

Migrants

Looking for Work

Information for migrants
looking for work in the
Northern Territory



Who this book can help

Most of the information in this book is helpful for anybody looking for work, especially if you are new to Australia. But not all visas allow you to work: the people this book is mainly targeting are migrants and refugees who are legally **eligible** to work.

To find out if you are **eligible** to work, you might like to visit this useful website: [www.homeaffairs.gov.au/busi/visas-and-migration/visa-entitlement-verification-online-\(vevo\)](http://www.homeaffairs.gov.au/busi/visas-and-migration/visa-entitlement-verification-online-(vevo)). When you fill out the online enquiry form, you will be able to see your current visa details and **entitlements**. You can save and print your visa **entitlement** details as well as email them to **employers**, migration agents and other organisations as proof of your **entitlements**.

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The Australian Workplace

The Australian workplace will have similarities to and differences from the workplace in your own country.

In Australia, there are three broad areas of employment: the private (business), public (government) and community (non-government, non-**profit**) sectors. The **private sector** employs the largest number of people.

The **profit**-making or **private sector** is made up of some very large companies and many small businesses. Most private businesses in Australia employ less than 20 people.

The **public sector** includes: Commonwealth (**federal**) government, **state**/territory governments and local governments (councils).

The **community sector** is made up of organisations and charities that are not part of government and do not aim to make a **profit**. Most **community sector** organisations receive government funding and are managed by members of the community. For example, multicultural centres are part of the **community sector**.

These sectors can also be divided into **industry** groups. For example, in the Northern Territory, the industries that employ the most people are: public **administration** and safety, **trade**, health care and social assistance, and construction.

These industries make up just over half of the Northern Territory workforce. Across all industries, the most common type of job is office work.

Conditions of employment are different between industries and **occupations** and between the **private sector**, **public sector** and **community sectors**. However, there are some laws that set standard conditions for all workers, and explain rights and responsibilities for **employers** and workers. See the 'Conditions of Employment' and 'Rights in the Workplace' Chapters for information about these laws.

The Northern Territory is a culturally rich and diverse place. You may have opportunities to work alongside Aboriginal colleagues and with Aboriginal organisations here. There is an online Cultural Competence Program offered by the SBS, which you can take as an individual (at the time of writing, in March 2018, the fee is \$40.00), or your **employer** can sign you up for. You can find out more about this opportunity here: <https://cultural-competence.com.au/home>.

Getting Ready to Look for Work

Being prepared improves your chances of finding work. Here are some important steps:

- Register with [Centrelink](#) (see 'Centrelink and jobactive' Chapter).
- Get an email address - most potential **employers** will ask for your email address (to send you more information) and expect you to send job applications via email.
- Find out about opportunities that exist for people in your profession in Australia.
- Think about what sort of work you want - now and in the future.
- Decide what skills and knowledge you already have to do this type of work and what other skills and knowledge are needed. For example, do you need to improve your English skills or do some other training? (See 'Training Opportunities' Chapter). Would some Australian work experience help? (See 'General Skills to Help you Find Work' Chapter).
- Write a **resume** (see 'Applying for a Job' Chapter).
- Do you have overseas **qualifications** or certificates that might help you find work in Australia? (See 'Overseas **Qualifications**' Chapter).

There is **career** advice and tools to help you decide what **career** you may want to pursue and how to manage a career transition:

www.myfuture.edu.au

www.groper.com.au

www.goodcareersguide.com.au

www.vet.nt.gov.au.

Apply for a Tax File Number

To work in Australia, you need to have a Tax File Number (TFN). This is so tax can be taken out of your **wages** (see the Chapter on 'Taxation' for more information about the Australian tax system).

Applying for a Tax File Number is free, and you should do it before you look for work: you need to give this number to **employers** when you start a new job.

To get a Tax File Number, visit www.ato.gov.au.

Or call the Australian Taxation Office on 132 861, or the Translation and Interpreting Service on 131 450.

Australian Business Number (ABN)

If you are an employee, including working as a labourer, **trade** assistant or an **apprentice**, you are not **entitled** to an ABN. Typically workers engaged under an ABN when they should be employees are underpaid and missing on entitlements such as **paid sick leave**. They also miss out on the safeguards of the Fair Work Act 2009 such as protection from unfair **dismissal**.

