

Youth Advisory Sessions – Workforce Australia Online for Individuals – Participant FAQs

What is a Youth Advisory Session?

Youth Advisory Sessions (YAS) are a free, one-hour, one-on-one conversations between an eligible young person and a Transition to Work (TtW) provider. You can get advice on finding and applying for jobs, your career direction, help connecting with local community services, or just help staying motivated while you're looking for a job.

TtW providers are youth specialist employment service providers who are experienced at helping young people into work and training. They are also locally based so they understand the area you're trying to find work in.

You can access up to three Sessions to get help with any work or training questions you might have.

Am I eligible for Youth Advisory Sessions?

Young people aged between 15-24 who are currently participating in Workforce Australia Online for Individuals are eligible to participate.

If you're not sure if you're eligible, please contact the Digital Services Contact Centre on 1800 314 677.

What topics can I discuss during these Sessions?

Whatever you need to help you find and keep a job. TtW providers will tailor the Session to meet your needs. Sessions can cover, but are not limited to:

1. Career advice and guidance
2. Education and training advice and options
3. Advice on where job opportunities are in your local area, now and in the future
4. Help with writing or updating your resume
5. Job interview tips
6. Support to improve your skills and build expertise
7. Support to stay motivated, and
8. Information on, or connection to, other Government or community assistance (including mental health organisations).



Are these Sessions compulsory?

No, Sessions are voluntary. The choice to speak to a TtW provider and book a Session is yours.

Can my friend and I attend a Session together?

No, these Sessions are one-on-one conversations that are tailored to meet your needs to help you find work.

If you think you might need a support person to attend the Session with you, you should talk to the TtW provider and arrange something directly with them.

How are these Sessions delivered?

Sessions delivery is flexible and can be done at a face-to-face meeting, by video call, or over the phone. When booking into a Session, you can choose the option which best suits you.

Booking a Session

I am interested in having a Session – how do I sign up?

1. Log into [Workforce Australia for individuals](#)
2. Click on the “[Activities to Support you into work](#)” tile
3. Click on “explore all activities” or “all activities”
4. Search for “Support for individuals aged 15 to 24”
5. Click on “Learn more”
6. Find out if you are eligible by clicking on “sign in or register”

I am trying to book a Session in my local area, but I can't find any Sessions available. Is there someone who can help me?

You can extend your search on the find a session page by adjusting the filters, location, distance from location, start date and delivery method to see more options outside your local area (or anywhere in Australia).

If you are having problems, you can also call the Digital Services Contact Centre on 1800 314 677 for assistance.

If I want to book into a second or third Session, do I need to do this myself?

If you have mutual obligations, you can self-book into another Session using the same process used for booking your first Session.

If you do not have mutual obligations, you will need to contact the TtW Provider directly to book further Sessions.

If you are having technical issues, require assistance with booking online or are unable to get in touch with a TtW Provider to book directly with, please contact the Digital Services Contact Centre on 1800 314 677.

After I have booked into a Session, will I receive a confirmation notice?

If you booked your session in Workforce Australia Online for Individuals, you will receive an automated confirmation notice to your inbox/email. This will provide all the booking details.

If you booked directly with a TtW Provider, the Provider will send you an email/text with the appointment details and contact number to call if you need to cancel.

What if I can't contact the TtW provider?

If you are unable to contact the TtW provider directly or are having technical issues, please contact the Digital Services Contact Centre on 1800 314 677.

Can I book in with the same TtW provider?

Yes, you can. If you ask the TtW provider, they will do their best to make sure the same TtW provider is available. This may not be possible in some circumstances, however all TtW providers have the knowledge and expertise to help you.

Can I book with a different TtW provider?

Yes, you can. You do not need to use the same TtW provider as your previous Sessions.

I have booked a Session, however I'm no longer a Workforce Australia Online for Individual participant, can I still do the Session?

No, you cannot do the Session. Sessions that have been self-booked will be automatically cancelled if you become ineligible.

If you booked directly with the TtW Provider, you will need to advise them of your change in circumstances so they can cancel your Session.

I have just turned 25 – am I allowed to attend a Session?

Once you have turned 25, you are no longer eligible for Youth Advisory Sessions.

I have booked a Session, and selected to discuss a particular topic, however I now want to talk about something different. Do I need to contact the TtW provider before my appointment?

It is best that you contact the Provider before the Session so they can prepare the information you may need or book the right expert for your Session.

Cancelling

How do I cancel a Session?

