled appointment, or don't attend your Employability Skills Training.

## Chapter 6. Targeted Compliance Framework

The [Targeted Compliance Framework](#) applies to all people with mutual obligation requirements. This applies when you have not met your points target, or minimum job search efforts by the end of your points reporting period.

If you don't meet the requirements you agreed to as part of your Job Plan, we may need to apply our compliance framework. We call our compliance system the Targeted Compliance Framework.

For more information about the Targeted Compliance Framework, visit [Compliance, demerits and zones](#) or you can call the [Digital Services Contact Centre](#) and they will:

- make sure your requirements are tailored to your current circumstances and updating those circumstances with you if they change
- explain how to meet your requirements
- explain how and when to report your attendance at activities and the tasks you have completed.

If you're having trouble reporting your attendance at an activity or recording a completed task, tell the Digital Services Contact Centre so they can record it for you.

You can see if you're meeting your requirements on your [Workforce Australia homepage](#). Your homepage will show you:

- how many points you have reported so far
- how long you have left in your current reporting period
- when you need to report
- which compliance zone you're in.

## 6.1 The first time you don't meet your points target

If you don't meet your points requirements (both your points target and job search requirement), this will result in Points Based Failure. When you get your first Points Based Failure in the Green Zone or Warning Zone, your income support payment will go on hold after 2 business days if you don't call the Digital Services Contact Centre. In most instances, your Reconnection Requirement will be automatically set to 'light touch'.

To meet your light touch Reconnection Requirement, you will need to complete an online declaration to confirm your understanding of your Points Requirements.

**You're only eligible for light touch Reconnection once** and only if you're not in the Penalty Zone.

## 6.2 Capability Interview and Capability Assessment

If you get 3 demerits and your Centrelink payment is put on hold, you'll have a Capability Interview with the Digital Services Contact Centre. This interview is to discuss your requirements and see if they're right for you. The Digital Services Contact Centre will call you for the Capability Interview and you must take this call, to remove your Centrelink payment suspension. You will receive a notification about the Capability Interview at least 2 business days before the interview, and a reminder notification the day before.

If you get 5 demerits, you'll have a Capability Assessment with Centrelink so they can assess if your requirements are suitable. If you receive a notification about attending a Capability Assessment, you need to contact Centrelink as soon as possible or you may lose your Centrelink payment.

## 6.3 Compliance zones and symbols

There are 3 compliance zones with their own colour-coded symbol. You can see these symbols on your [Workforce Australia homepage](#) and your [participation history](#) page. You can also see them when you sign in to the Workforce Australia app.

<p><b>Green Zone</b></p> <p>The Green Zone means you're meeting your requirements – this is where you'll commence when you first start receiving your payment. To stay in the Green Zone, you just need to make sure you're meeting all of your requirements.</p>	
<p><b>Warning Zone</b></p> <p>You have demerits: An exclamation point in a circle means you're in the Warning Zone. You'll move into the Warning Zone if you get one or more demerits.</p> <p>If you get 3 demerits, you'll have a Capability Interview with the Digital Services Contact Centre. This interview is to discuss your requirements and see if they're right for you.</p> <p>If you get 5 demerits, you'll have a Capability Assessment with Centrelink so they can assess if your requirements are suitable.</p> <p>When you're in the Warning Zone, your demerits last for 6 months before they expire. To get back to the Green Zone, you need to meet all your requirements until your demerits expire.</p>	
<p><b>Penalty Zone: this may affect your payment</b></p> <p>A circle with a red cross means you're in the Penalty Zone. You'll move to this zone if:</p> <ul style="list-style-type: none"> <li>• you have 5 demerits</li> <li>• Centrelink finds you capable of meeting your requirements at your Capability Assessment.</li> </ul> <p>If you don't meet your requirements while you're in this zone, your Centrelink payment may be reduced or cancelled.</p> <ul style="list-style-type: none"> <li>• The first time you don't meet a requirement, you lose one week's payment.</li> <li>• The second time, you lose 2 weeks' payment.</li> <li>• The third time, your payment will be cancelled for 4 weeks. You'll also need to <u><a href="#">re-apply for your payment with Centrelink</a></u>.</li> </ul> <p>To move back into the Green Zone, you need to meet all your requirements for 3 months.</p>	

