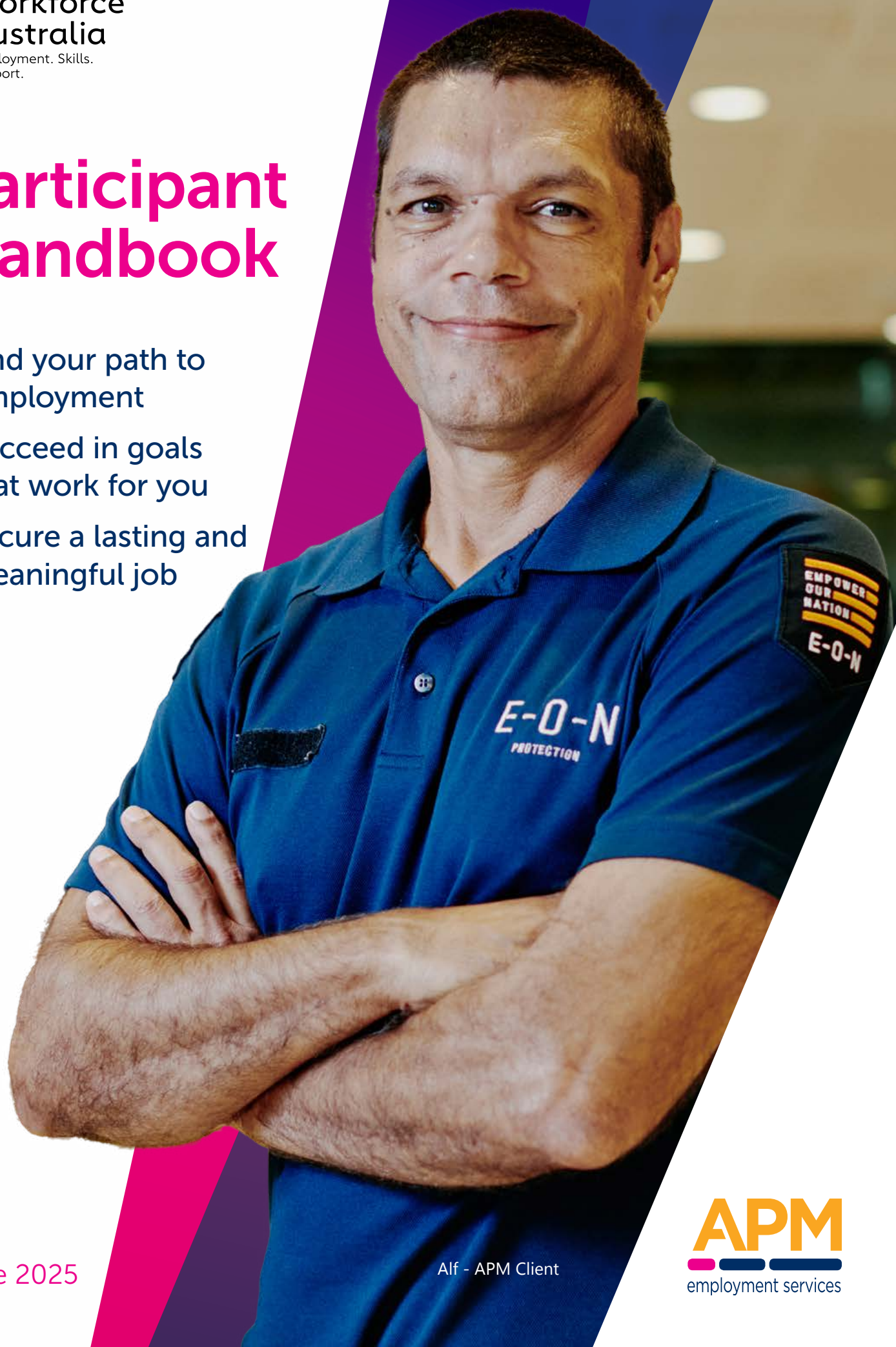


Workforce  
Australia

Employment. Skills.  
Support.

# Participant Handbook

- Find your path to employment
- Succeed in goals that work for you
- Secure a lasting and meaningful job



June 2025

Alf - APM Client

**APM**  
employment services

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Eliza - APM client



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# We're here to help

Welcome to APM Employment Services – your provider for Workforce Australia Services.

We're dedicated to helping you find employment so you can enjoy the benefits that come with a good job.

These can include skills development, social connections, and greater independence.

This handbook contains useful information on how you can make the most of the Workforce Australia Services we deliver, and details of some of the support we provide.

If you have any questions please ask your APM employment consultant. Alternatively, call [1800 276 932](tel:1800276932) (1800 APM WFA) or visit [apm.net.au](https://apm.net.au)

## Need an interpreter?

If you need an interpreter to help with talking to us or understanding things better, just ask our team. We're happy to help!

APM adheres to the National Principles for Child Safe Organisations and are committed to ensuring the safety and wellbeing of all children in our care.





## What to expect

As a participant with APM Employment Services, your support will be unique to you.

This may include:

- An initial meeting followed by fortnightly meetings with your APM employment consultant
- Developing a Job Plan based on your skills, experience, strengths, and interests
- Access to support services to address barriers to employment
- Opportunities for training, skills development, or work experience
- Help with job searches, applications, resumes, and interviews
- Follow-up support when you start work to keep you in employment





# APM and Centrelink

Workforce Australia is funded by the Australian Government.

