

If you're looking for a pathway to employment, you are in the right place

WELCOME

We understand that finding, applying for and starting a job can be daunting, so we are here to help you every step of the way. We want you to enjoy the financial independence and sense of belonging that comes with finding sustainable employment.

In this pack you will find:

- 1 Your rights, roles, responsibilities and information on how to provide feedback about the services you receive.
- 2 Information about the Australian national minimum wage.
- 3 Details about the compliance framework, your mutual obligations and the Points Based Activation System (PBAS).
- 4 A copy of the Service Guarantee for Workforce Australia Services.

What you can expect from us

With an in-depth knowledge of the local industry and local employment opportunities, our team will work with you to understand your situation, develop your skills and assist you to find work. This includes:

- assisting you with job applications, resumes and interview techniques
- developing your employability through our Targeted Pre-Employment Program and other activities
- providing access to accredited or short course training to increase your skills and help you reach your employment goals
- referring you to job interviews and work experience opportunities through our long-established relationships with local employers
- providing you access to our office facilities including computers, printers and phones
- providing ongoing support once you have gained employment.

We have offices across ACT, NSW and Vic. Let us know if you need assistance finding the right Sureway office for you.



Sureway's obligations & commitments

In line with the Workforce Australia Service Guarantee included in this document, Sureway is committed to helping each job seeker find a pathway into employment by:

- ensuring our staff have the skills and experience they need to provide quality and culturally sensitive services
- behaving ethically and acting with honesty, due care and diligence
- being open and accountable
- treating every job seeker fairly and with respect
- managing your information in a confidential and sensitive manner.

Feedback and complaints

We're always working on improving and we would welcome your feedback on how we can better help you.

Had a great experience with Sureway?

Let us know so that we know what is working well and can keep doing it!

Didn't get the level of service you expected?

Let us know so that we can try to resolve your concerns and know what needs to be improved. Talk to your local Employment Consultant or ask to speak to the Area Manager. Our staff are here to support you.

Alternatively, share your feedback with us and we will organise the right person to contact you. Call us on 1300 SUREWAY (1300 787 392), email info@sureway.com.au, or simply scan the QR code.



If you feel you cannot talk to us about your concerns, or if you do not feel that your issue has been resolved, contact the National Customer Service Line on 1800 805 260 or email nationalcustomerservice@dewr.gov.au

Your roles and responsibilities

- **Be open** to exploring a range of job goals, taking into account your skills, interests and the local job market.
- **Attend appointments and all agreed activities** as scheduled. If you are unable to attend please phone our friendly Client Services team before your appointment on 1300 SUREWAY (1300 787 392) to reschedule to a more appropriate time.
- **Let us know if you find your own employment** by phone or in person so that we can ensure you have everything you need to get started in your new position. We can also assist you to properly declare to Services Australia, and check in with you when needed.
- **Declare any income to Centrelink.** You may also be required to produce payslips to show you are meeting your Services Australia requirements. Our team will assist you with this.
- **Keep in regular contact with us** so we can monitor how you are progressing and provide assistance as required. If you need to leave your employment please speak with your Employment Consultant first, so they can provide you with advice on how to proceed.
- **Know your requirements.** If you have Services Australia requirements and you fail to attend an appointment or activity without a valid reason it may impact your payments. If you are a voluntary job seeker and you continue to miss appointments you may be exited from our service.
- **Treat others with respect.** When you are accessing our services please be respectful of our staff and other participants who may be in the area.

*we're changing lives and
building stronger communities*

Australian National Minimum Wage Information

What is the minimum wage?

A minimum wage is an employee's base rate of pay for ordinary hours worked. It is generally dependent on the modern award or registered agreement that applies to an employee's employment. Employers and employees cannot be paid less than their applicable minimum wage, even if they agree to it.

Minimum wages under modern awards may include wage rates for adults, wage rates for juniors, employees with a disability and employees to whom training arrangements apply, casual loadings and piece rates.

What is the current national minimum wage?

The national minimum wage for adults that applies from 1 July 2024 is \$24.10 per hour or \$915.90 per 38 hour week (before tax). Casual employees covered by the national minimum wage also get at least a 25% casual loading.

How the national minimum wage applies will depend on your individual circumstances, the industry you work in and whether your employment is under an award or registered agreement.