If you have self-booked into a Session, you can cancel a Session via your Calendar. If the Session is cancelled more than two days in advance, you will not lose a Session.

If the Session is cancelled within two days of your booked Session, you will be prompted to choose a reason for cancelling from a drop-down menu. If you wish to keep your Session count, please contact the Provider to discuss why you are cancelling. The Provider details are included in your confirmation notification email.

If you have booked for a future date and still have time to cancel and rebook, you can go to your Calendar and cancel a future existing booking to enable you to book for a more suitable date.

If you have booked a Session directly with a Provider, please contact your Provider as soon as possible if you need to cancel your Session.

Once cancelled, you should remove appointment details from your calendar.

What happens if I cancel?

If you cancel with more than two days' notice, you will not lose the Session from your Session count.

If you do not attend your Session on the day, or if you cancel a Session less than two days beforehand, you will lose one of your eligible Sessions, unless you give the Provider a Sufficient Reason for failing to attend or cancelling.

I need to cancel my booking and I can't get in touch with the Provider or Digital Service Centre as its after business hours / weekend. What do I need to do?

If you have an email address for the Provider, please send them an email to say you need to cancel, otherwise ring the Digital Services Contact Centre (1800 314 677) as soon as possible during the next business day.

Sufficient Reason

What is a sufficient reason?

A sufficient reason are events that are outside of your control which prevent you from attending your Session.

Some examples of a sufficient reason can include (but are not limited to):

1. Work (for example, a last-minute call from your employer to work on the day of your appointment)
2. Natural disasters
3. Illness/Injury
4. Hospital visit
5. Carer's responsibilities
6. Death in the family
7. Inability to get to a face-to-face Session (for example, IT failure or transport issues), or
8. If your State or Territory government has advised a lockdown (for example, due to a pandemic).

What evidence do I need to provide to support my sufficient reason?

If you cancel a Session more than two calendar days prior to a booked Session, you will not need to provide evidence.

If you cancel less than two calendar days prior to your Session, you will need to contact your TtW Provider, who might ask you to provide evidence where appropriate. If the TtW Provider accepts your reason, you will not lose a Session count.

Examples of evidence include (but are not limited to):

1. Medical certificate
2. Statutory Declaration
3. Hospital discharge form
4. Text message or email to the consultant advising of the circumstances

I would like to make a complaint about my Provider or Consultant, who can I contact?

Complaints and feedback should be directed to the department's National Customer Service Line on 1800 805 620.

Marking Attendance and the Points Based Activation System (PBAS)

Do I need to self-record my attendance?

If you self-booked a Session, you are able to go into your dashboard and mark attendance on the day. If your Provider has already marked your attendance, you do not need to do anything further. Your attendance must be marked before the end of the Reporting Period for it to count towards your Points Target.

If a Provider made the Session appointment for you, they will result the Session for you.

I have tried to mark my attendance, but the status is showing as "attended" already, do I need to do anything further?

If your TtW Provider has marked your attendance at the Session, you will not need to mark your attendance again.

If you have mutual obligations, your PBAS points will be awarded immediately, as long as your attendance has been resulted, within your reporting period, either by you or your TtW Provider.

After I have attended the Session, do I need to do anything to get my PBAS points?

If you have mutual obligations, please mark your attendance in the system after your Session ends to ensure you receive your PBAS points on time. If your Provider has already marked your attendance, no further action is required.

How many PBAS points do I receive for attending a Youth Advisory Session?

You will earn 20 points for each Youth Advisory Session you attend (up to a maximum of three).

I attended my Session, but I forgot to mark my attendance, is there a way I can still get my PBAS points?

If you have mutual obligations but have forgotten to mark your attendance, and your TtW Provider has already marked your attendance within your reporting period, your PBAS points will be awarded to you.

If the Session is not showing as attended, please contact the TtW Provider, who can result attendance for you. If the attendance has not been coded within your PBAS reporting period, unfortunately you will not receive PBAS points.

I did not attend my Session; however, the system shows I did. Does this mean I lose a Session?

If your TtW Provider has marked your attendance incorrectly, please contact the National Customer Service Line on 1800 805 620 to report this issue.

I cancelled my Session within the correct timeframe, but my dashboard is showing I attended the Session. Who can I speak to about this?

If your TtW Provider has incorrectly marked your attendance, you can call the Digital Services Contact Centre on 1800 314 677 to discuss this. They will be able to help you get your Session back.

My PBAS points have not been credited. Who can I contact about this?

If you notice any issues with your PBAS points please call the Digital Services Contact Centre (1800 314 677) as soon as possible.