You are entitled to an ABN if you are starting up or carrying out a business in Australia. You can find more information on the Australian Business Register website.

When you have decided what sort of work you want, you should find out if you need any special licences or clearances. Here are some of the common ones.

Driver's Licence

Having a Northern Territory driver's licence – and a car – makes looking for work a lot easier. It can also make it a lot easier to get a job, as many jobs involve some driving.

For information on getting your driver's licence and where to get help, see 'Applying for a Job' Chapter.

Responsible Service of Alcohol

If you work in hospitality – like in a bar or a restaurant – and you serve alcohol, you must have a Responsible Service of Alcohol (RSA) certificate. This proves that you understand Australian and Northern Territory laws about serving alcohol (for example, it is illegal to sell alcohol to somebody under 18 years of age).

Most RSA courses are online, and they only take a few hours. You can find RSA courses by doing an internet search for 'NT RSA licences'. Make sure you do a Northern Territory course - there are different laws about alcohol in different **states**.

Ochre Card

If you want to work with children in the Northern Territory, you must have an Ochre Card. An Ochre Card is a Working With Children clearance: this means police have checked that you don't have any criminal history that makes it **inappropriate** for you to work with children.

For more information or to get an application form, contact:

SAFE NT

Ground Floor, 37 Woods St., Darwin

Phone: 1800 723 368, or (08) 8985 8985

Email: safent.police@nt.gov.au

Website: www.pfes.nt.gov.au/Police/Community-safety/SAFE-NT.aspx

White Card

If you want to work in building and construction, you must have a White Card. A White Card proves that you have had training about **occupational health and safety**, risk management, what to do in an emergency, and other important information for working on building sites.

White Card training usually takes six hours if you go to a course. You can also do it on the internet.

There are many registered training organisations in the Northern Territory who offer White Card training. To find one, visit: www.worksafe.nt.gov.au.

You can find online courses by searching the internet for 'NT white card training'. Make sure the course you do is government-approved.

For information about other safety licences you might need, visit: www.worksafe.nt.gov.au.

Use Your Networks

Let your family, neighbours, friends and cultural organisations you belong to know that you are looking for work. Seek their advice and ask them to tell you if they hear about any jobs you might like.

General Skills to Help You Find Work

This section explains some of the key skills that **employers** want their workers to have (see diagram below). This is useful information for you to learn about to help write your resume (see 'Applying for a Job' Chapter) or be **confident** in a **job interview** (see 'The **Job Interview**' Chapter).

If you have never worked before, or never worked in Australia, this chapter suggests ideas how you can build on your skills, by **volunteering** or getting some work experience.

We also explain some important things about Australian workplace culture, which might be different from what you're used to. We provide tips for fitting in at work, getting along with the people you work with, and communicating with your boss or manager.

Don't forget to ask friends, family and other people you know, especially other migrants, for advice. They can tell you what they have learned about the Australian workplace and what they have done to make things easier for themselves. A 2015 survey of **employers'** experiences with recruiting staff indicates that in the Northern Territory one in three vacancies are not advertised; instead they are filled through the **word of mouth**.

Employability skills

This chart explains some of the key skills **employers** look for when they are hiring new staff. These are separate to **qualifications**, or skills **specific** to a certain job (like doing a course so you can be a security guard). The skills listed here are useful in most jobs.

It's good to understand this language so you can use these key words when you write a job application or talk to a potential **employer**.

Employability Skills

Communication	<ul style="list-style-type: none"> • Speaking, listening, understanding • Reading and writing • Appropriate body language • Negotiation with others, for example if there is a conflict/misunderstanding • Empathy – putting yourself in another person’s position and understanding how they feel • Answering questions, for example responding to customer queries
Problem solving	<ul style="list-style-type: none"> • Being creative • Being practical • Showing independence – finding a problem and solving it • Solving problems in a team
Planning and organising	<ul style="list-style-type: none"> • Managing time and priorities • Resourcefulness – using what is available to you • Taking initiative and making decisions • Thinking about how things can be done better • Predicting – thinking about challenges, risks and alternatives
Learning	<ul style="list-style-type: none"> • Taking responsibility for own learning and establishing learning goals • Helping others learn • Being willing to learn in new settings – on the job and off the job • Being open to new ideas and new ways of working
Teamwork	<ul style="list-style-type: none"> • Working with people from different backgrounds, religions, cultures and sexes • Working alone and as part of a team • Encouraging, supporting and giving feedback to different members of the team
Technology	<ul style="list-style-type: none"> • Having basic computer (IT) skills and being willing to learn new computer skills • Using computer skills to organise information (electronic filing) • Knowing how to use different technologies safely (occupational health and safety)
Self-management	<ul style="list-style-type: none"> • Having personal vision and goals • Evaluating and monitoring your own performance • Having confidence in your own skills and ideas • Taking responsibility
Initiative and enterprise	<ul style="list-style-type: none"> • Being able to adapt to new situations • Developing strategic, creative, long-term vision • Identifying new opportunities • Making ideas a reality