Where can I find out more?

- ✓ **VISIT** the Fair Work Ombudsman website: www.fairwork.gov.au
- ✓ **READ** the Fair Work Ombudsman Minimum Wages Fact Sheet and access information about the Pay and Conditions tool at www.fairwork.gov.au/pay-and-wages/pay-calculator
- ✓ **VIEW** any changes to the National Minimum Wage at www.fairwork.gov.au/tools-and-resources/fact-sheets/minimum-workplace-entitlements/minimum-wage
- ✓ **RING** the Fair Work Infoline on 13 13 94



Targeted Compliance Framework

You need to know how to meet your mutual obligation requirements to avoid your payment being impacted or financial penalties being applied.

It's important you understand:

- what your requirements are and how to meet them
- when and how compliance is applied
- how compliance can affect your payments

Key points

In return for income support you'll need to agree to a Job Plan. Your Job Plan will include your requirements.

You need to meet and report on these requirements, including meeting your points target, each month.

Your homepage on the Workforce Australia website and/or Workforce Australia mobile app will help you manage your requirements in your Job Plan. You can:

- Track your points target
- Report the jobs you have applied for and other tasks you have done towards your points target
- Check 'Your tasks' list for other requirements you need to meet
- Record attendance at appointments and activities
- See any demerits and financial penalties and the reasons for getting them

The Targeted Compliance Framework will apply if you don't meet your mutual obligation requirements without a good reason.

Compliance Symbols — know where you stand.

Compliance symbols make it quick and easy to understand your compliance status. You'll see them on your Workforce Australia homepage and your participation history page.



Meeting your requirements



Warning
You have demerits



Financial Penalties
Financial penalties may apply

Online homepage

Link Workforce Australia to your services in myGov to access your homepage. You can also download the Workforce Australia Online app to your mobile device.

Sign in to myGov and select the Workforce Australia icon. If you can't see the Workforce Australia icon, select **Link to another service** and select Workforce Australia.

Follow the prompts to set up an account. Have your Customer Reference Number handy.

Want more information?

- Go to **WorkforceAustralia.gov.au**. You can also access your homepage to track your compliance with your mutual obligation requirements
- If you have a provider, talk to them about your mutual obligation requirements
- If you self-manage online, please contact the Digital Services Contact Centre (DSCC) on 1800 314 677

Do you need help with this information?

If you need an interpreter, please call the Translating and Interpreting Service (TIS) on **131 450*** and ask for the Employment Services Information Line on **13 62 68***.

If you are deaf, or have a hearing or speech impairment, you can use the National Relay Service. For more information, visit **relayservice.com.au**

** Note that call charges apply for calls to '13' and '1800' numbers from mobile phones.*



Check your status – what do the symbols mean?



Green Zone Meeting your requirements

You will see this on your homepage when you meet all of your requirements. This includes reporting your tasks and activities and meeting your points target.

- Check 'Your tasks' list regularly
- Report your tasks and activities, including the jobs you have applied for
- Report your participation in appointments, activities and job interviews

Talk to your provider, or if you are self-managing online, talk to the DSCC, to address any missed requirements within 2 business days. If you don't, your payment will be put on hold.

If you have a good reason for missing a requirement, you won't get a demerit.

Important

Stay in the Green Zone – tell your provider or the DSCC ahead of time if you can't meet your requirements.



Warning Zone (1 to 5 demerits)

You will see this on your homepage when you have not met a requirement(s) and you have a demerit(s).

You will receive demerits if you don't have a good reason and you do not:

- Agree to your Job Plan
- Meet your monthly points target, including any minimum job search requirement
- Participate in or behave appropriately at appointments, interviews or activities
- Report your attendance throughout your points reporting period

Each demerit lasts 6 months and then expires.

Talk to your provider, or if you self-manage online, talk to the DSCC, to address any missed requirements within 2 business days. If you don't, your payment will be put on hold.

If you have a good reason for missing a requirement, you won't get a demerit.

Important

To move back to the Green Zone, you have to meet all your requirements until your demerits expire.



Penalty Zone

You will see this on your homepage when you have moved to the Penalty Zone.

In this zone, you will get financial penalties if you don't meet your requirements and you don't have a good reason.

