



Australian Government

# Workforce Australia

## Workforce Australia – Observational Work Experience for Participants

### What is Observational Work Experience?

Workforce Australia offers a short term, unpaid Observational Work Experience (OWE) placements to help you build employability skills and gain a better understanding of how workplaces operate, and the basic expectations and behaviours required. Participating in an OWE placement is a great way to grow your skills and confidence and make connections with the broader community.

OWE placements last for a maximum of 4 weeks, up to 25 hours per week and no more than 8 hours per day.

If you have a points requirement, you can earn points towards your requirement during your OWE placement.

### Am I eligible for an OWE placement?

To participate in OWE, you must be aged 15 years or over and registered with an eligible employment service:

- Workforce Australia Services
- Workforce Australia – Transition to Work
- Disability Employment Services.

### What can I expect?

Your provider will work with you and your Host Organisation to document the details of the placement, including any supervision and training you will receive prior to starting the placement. Your role will be observational only and cannot involve productive work.

### How can I start my journey?

Contact your provider who can confirm whether you are eligible to undertake an OWE placement. You may also contact the National Customer Service Line on 1800 805 260 (free call from landlines), or email [nationalcustomerserviceline@dese.gov.au](mailto:nationalcustomerserviceline@dese.gov.au).

Visit [workforceaustralia.gov.au](http://workforceaustralia.gov.au) for more information.

#### Do you need help with this fact sheet?

If you need an interpreter, please call the Translating and Interpreting Service (TIS) on 131 450\* and ask for the National Customer Service Line (NCSL) on 1800 805 260 (free call from land lines).

If you are deaf, or have a hearing or speech impairment, you can use the National Relay Service ([www.relayservice.gov.au](http://www.relayservice.gov.au)). For more information, visit Accesshub.

\*Note that call charges apply for calls to '13' numbers from mobile phones.