Volunteering

Volunteering means offering to work for an organisation or business for free - without pay. **Volunteering** can be a great way to learn more skills (like the employability skills), meet new people, and learn about Australian workplace culture. It is a way of giving something back to your community.

When you volunteer, you often also have new opportunities to find paid work, as people get to know you and your skills, and you get to develop professional networks. If you do any volunteer work - even for a day or a week - put it on your **resume** and ask your boss or supervisor if they can be a **referee** for you (see 'Applying for a Job' Chapter for more information about **resumes** and references).

There are many opportunities for **volunteering** in Darwin and across the Northern Territory.

You can call an organisation that you would like to work for, and ask them if they accept volunteers. For more information about **volunteering** opportunities in the Northern Territory, visit: govolunteer.com.au or www.volunteeringsa-nt.org.au.

Volunteering SA & NT
Charles Darwin Centre
L 16/19 Smith St.,
Darwin NT 0800
Phone: (08) 8963 5624.

Alice Springs
Phone: (08) 8952 9630.

Work Experience

If you have work experience from overseas, mention it when you apply for work (see 'Applying for a Job' Chapter). But many employers in Australia do not understand the standards and quality of work in industries overseas. That is why having some work experience in Australia is very useful. It helps you learn about Australian workplace culture and practices.

When you do work experience, you can also get a reference (see 'Applying for a Job' Chapter for more information about references). Talk to your [jobactive](#) provider if you are interested in doing work experience. You can also find more information at the Myfuture website: www.myfuture.edu.au.

Australian Workplace Culture

When you start working in Australia, you might find that the culture in workplaces is different to what you're used to in other countries. For example, the way workers talk to their bosses and colleagues might seem informal. The expectations that the boss has of the workers may also be different.

Understanding Australian workplace culture will help you find and keep a job. Some **employers** are worried about hiring a migrant or refugee who they think will not understand Australian styles of communication, or what sort of behaviour is acceptable at work.

There are also informal, cultural rules and practices. Some things will change depending on where you work, but some basic rules apply to all workplaces. For example:

- If you are at work and you're sick, it is OK to ask for sick leave or to tell your boss that you want to go to the doctor.
- If you are sick and can't come to work, you should tell your boss by phone before you are due at work, if that is possible.
- It is good to ask for a copy of your **pay slip**, so you can see how much you are getting paid and know how much leave you have owing. It is OK to ask questions if you think there is a mistake on your pay slip.
- Most workplaces have a 'policies and procedures' manual. You can ask to have a look at it. It will give you information about that workplace, for example: safety at work, what to do in an emergency, what to do if you are injured, and how to raise a problem or complaint if you are unhappy about something. If your workplace doesn't have a 'policies and procedures' document, or if you don't understand it, you can ask your boss or supervisor to explain the workplace procedures to you.

It is important to know your rights, and to know that Australia has laws to make sure people are treated fairly at work. You can learn more about these laws in the Chapters about 'Conditions of Employment', 'Rights in the Workplace', and 'Protection from **Discrimination** and **Harassment**'.

It's good to ask questions about your pay, hours, safety, policies and procedures. Asking questions shows that you are keen to learn more, so most people are happy when you ask. If you don't feel comfortable, or you think you are being treated badly at work, you should speak to your boss or supervisor. If you're not satisfied with their response, you can talk to one of the organisations listed in the 'Rights in the Workplace' Chapter.

The expectations your employer has of you might be different to what you're used to if you have come here from overseas. How you present yourself - that is how you dress, how you behave and how you communicate - will have a big influence on your success in finding and keeping a job.

