



Australian Government

Department of Employment
and Workplace Relations

WorkFoundations

Paid Employment Pathways Program

User Journey

WorkFoundations Participant



Meet Maria

Age: 30

Background:

Out of work for several years due to personal challenges

Current status:

Engaged with a Workforce Australia Employment Services Provider

Feelings:

Low confidence, unsure of her skills and job prospects

WorkFoundations Employer



Meet Bob

Social Enterprise Café Owner &
WorkFoundations Employer

Role:

Runs a social enterprise café with a
WorkFoundations vacancy

Partnerships:

Works closely with Employment
Services Providers like Fiona

Employment Service Provider



Meet Fiona

Workforce Australia Employment
Services Provider

Focus:

Supporting clients like Maria to rebuild
their lives through meaningful
employment

Actions:

Introduces programs like
WorkFoundations offering paid work
placement and personalised support
for up to 6 months

WorkFoundations paid employment placements are available for up to 6 months

