

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





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 money and independence that comes with a good job.

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** (APM WFA) or visit **apm.net.au**

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





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

Your plan also considers:

- Your 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 get help in applying for them.

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

- Use multiple online job platforms
- Approach local employers directly
- Gain work experience through Youth Jobs PaTH Internships (if you're aged 15-24)
- 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.

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 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**

Your obligations

The Points Based Activation System (PBAS) is the new and 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 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 of reporting them.

Please tell your 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



Specialist services

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

- Aboriginal and Torres Strait Islanders
- Participants from Cultural and Linguistically Diverse (CALD) communities

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.



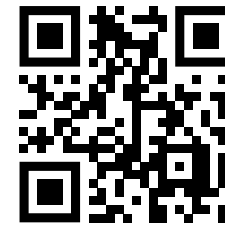
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You can also search for vacancies near you and apply for jobs directly within the platform.

As a registered user, you also gain access to a library of tools to help you develop new skills and boost your chances of getting a job.

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Lets find a job that works for you:

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

 **apm4jobs@apm.net.au**

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