Some useful tips:

- **Shaking hands:** Shaking hands is a normal, friendly greeting for many people. Often, people shake hands the first time they meet and many people shake hands each time they meet. If you don't feel comfortable shaking hands, you can smile, nod, and say 'Pleased to meet you'.
- **Eye contact:** Looking people in the eyes is an important communication style in the Australian workplace. For many people, eye contact is a way to show that you are listening to them, understand what they are saying and are taking them seriously.
- **Clothing and personal hygiene:** Dressing appropriately and being clean and tidy is important. You may be asked to wear Personal Protective Equipment (for example a hat or glasses) or a uniform. If there is no uniform, you should ask what sort of clothing is expected; it is different for different types of work. Look at what your colleagues wear to get ideas about what is appropriate. It is important to be clean and well presented.
- **Religion:** Often religious practices are not part of the Australian workplace. But it is against the law to discriminate against somebody because of his or her religion. Talk to your **employer** if you need to attend to religious practice while you are at work.
- **Social events:** Many workplaces sometimes have social events that workers and managers **participate** in. This is a good way to encourage teamwork and friendly workplaces. Some examples of work social events are: celebrating a workmate's birthday, having a lunch or morning tea if somebody is leaving, celebrating the end of the year, or just going out for lunch or a drink together. This can be a good way to get to know each other.
- Many people who have families, or don't drink alcohol, don't like going out to hotels after work. If you are invited to a social event outside of work hours, it is OK to say 'no'. You can also tell your boss or the person organising the event if you are vegetarian, only eat halal food, or have other requests (for example, you follow a dairy-free diet).

The best way to learn about what is and isn't normal behaviour at work – what is acceptable and unacceptable – is to get work experience in Australia and talk to friends and family who have started work here.

Centrelink and jobactive Services

The Australian government [Department of Human Services](#) provides social and support services. Its agencies include [Centrelink](#), [Medicare](#) and [Child Support](#).

How Can Centrelink Help?

[Centrelink](#) is the agency that delivers services and support payments to people who are looking for work, looking after children, providing care to someone who has a **disability**, has a medical condition or is frail aged, studying, sick, or needs other kind of financial help from the government.

The rules about who [Centrelink](#) can help are different for different sorts of visas. The best thing to do is to call [Centrelink](#), or visit a [Centrelink](#) office. Tell them you are looking for work. They will ask you about your visa and they can tell you what help is available. If you have a visa, you can find out about Centrelink payment eligibility here: <http://guides.dss.gov.au/guide-social-security-law/9/2/8>.

Depending on your visa, you may be **eligible** for income support payments from [Centrelink](#), such as Newstart Allowance (if you are at least 22 and not at age pension age, which is 65 to 67 years old) or Youth Allowance (if you are 16 to 24 years old). These payments can help you meet your basic needs while you look for work.

[Centrelink](#) will first assess your capacity to undertake a job. They will talk to you about your skills in order to find out what help you need while looking for work. They will look at what assistance can be provided to help you overcome any **barriers** to employment. It is important to tell [Centrelink](#) about things that make it hard for you to work - for example, if you have trouble with English, are recovering from torture and trauma, or looking after family. This is so you get the right sort of help and support. When [Centrelink](#) understands your situation, they will put you in a 'stream' and may refer you to an employment services provider such as a [jobactive](#) services provider. See below for information about their services.

To find out about the different services [Centrelink](#) offers you can visit the website: www.humanservices.gov.au/individuals/centrelink. You should visit a [Centrelink](#) office, or call [Centrelink](#) and register as 'looking for work'. If you are eligible and looking for work, have recently lost your job, or are at risk of losing your job, there are payments and services to support you. You can find out more about these payments on the Department of Human Services website here: www.humanservices.gov.au/individuals/subjects/looking-work. [Centrelink](#) will tell you what help you are **eligible** for. Once you register with [Centrelink](#), there are many services you can access online, like reporting your income (see below) and checking appointments.

If you would like information in your own language about payments and services offered by the Department of Human Services, visit: www.humanservices.gov.au/individuals/information-in-your-language. This website also provides information about interpreters for any of your Human Services appointments (like a [Centrelink](#) appointment). If you need an interpreter, the Department will organise one for you. If you are claiming one of Centrelink payments and/or using their services, they can translate documents you need for free.

