



Australian Government

## Workforce Australia



# Service Guarantee

Workforce Australia Online  
for Individuals with mutual obligations

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 Online 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 the service

The service will:

Be responsive and support you online or through the Digital Services Contact Centre.

Support you with the tools to meet your mutual obligation requirements.

Help you to connect to job opportunities and other services through the digital platform.

Connect you with relevant information so that you can self-manage during your time in Online Services.

Connect you to a provider service where required.

### What is expected of you

There are some things you need to do, including:

Stay connected by doing everything you have agreed to do in your Job Plan and meet your monthly Points Target.

Connect with the Digital Services Contact Centre as soon as possible if you cannot meet your mutual obligation requirements and advise if there is any change in your circumstances.

Behave respectfully at job interviews.

Participate in and behave respectfully in all interactions with the Digital Services Contact Centre and other service providers.

Connect with job opportunities and accept a position when a suitable job offer is made.

Support your service providers by notifying them as soon as possible, if you are unable to attend an appointment or activity.

Stay connected with the services, update your profile online or contact the Digital Services Contact Centre if you require assistance in doing so.

**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 (DEWR) values any feedback you may have. If you don't think you're receiving the right help and would like to make a complaint, please contact the National Customer Service Line on 1800 805 260 (free call from land lines) or visit the DEWR website ([dewr.gov.au](http://dewr.gov.au)) for information about [other ways to make a complaint](#).

If you have suggestions to improve the service you are getting or would like to make a compliment about the help you have received, please call the National Customer Service Line. If you have any concerns about your income support payments, you should contact [Services Australia](http://servicesaustralia.gov.au/contact-us) ([servicesaustralia.gov.au/contact-us](http://servicesaustralia.gov.au/contact-us)).

#### Your personal information is confidential

Your personal information is protected by law, including the *Privacy Act 1988 (Cth)*. For information about how your personal information will be handled, see the [Workforce Australia Privacy Statement](http://workforceaustralia.gov.au/privacy-and-conditions) ([workforceaustralia.gov.au/privacy-and-conditions](http://workforceaustralia.gov.au/privacy-and-conditions)).

The DEWR privacy policy can be found on its [privacy page](http://dewr.gov.au/privacy) ([dewr.gov.au/privacy](http://dewr.gov.au/privacy)). The policy explains how you can make a privacy complaint and how you can request access to any personal information the department holds about you, and have it corrected if needed. To contact the department about your personal information, email [privacy@dewr.gov.au](mailto:privacy@dewr.gov.au).