- The first time you fail to meet your requirements you will lose 1 week's payment
- The second time you fail to meet your requirements you will lose 2 weeks' payment
- The third time you fail to meet your requirements your payment will be cancelled, and you will have to wait 4 weeks before you can re-apply

Important

You have to meet all your requirements for 3 months to move back to the Green Zone.

Reviews

In the Warning Zone, if you get **3 demerits** you will have a Capability Interview with your provider or, if you self-manage online, with the DSCC. If you get **5 demerits** you will have a Capability Assessment with Centrelink.



You will have a chance to discuss the reasons you haven't met your requirements, identify issues, and review your Job Plan to make sure you can meet them.



If Centrelink decides at a Capability Assessment you can meet your requirements, you will move to the Penalty Zone where your payment may be impacted if you do not meet your requirements.

Payment cancelled; 4-week wait to re-apply if you...

fail to accept or start a suitable job or if you leave a suitable job or are dismissed for misconduct without a good reason.



Australian Government

Workforce Australia

High Level Overview of the Points Based Activation System (PBAS)

Workforce Australia will include a new Points Based Activation System (PBAS) giving participants choice and flexibility in how they meet their mutual obligation requirements in return for income support. This overview outlines how PBAS will work in Workforce Australia Online and Workforce Australia Services.

The PBAS does not apply to participants who are in Transition to Work, ParentsNext, the Disability Employment Services Program or the Community Development Program.

Stan will have a maximum points target of 100 points. If no adjustments are made. The points target can be tailored according to local labour market conditions and his personal circumstances.

Stan's monthly reporting period starts the day he agrees to his job plan.

Stan applies for income support and completes a Job Seeker Snapshot. The snapshot determines if he goes into Workforce Australia Online or Workforce Australia Services.

If Stan is in **Online Services** he agrees to job plan online. If Stan is in **Workforce Australia Services**, he negotiates and agrees to a job plan with a provider.

Stan reports his tasks and participation through his online homepage.

Stan can meet his points target by completing a range of tasks and activities, this may include a minimum of four job searches.

If Stan has not met his points target, he is notified 15 days before the end of his reporting period.

If Stan has not met his points target, he is notified 5 days before the end of his reporting period.

Did Stan achieve his points target?

Reporting period ends

Banking points

If Stan meets his points target, he can bank any additional points for the next reporting period (up to half of his target).

Points target achieved

Stan has met his points target, including the minimum job search requirement, where required.

Targeted Compliance Framework applies*

If the points target was not achieved without a valid reason, the Targeted Compliance Framework will apply and Stan may need to make up his points target in the next reporting period.

Points target not achieved

Stan has not met his points target. This could include not completing the minimum job search requirement, where required.

Stan will generally have to make up missed points**

*There are other circumstances during a participant's reporting period where the TCF will apply due to non-attendance at interviews or activities.
**The first time a participant misses their points target they do not need to make up their points but agree to a declaration to confirm their understanding of PBAS.



Australian Government

Workforce Australia



Service Guarantee

Workforce Australia Services

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 Services 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 your provider

These are the standards and actions providers are expected to follow in Workforce Australia Services.

Your provider will:

Respectfully deliver intensive servicing and individually tailored case management, considering your strengths and any challenges.

Connect with you through appointments and provide you with relevant information during your first interview.

Support you to meet your mutual obligation requirements and Points Target under the Points Based Activation System.

Support you to search for a job and refer you to suitable jobs.

Connect you to activities to help you prepare for work, for example training, education, activities or work trial opportunities.

Support you to access services best suited to your individual needs through the Employment Fund, wage subsidies or relocation assistance (where appropriate).

Keep connected with you and your employer once you have started a job.

What is expected of you

These are the standards and actions participants are expected to follow in Workforce Australia Services.

As a participant in Workforce Australia Services you need to:

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

Behave respectfully at job interviews and provide feedback to your provider about the interview.

When a suitable job is offered accept the position and keep your provider updated on your progress so they may support you to keep the job.

Participate in and behave respectfully at appointments with your provider, and notify them if you are unable to attend.

Connect with the services to improve your readiness for work by participating in relevant activities.

Stay connected with the services and advise if there are any changes in your circumstances.

Not meeting any of these responsibilities may impact your income support payments.