[Centrelink](#) has written information in different languages on the Department of Human Services website: www.humanservices.gov.au.

You can also talk to [Centrelink](#) in your own language by calling their **multilingual** telephone service on 131 202.

The [Department of Human Services](#) provides a range of other services for migrants. The following www.humanservices.gov.au/individuals/migrants-refugees-and-visitors. Furthermore, Multicultural Service Officers help migrant communities connect with their services. You can find out more about what they do by visiting this website: www.humanservices.gov.au/individuals/services/centrelink/multicultural-service-officers.

Another website offers more information if you have recently come to live in Australia: www.humanservices.gov.au/individuals/subjects/help-refugees-humanitarian-entrants-and-new-arrivals.

Income Management

Income Management is an Australian government system to help make sure your **essential** needs are being paid for, like rent, electricity, food, medicine and school fees. In the Northern Territory, some people receiving [Centrelink](#) payments might be referred onto Income Management. You cannot use your Income Managed funds for cigarettes, alcohol, gambling or pornography. You can find out more about income management on this website: www.humanservices.gov.au/individuals/services/centrelink/income-management.

Other government representatives, such as child protection **authorities** and social workers might also refer you to onto Income Management. [Centrelink](#) will tell you if you are being referred onto this program. You may be referred for Income Management by a social worker, a local child protection authority, an approved housing authority or the Alcohol Mandatory Treatment Tribunal. Some young people receiving certain government payments will also be on Income Management. You will still get the same amount of money. Some of your money will go into your bank account like usual, but the rest will be held in your Income Management account. You will need to talk to [Centrelink](#) about how you want to use that money, and it can only be spent on **essential** items. You can spend the rest of your payment however you like. [Centrelink](#) assists people on Income Management to identify their expenses and helps them adjust their allocations as required.

If you are put on Income Management and you don't think you should be on this program, you have the right to **appeal**. This means [Centrelink](#) will look at your situation again and **consider** the reasons you were put on Income Management. In some cases, you can ask to be taken off the program.

If you need help managing your money, you can also volunteer for Income Management.

Reporting your earnings

If you receive [Centrelink](#) payments it is important that [Centrelink](#) has the right information about you, so you get the right amount of money.

If you find work, you should tell [Centrelink](#) straight away. You might still be **eligible** for some of their payments, but you need to tell [Centrelink](#) how much you are earning and how many hours a fortnight you are working.

If you tell [Centrelink](#) about your new job as soon as you start, they can tell you what to do; you might need to tell [Centrelink](#) every fortnight how much you have earned. This is called 'reporting your earnings'.

If you don't tell [Centrelink](#) about your new job, in the future you might owe them lots of money. It is your legal obligation to tell [Centrelink](#) the truth about your job and how much you are earning. Otherwise you can be charged with **fraud**.

Department of Human Services offices in the Northern Territory - this is where you can find [Centrelink](#):

Darwin: 24 Knuckey St., Darwin City

Casuarina: 50 Bradshaw Terrace

Palmerston: 2 Maluka St.,

Katherine: 4 Second St.,

Tennant Creek: 77 Paterson St.,

Alice Springs: 5 Railway Terrace

Nhulunbuy: Endeavour Square

Phone: Department of Human Services **multilingual** service 131 202. (This service uses voice **recognition** software to put you through to the right person. If the computer doesn't understand what you are saying, don't hang up! Just wait and somebody will answer your call.)

Website: www.humanservices.gov.au.

Registering for jobactive Services

If you have the right to work in Australia and are not working or studying **full-time**, you may be **eligible** for help from 'jobactive'. It is the Australian government employment services program that supports job seekers and **employers**. Visit www.jobactive.gov.au for information about their services.

To find out if you are **eligible**, phone [Centrelink](#) on 132 850, or visit one of their offices (see location details above). They can assess your situation, work out what services you are **eligible** for and help you register for [jobactive](#) services. They can further help you choose a [jobactive](#) provider and make your first appointment.

You can search for information about [jobactive](#) providers on this website: <https://jobsearch.gov.au/serviceproviders>.