- Centrelink may have referred you to APM for support in finding work
- APM is a private company and separate from Centrelink
- If you have mutual obligations, APM must notify Centrelink if you do not meet your participation requirements in the program. Should this occur, there may be an impact on your Centrelink allowance

## **What happens if your circumstances change and you receive payments from Centrelink?**

If you have a change in your health condition or a personal crisis, it is important you let your APM employment consultant and Centrelink know.

Centrelink may be able to provide you with a temporary exemption from your mutual obligations.

## **Declaring to Centrelink**

When you've found a new job, make sure you tell your APM employment consultant. You may be able to get extra support when you start work. It's also very important you tell Centrelink.

You can report your income:

- Through your Centrelink account in myGov
- Using the Express Plus Centrelink mobile app
- By calling 133 276 (13 EARN)







# Your obligations

The Points Based Activation System (PBAS) is a flexible way for you to manage and meet your mutual obligation requirements in return for receiving income support.

Mutual obligation requirements are tasks and activities you agree to do while getting certain payments from Centrelink to assist you on your pathway to employment.

Under the PBAS, you're rewarded with points for each activity you undertake and you will have a specific points total to meet for each reporting period.

Failure to meet your points total may impact your income support payment.

Your points requirement is set automatically based on your circumstances. Your APM employment consultant will help identify the number of points you need to meet for each reporting period and guide you through how you can earn and the process for reporting them.

**Please tell your APM employment consultant immediately if you're having difficulty meeting your mutual obligations so they can assist you wherever possible.**

**Learn more about PBAS at [apm.net.au/pbas](https://apm.net.au/pbas)**





# Getting started

After you have met your APM employment consultant, you will work together to create your Job Plan.

This plan will outline your goals and identify the steps to achieve them. It may include discussing:

- Your strengths and capabilities
- Barriers stopping you from working and ways to overcome them
- Options and opportunities for jobs in your local area
- How to boost your job searching skills and resume
- Training opportunities based on suitable jobs

Your plan also considers:

- Your goals, education, skills, and experience
- Additional support you may need to find or stay in work
- Other personal responsibilities or health conditions





# Finding and preparing for work

As part of your Job Plan, we'll work to identify the most suitable jobs to search for and our team will provide you with support to apply for them.

Your APM employment consultant will guide you through suitable options, which may include support to:

- Use multiple online job platforms
- Approach local employers directly
- Access Career Transition Assistance to build confidence and skills (if you're aged 45 or above)
- Access Employability Skills Training to explore careers, new skills, and digital proficiency
- Access training, licences, or other work-related items
- Explore opportunities to start a business through Self-Employment Assistance
- Get referrals to other community services





# When you find a job

We all feel nervous about starting a new job, so when you start yours, we'll be ready to support you.

We'll confirm the best way to keep in touch with you to make sure everything is going well, and if you have a problem at work, we'll work with you and your new employer to help resolve it.

## Post placement support

Your dedicated APM employment consultant will remain available to you once you start work. They will provide you with support, guidance, and advice as needed through your move into employment.

### Your rights

We want to make sure your new job is suitable, safe, and fair. If you have any concerns about your new job, speak to your APM employment consultant immediately.

If required, they can advise you on:

- The National Employment Standards for all workers
- Workplace requirements (such as telling your employer when you're sick)
- Safety at work and what to do if you are injured
- What to do if you experience harassment or discrimination
- Other issues that concern you about working

More information about employment conditions can be obtained from the Fair Work Ombudsman **13 13 94** and **[www.fairwork.gov.au](http://www.fairwork.gov.au)**





## Specialist services

APM Employment Services is also a Specialist Service Provider of Workforce Australia Services for:

- First Nations peoples
- Participants from Cultural and Linguistically Diverse (CALD) communities

If you require help understanding any information or communicating with our staff, please do not hesitate to request an interpreter.

These services are delivered in select areas and provide access to additional support tailored to each participant.

They may include educational opportunities, translation and language services, and connections with other community programs for support and mentoring.

Speak to your employment consultant about any questions you have about the eligibility of additional support needs within your Job Plan.

If you need help understanding anything or talking with our staff, feel free to ask for an interpreter, we're happy to help. Call us on **1800 276 932** (1800 APM WFA).





# Compliments and complaints

If you would like to share your feedback about your Workforce Australia support from APM, you can contact:

- Your dedicated APM employment consultant
- The team in your local APM office
- APM's feedback team **escomplimentsandcomplaints@apm.net.au**
- Our customer service centre on **1800 276 276**

You can also share your feedback through one of the APM online surveys offered at various stages of your employment services program.

Your complaint will be investigated and if it is unable to be resolved, it will be escalated to the next level of management. One of our staff will contact you to discuss the outcome or any steps needed to resolve the issue.

At any point if you're unhappy with the response, you can contact the Employment Services National Customer Service Line on **1800 805 260** or email **nationalcustomerserviceline@dewr.gov.au**

You can also choose to complete an online complaint form via <https://www.dewr.gov.au/about-department/contact-us/complaints/making-complaint-about-employment-services-and-parent-pathways>





**1800 276 932** (1800 APM WFA)



**apm4jobs@apm.net.au**



**apm.net.au/wfa**