## Chapter 7. Digital Services Review

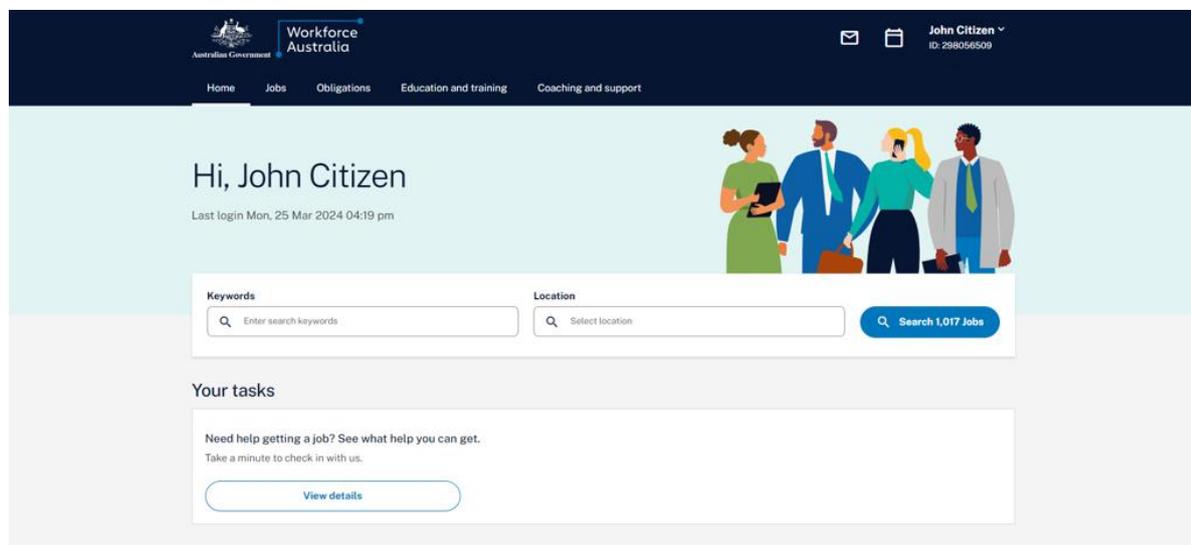
A Digital Service Review can be undertaken to determine whether Workforce Australia Online remains appropriate for you, or if you may benefit from the support of a provider. You may be directed to a voluntary online assessment at four and eight months of service, unless already in employment, study, or training.

The Digital Service Review provides an opportunity to review your access and ability to use the Workforce Australia Online. Depending on your responses to the Digital Service Review, you may be provided

information on Workforce Australia Online that can help you find a job, or you may be encouraged to transfer from Workforce Australia Online to a provider.

If you're directed to voluntarily complete a four-or eight-months Digital Service Review it will appear as a to-do item when you log into your Workforce Australia homepage.

**Figure 14: Example of your to-do-item for a Digital Services Review in Workforce Australia account**



When you select the to-do item, you will be prompted to navigate to the assessment.

Based on the responses you provide in the Digital Service Review you may be given the opportunity to consider moving to provider servicing. You can also choose to move to a provider at any point in time by either using the Workforce Australia Online platform and accessing your account or contacting the [Digital Services Contact Centre](#).

## Chapter 8. Time in Workforce Australia Online and transfers

You can participate in Workforce Australia Online for up to 12 months after which the department may then transfer you to Workforce Australia Services. If you meet paid work or study requirements you will be able to stay in Workforce Australia Online for an additional 6 months. We'll let you know when it's getting close to the time when you may need to transfer.

Once you transfer, you'll receive personalised support from a provider in Workforce Australia Services. You won't be able to return to Workforce Australia Online after you have transferred.

The transfer to Workforce Australia Services won't affect your Centrelink payments but you'll need to keep meeting your obligations online until you've:

- had your first meeting with your provider
- discussed your Job Plan with your provider.

You may be able to stay in Workforce Australia Online for up to 18 months if you're declaring enough work or study. We will check that you have reported and earned points for eligible work or study in the reporting period covering your 12th month participating in Workforce Australia Online.

To remain in Workforce Australia Online for up to 18 months we will check that you have declared:

- that you completed 60 hours or more of eligible work, or
- that you participated in [eligible study](#) for 28 days or more in the reporting period that covers your 12<sup>th</sup> month in Workforce Australia Online.

You will receive a notification 4 weeks before you may be transferred to a provider alerting you to the fact that you're close to your maximum time in Workforce Australia Online. This notification will let you know what you need to do to stay in Workforce Australia Online or how you can transfer to a provider. A notification will also be sent one week before your transfer to a provider, if you receive this notification the Department will be transferring you to a provider.