Once you have a [jobactive](#) provider, they will develop a program to help you find work. For example, your [jobactive](#) provider can:

- Help you write a resume and prepare for job interviews.
- Refer you to jobs in your local area.
- Refer you to more training if that will help you find work.
- Let you use internet, computers and printers at their office to look for and apply for jobs and print your resume.

Your Job Plan

Your [jobactive](#) provider will help you to develop a Job Plan. This plan sets out what sort of work you would like to do and what training or other help you need to get that sort of work. Your plan might include work experience (see 'General Skills to Help You Find Work' Chapter) or training to get new skills or **qualifications**. Your Job Plan says what you have agreed to do to have the best chance of getting a job. Your job plan will be regularly reviewed.

Your [jobactive](#) provider may be able to help with some financial support, for example pay for some items you need for work, training, and/or support you may need after you start a job.

Jobseekers with Disability and Mental Health conditions

If you have a **disability** or experience mental health issues, you may be **eligible** for **Disability** Employment Services or occupational **rehabilitation** services. [Centrelink](#) or your [jobactive](#) provider can talk to you about how these services could help you and if you are **eligible**. **Disability** Employment Services are contracted providers of government employment services and support. They help eligible people with **disability**, injury or health condition to find a job.

For more information about **Disability** Employment Services or to find your local service visit: www.jobaccess.gov.au or call a JobAccess Adviser on 1800 464 800. JobAccess is the national hub for workplace and employment information for people with **disability, employers** and service providers.

Different Levels of Support to Suit Your Needs

When [Centrelink](#) refers you to a [jobactive](#) provider, you will be placed in a 'stream'. To define the 'stream' you will be placed in, you will be asked a series of questions to determine things like your **qualifications**, experience, level of spoken and written English, health and personal situation, how difficult it will be for you to find work. There are three streams. Each stream gives you a different level of support depending on what you need.

- Stream A – for job seekers who are the most job ready. They will receive services to help them understand what employers want and how to navigate the local labour market, build a **resume**, look for jobs and learn how to access self-help facilities.
- Stream B – for job seekers who need greater help to become job ready and will be referred for individualised support (called case management support).
- Stream C – for job seekers who have a combination of work capacity and personal issues that need to be addressed. They will also receive individualised support (case management support) so that they can take up and keep a job.

You will meet your [jobactive](#) provider regularly and should let them know if your situation changes, if you are having any trouble or have any questions.

Help with Language Services

If you need to use an interpreter for your appointments, or if you want more information in your own language, the [Interpreting and Translating Service NT](#) works with government and businesses to help them communicate with those who speak languages other than English. You can make a booking for an interpreter by contacting the [Interpreting and Translating Service NT](#) office on (08) 8999 8506 or 1800 676 254. You can also make a booking request online. You can find out more information by visiting nt.gov.au/community/interpreting-and-translating-services/interpreting-and-translating-service-nt/about-interpreting-and-translating-service-nt.

If your need is immediate and urgent, you can call the national [Translating and Interpreting Service](#) (TIS) on 13 14 50. An interpreter will facilitate a three way conversation between you and the person you need to speak with to provide or get the information you need.

Your Obligations

If you receive Newstart, Youth Allowance or Parenting Payment from [Centrelink](#) and you have activity test or **participation** requirements, you must look for work and take part in activities that will help you find a job. These **mutual obligation requirements** include applying for jobs, training, or studying. Your [jobactive](#) provider will **consider** your personal circumstances and include suitable activities to include in your Job Plan.

If you are unable to take part in activities, you should discuss this with your provider as soon as possible. Most job seekers do the right thing, but if you don't **participate** in activities, and you don't have a good excuse, you may lose some of your [Centrelink](#) payments.

Temporary exemptions from **mutual obligation requirements** are available in crisis situations or when something major happens. [Centrelink](#) is responsible for assessing these and evidence is required. It is the customer's responsibility to contact [Centrelink](#) to discuss circumstances, before any exemptions are applied. See this website for information: www.humanservices.gov.au/individuals/enablers/mutual-obligation-requirements.

Employment Agencies

Employment agencies are sometimes called recruitment or labour hire agencies. They are not linked to [Centrelink](#). If you would like to use their assistance in finding you work you need to register with an employment agency yourself. You can register with as many as you like.

