Learn Locals and Workforce Australia working together to strengthen community connections and create meaningful employment pathways.

Workforce Australia
Local Jobs
South Eastern Melbourne and Peninsula

The purpose of this document is to provide guidance to Workforce Australia and Learn Local staff on course eligibility to meet mutual obligation requirements of a registered jobseeker (client) with the Workforce Australia Services.

Workforce Australia

- Workforce Australia is the employment service delivered by the Department of Employment and Workplace Relations (DEWR).
- Workforce Australia helps Australians find and keep a job, change jobs or create their own job.
- Workforce Australia is an employment service for people on certain Centrelink payments[1], including:
    - Jobseeker Payment
    - Youth Allowance for job seekers
    - Parenting Payment after your youngest child turns 6
    - Special Benefit.
- Individuals who are on income support *and* have mutual obligations, will be referred to an appropriate service depending on their *individual* needs. These include:
    - **Workforce Australia Online:** supports eligible individuals to access online tools and resources based on their own personal needs
        - ***Note*** - *At any time a Workforce Australia Online client can request to transfer to a Workforce Australia Service provider of their choice. To do this contact The National Customer Service Line*
    - **Workforce Australia Services**: individuals who require additional support will be connected to a provider who will tailor the support needed
- Workforce Australia employment services are delivered by contracted Providers in local areas, in every state, throughout Australia.
- Workforce Australia Services may be able to offer online or face to face personalised support dependent on the individual jobseeker's circumstances. This needs to be discussed with the Workforce Australia Services consultant.
- **Transition to Work** is a Workforce Australia program that helps young people aged 15 to 24 into work or education. Transition to Work is a voluntary service and participants do not have to be in recipient of a Centrelink payment to be eligible, though other eligibility requirements may apply.

[1] Not all people on these payments are actively registered with a Workforce Australia Provider. This may be due to multiple different reasons and needs to be discussed between the individual and Centrelink Services.

- **Parent Pathways** is a voluntary service that provides personalised assistance and financial support to eligible parents and carers of children up to the age of 6 years. Eligibility requirements vary based on individual circumstances. Parent Pathways is program run by the Department of Employment and Workforce Relations.
- **Workforce Australia for Business** provides services directly to businesses, employers and industry to assist with hiring staff, advertising vacancies, source candidates, training and recruitment advice.
- You can find your local Workforce Australia Provider service here.

Learn Local

- **Learn Local** providers are not-for-profit community organisations registered and funded by the Victorian Government to deliver pre-accredited training for adults 17+
- There are more than 200 registered Learn Local providers across Victoria.
- Learn Local courses address core foundation skill gaps in one or more areas of Language, Literacy, Numeracy, Employability or Digital (LLNED).
- Learn Local short courses are different from accredited training and usually have smaller class size, and a flexible delivery model by skilled trainers in a local community setting.
- Learn Local courses may be more suitable for learners who have had negative education experiences or do not yet have the skills to participate effectively in accredited training.
- Learn Local courses may provide a supported pathway to entry level jobs or further training including accredited training courses such as SEE, AMEP or formal qualifications delivered by RTO's and TAFE.

Connecting to jobs through Learn Local Courses

- Learn Local courses *may* be eligible to attract points through the Points Based Activation System (PBAS). PBAS gives jobseekers more choice and flexibility in how they meet their mutual obligations each reporting period. They can complete tasks and activities to earn the points they may need to meet their individually tailored points target.
- Learn Local providers should not provide information about PBAS directly to clients. Instead, clients should always be referred to their Workforce Australia provider for accurate and up to date advice regarding their obligations and entitlements.
- The PBAS does ***not*** apply to participants in Transition to Work, Parent Pathways, Disability Employment Services or the Community Development Program.

Workforce Australia and Learn Local

- Workforce Australia Services meet on a regular basis with their clients and will work with them to develop agreed obligations to work towards an employment pathway, review their progress and verify evidence of eligible activity reported by clients in the PBAS system.
- A Learn Local course may be agreed by the client and the Workforce Australia Service provider to be an eligible activity depending on each individual client's circumstances and needs, and the requirements of the course.
- Supporting documentation from a Learn Local, including course details, will be required to be given to the Workforce Australia Services provider to assist with verification of eligible activity for PBAS.
- Approved programs can be included in the client's obligations under the category Other government and non-government employment programs and activities
    - ***Note*** *– dependent on an individual's circumstances, clients may still be required to look for work and complete the minimum Job Search Requirement. This needs to be discussed with the Workforce Australia Services provider and the client.*
- Only a Workforce Australia Services provider can determine if a Learn Local course is an approved program and the amount of PBAS the program may be valued to.
- All Workforce Australia clients must make sure to provide all evidence and documentation as required to their provider to determine eligibility and be eligible to claim their PBAS.
- A Workforce Australia Service provider may contact the Learn Local provider to confirm all details provided to them by their client. They may also request evidence for confirmation of attendance and completion of a course.
    - ***NOTE*** *– Learn Local providers cannot contact a Workforce Australia Service provider on behalf of their client. Only the client can contact the Workforce Australia Service provider themselves. This is enforced under the Privacy Act 1988. Learn Local providers may be with a client when the client contacts a Workforce Australia provider if the client has provided permission to do so.*

Questions?

National Customer Service Line[2]

If you have a provider, the National Customer Service Line can help jobseekers with:

- enquiries about your program
- a complaint you have made
- any feedback you have.

It's open from 9 am to 7 pm AEDT, Monday to Friday. This service is closed on national public holidays.

- Phone number: 1800 805 260
- Email address: NationalCustomerServiceLine@dewr.gov.au

If you're participating in Workforce Australia Online and self-managing, contact the **Digital Services Contact Centre**.

It's open from 9 am to 7 pm AEDT, Monday to Friday. This service is closed on national public holidays.

- Phone number: 1800 314 677
- Email address: DigitalServices@dewr.gov.au

[2] The National Customer Service Line can only be contacted by a registered client. No information about anyone who may be registered with Workforce Australia Online or Workforce Australia Services will be provided to a third party without a client's approved authority recorded on their registration.