It is important to report your work and study throughout your points period and not leave it until the very end of the period. This will ensure that you receive the correct notification and most up to date information as to whether you will be referred to a Workforce Australia Services provider. If you have any queries, please contact the Digital Services Contact Centre as soon as possible so we can quickly clarify any issues relating to your circumstances and stop a transfer if appropriate in the circumstances.

If you're working or studying, you need to tell us. Find out how to report [a new job or ongoing work](#) or declare [study or training](#). For more information contact the [Digital Services Contact Centre](#).

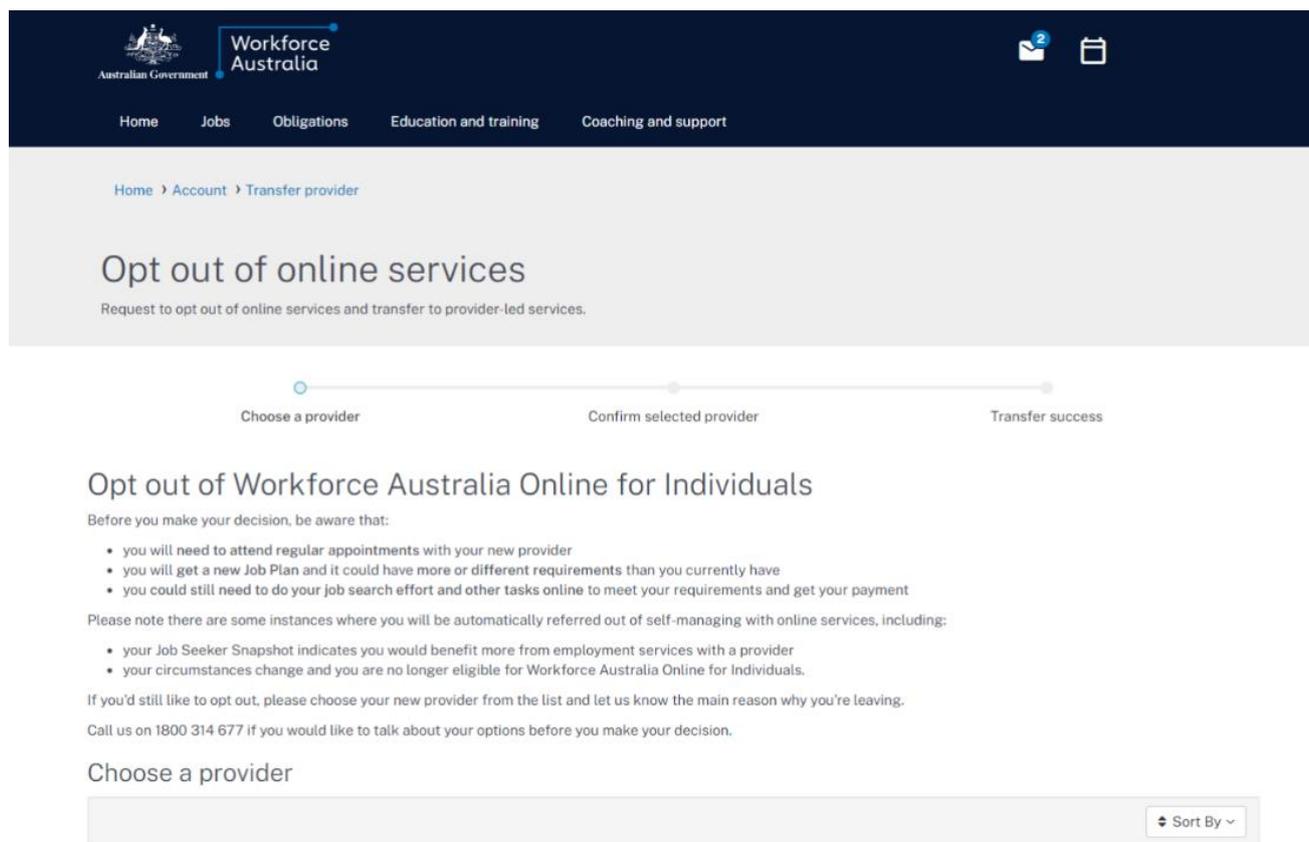
## 8.1 Transfer from Workforce Australia Online to provider services

If you're having difficulty with Workforce Australia Online or you would prefer face-to-face servicing, you can move to provider services at any time. You can do this by either using the Workforce Australia Online platform and accessing your account or by contacting the [Digital Services Contact Centre](#). Centrelink can't action the transfer to a provider for you.

