



# Transition to Work Service Guarantee

**This Transition to Work Service Guarantee reflects the Australian Government's expectations of Transition to Work providers. It sets out the minimum level of service each job seeker can expect to receive, as well as the requirements they need to meet while looking for employment.**

The Australian Government provides a range of services to help young people looking for work. The main objective of Transition to Work is to improve work-readiness and help early school leavers to find and keep a job.

## What you can expect from your Transition to Work provider

Your provider will:

- work with you to develop your Job Plan. This sets out the services you will receive and the activities that you will undertake to improve your work readiness
- identify your strengths and any challenges you face to increase your work readiness
- provide services to help you improve your work readiness
- reassess your needs if your circumstances change
- help you access, where appropriate, education courses to complete Year 12 or gain a Certificate III qualification (or above)
- provide access to apprenticeship/traineeship opportunities
- provide tailored career advice, help you prepare a résumé and write job applications
- refer you to suitable jobs
- help you to gain work experience
- help you with wage subsidies or unpaid work experience placements (where appropriate)
- keep in contact with you and your employer once you have started a job and provide support if there are difficulties in keeping the job, or keep in contact with your education institution once you have started studying
- provide the services that are set out in their Service Delivery Plan
- treat you fairly and with respect in a culturally sensitive way.

## What is expected of you

There are some things you need to do, including:

- do everything you have agreed to do in your Job Plan
- accept any suitable job
- make every effort to get and keep a job
- contact your provider as soon as possible if you are unable to attend an appointment or if you are having difficulties doing an activity in your Job Plan
- notify your provider of any changes in your circumstances, e.g. if your address changes.

If your provider determines that you are not meeting these requirements, they may exit you from Transition to Work.

## Your personal information is confidential

Your personal information is protected by law, including the Privacy Act 1988. Your provider will only tell employers things about you that relate to job opportunities or, with your permission, your employment with them.

Your provider may also share information with other government agencies if they need to, to make sure you are getting the right level of support. These agencies may contact your employer to check that the information they have is correct.

You can ask to get access to any information your provider holds about you, and have it corrected if needed.

## Compliments, suggestions or complaints

Your views about the service you receive are important. The Department of Employment, Skills, Small and Family Business and your Transition to Work provider value any feedback you may have.

If you don't think you are receiving the right help and would like to make a complaint, please talk to your Transition to Work provider first. Your Transition to Work provider will offer a feedback process which is fair and will try to resolve your concerns.

If you feel you can't talk to your Transition to Work provider, or you are still not happy, you can contact the Department of Employment, Skills, Small and Family Business's National Customer Service Line on 1800 805 260 (free call from land lines) or email [nationalcustomerserviceline@employment.gov.au](mailto:nationalcustomerserviceline@employment.gov.au).

If you have suggestions to improve the service that you are getting or would like to make a compliment about the help you have received, please let your Transition to Work provider know or call the National Customer Service Line.

If you have any concerns about your income support payments, you should contact the Department of Human Services. Contact details for the Department of Human Services can be found at [www.humanservices.gov.au](http://www.humanservices.gov.au).