**Figure 15: Example of the transfer to a provider on your Workforce Australia Online account.**

The screenshot displays the 'Your provider and support' section of the Workforce Australia Online account. On the left, a navigation menu lists various account settings. The main content area features contact details for the Digital Services Contact Centre, including the phone number 1800 314 677 and the email address DigitalServices@dewr.gov.au. Below this is a banner titled 'Transferring to a provider' which includes an illustration of a woman and a man talking, and a 'Find a provider' button. The banner text explains that users can request to opt out of online services and transfer to provider-led services, where an employment services provider will support them instead.

Figure 16: Example of the opt out of Workforce Australia Online screen on your Workforce Australia Online account.



For more support, follow how to Transfer to a Provider in [Employment service for people claiming income support](#).

## 8.2 Return to Workforce Australia Online

You can only participate in Online Services once per period of unemployment. A period of unemployment is the time between when you registered for Centrelink payment with Centrelink and when you exit employment services for three months or more. This means that once you transfer to a provider, you won't be able to return to Workforce Australia Online in the same period of unemployment.

## 8.3 Transfer from a provider to Workforce Australia Online

If you're with a provider, and have not already participated in Workforce Australia Online, you may be able to transfer to Workforce Australia Online to self-manage your obligations. Only your provider can request this transfer on your behalf.

To be eligible for this transfer, your provider needs to:

- assess you're able to self-manage in Workforce Australia Online, including that you have access to the technology you'll need
- agree you'll benefit from participating in Workforce Australia Online
- confirm you've [linked your Workforce Australia account to myGov](#)
- ensure you understand and agree to the transfer.

You're not eligible to transfer in certain circumstances, if you:

- have already participated in Workforce Australia Online in your current period of unemployment (that's the time since you registered with Centrelink or directly registered with a provider)
- have been assessed as needing provider support
- have not been meeting your obligations and are in the [Penalty Zone](#)
- haven't registered for myGov and linked your Workforce Australia account.

If you want to transfer to Workforce Australia Online, talk to your provider. If your provider agrees, they'll submit a transfer request form to the department's National Customer Service Line. The National Customer Service Line will assess the request and your eligibility. They'll then send you and your provider an email with the outcome. You must continue with your provider until the transfer request is approved.

## Chapter 9. Privacy and complaints

### 9.1 Managing private information

Please refer to the [Privacy and conditions page](#) for detailed information on how your personal information will be used and the circumstances in which it may be disclosed to another party.

### 9.2 Complaints

If you're not satisfied with the service you've received, you should talk to the [Digital Services Contact Centre](#).

If you're still concerned or don't feel comfortable talking to the Digital Services Contact Centre, you can contact the [National Customer Service Line](#).

# Workforce Australia Online journey



Workforce Australia

## Workforce Australia Online



# Mutual obligations requirements in Workforce Australia overview



Workforce Australia

## Workforce Australia Online

Mutual obligation requirements and the Targeted Compliance Framework

### Mutual obligation requirements in Workforce Australia Online

#### What do I have to do?



Agree to a **job plan** which outlines what you must do to meet your obligations.



Attend **job interviews** which can lead to work opportunities for you.



Meet a monthly **points requirement that is reasonable for you, including a minimum job search requirement** (if it's applicable).



Complete a **mandatory activity** if you aren't already participating in a suitable activity. The mandatory activity is added to your job plan.



#### Points based activation system

**Every month** you must complete approved activities and tasks to earn points to help you meet your monthly points target.

**Don't forget** you can choose approved activities and tasks tailored to your needs - for example you can earn 5 points when you submit a job application.



#### Mandatory activity

If you are not working, studying, or have participated in a range of activities, **you'll have a mandatory activity at 4 months**, and be referred to Employability Skills Training.

### Targeted Compliance Framework

There are 3 compliance zones.

#### Green Zone

You start in the Green Zone, with zero demerits on your record.

If you don't meet your mutual obligation requirements and have not contacted the Digital Services Contact Centre with a valid reason within 2 business days, your payment will be suspended until you provide a valid reason or meet a re-engagement requirement.

#### Warning Zone



If you miss a requirement without a valid reason, you'll get a demerit and move into the Warning Zone.

If you get 3 demerits in the Warning zone, you'll be contacted by staff in the Digital Services Contact Centre to discuss your requirements and make sure they're appropriate for your current circumstances.

If you get 5 demerits you'll need to contact Centrelink for a Capability Assessment. The Capability Assessment is an opportunity to check if your requirements are suitable.

#### Penalty Zone

If you are capable of meeting your requirements, you will move into the penalty zone and be referred to Workforce Australia Services.

If you don't meet your requirements while in this zone, your income support payment may be reduced or cancelled.

- the first time you miss a requirement without a valid excuse, you'll lose half of your fortnightly payment
- the second time, you'll lose all of your fortnightly payment, and
- the third time, your payment is cancelled for 4 weeks and you'll need to make a new claim with Services Australia to start receiving payments

If you meet all of your requirements for 3 months while you're in the Penalty Zone you'll return to the Green Zone.

# Points Based Activation System overview

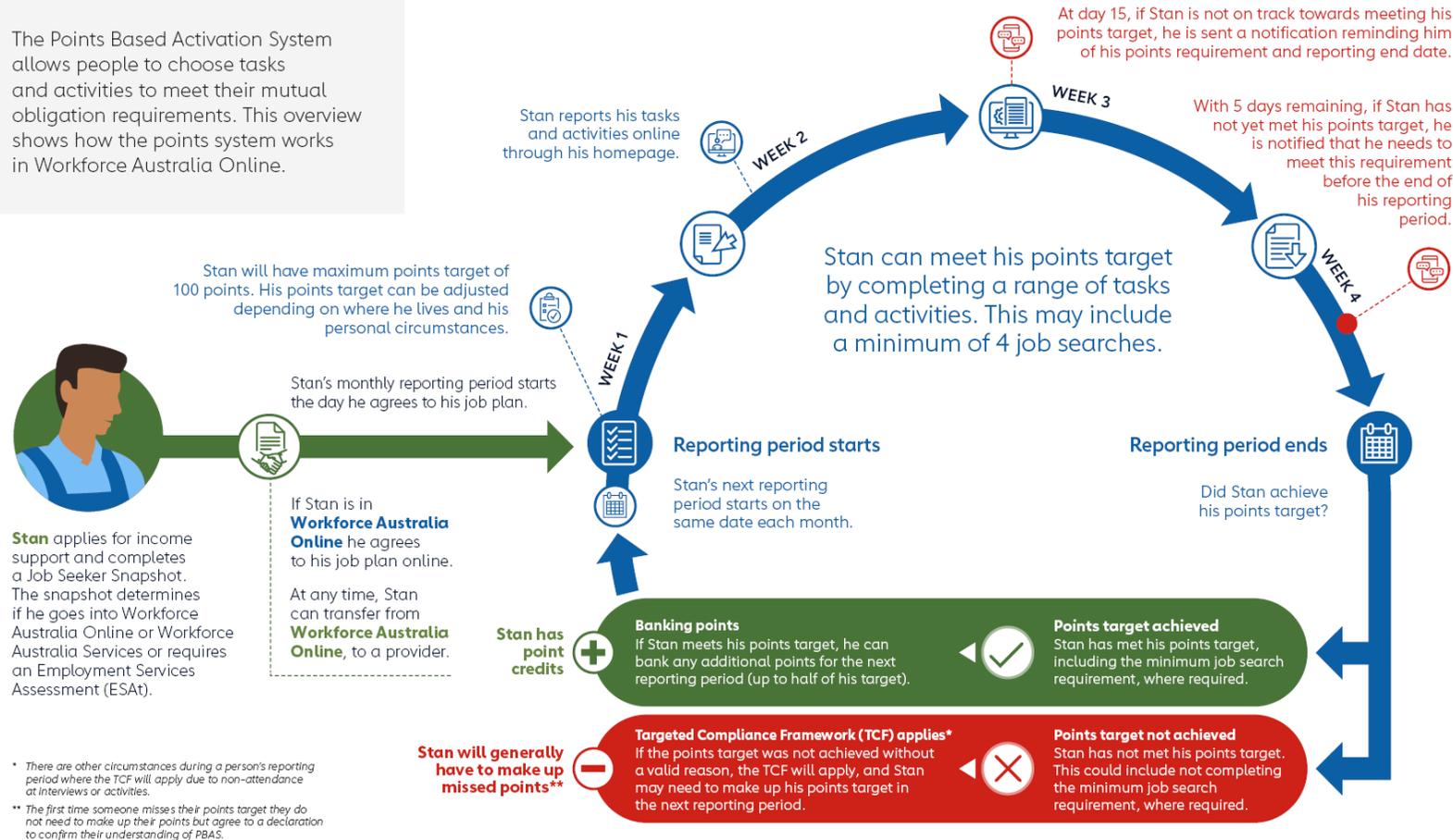


Australian Government

## Workforce Australia

### Overview of the Points Based Activation System

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 Online.



\* 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 target they do not need to make up their points but agree to a declaration to confirm their understanding of PBAS.