Some employment agencies focus on **particular** types of work or industries like farm work, **administration**, or mining. Employment agencies sometimes focus on short-term, **casual** or **temporary** work.

Employment agencies work with **employers** to help them find workers. Often they have a job-search service on their websites.

If an employment agency finds you work, your new **employer** usually needs to pay the agency a fee (for finding you). If you sign up with an agency, this may restrict your right to bypass the agency and deal directly with **employers** without the **employer** having to pay the agency a fee, or you (the job

seeker) having to financially compensate the agency.

For a list of employment agencies in the Northern Territory, visit: www.australiasnorthernterritory.com.au/work.

If you are looking for work in the Northern Territory, you can also register on the Territory Worker Database. You can register your interest by visiting: <https://twd.nt.gov.au/Pages/JobSeekers.aspx>.

Where to Look for Work

The more sources you use when you're looking for work, the more chances you have of finding the sort of job you want. Ask your [jobactive](#) provider or an employment agency to help you think of different places to look for work (see 'Centrelink and jobactive Services' Chapter).

Tell friends, family, neighbours and other people you know that you are looking for work. Many people find work through personal connections.

Many jobs are advertised in newspapers. In the Northern Territory, the main newspapers are:

- NT News (Published daily. Most job advertisements are published on Wednesday and Saturday)
- Katherine Times (Katherine - published weekly)
- Tennant & District Times (Tennant Creek - published weekly)
- Centralian Advocate (Alice Springs - published fortnightly)

Arafura Times (Nhulunbuy) stopped publishing in 2016. There is a volunteer-run community online newspaper Gove Online that you can visit here: www.goveonline.com.au.

Local libraries usually have all the major newspapers. Libraries are listed in the Yellow Pages (phone directory). You can also find these newspapers on the internet.

But lots of jobs are not advertised in newspapers, so look at some of the other ideas in this chapter, too.

Internet

There are websites that advertise jobs all around Australia. When you visit these websites you can search for the type of job you want and where you want to work – for example Darwin or the Northern Territory. Job websites include:

- www.ethicaljobs.com.au
- www.jobsearch.gov.au
- www.adzuna.com.au
- www.careerone.com.au
- au.jobrapido.com
- www.seek.com.au

Job advertisements

A job advertisement (or 'job ad') briefly describes the job. It might talk about the main duties, the pay (or 'salary' or 'wages') and explain what **qualifications**, experience and skills you need for the job. A job ad should also tell you how to apply and who to contact for more information. Here is an example of a job advertisement:

Here is an example of a job advertisement:

RECEPTIONIST We are seeking a highly exp. secretary to work in our Legal Branch. Must type 70 w.p.m. have good communication and organisation skills and be self-motivated. **Salary** 55 K (neg) p.a., some o.t. req. Duties: w.p., reception, preparing legal reports and documents. Temp. pos. for 6 mths. Email applications by 11/6/18 to: DSantos@biaco.org.au. For info, phone: 8888 8888.

The sample job advertisement, like many others, uses abbreviations to save on space and therefore cost

Here are some of the most common abbreviations used in job advertisements:

appt – appointment	cas – casual	exp. – experience(d)
hrs – hours	info – information	K – thousand
i.t. – information technology	mths – months	neg. – negotiable
o.t. – overtime	p.a. – per annum (each year)	pos. – position
p.t. – part-time	p.w. – per week	quals. – qualifications
pref – preferred	prev. – previous	wk. -week
req. – required	temp. – temporary	
w.p. – word processing	w.p.m. – words per minute	

Approaching Employers Directly

Another common way to find work is to contact businesses or organisations you would like to work for. Even if they have not advertised a job, if they meet you or see your resume they might decide to hire you, or they might remember you in the future, when they are looking for more workers. Approaching **employers** directly like this can be very successful, especially if you are looking for **trades** work.

Other Places to Look for Work

There are many other places to look for work. Many shopping centres and community centres have noticeboards where jobs are advertised. There are also services to help travellers and back-packers find short-term work, and migrants and refugees often use these services, too. Look at noticeboards around hostels (like in Mitchell Street, Darwin, where many backpackers stay) and visit: www.backpackerjobboard.com.au.

If you know what **industry** you want to work in you can look at websites for that **industry**. Also, some **Unions** advertise jobs.

A useful website with information about working in the Northern Territory and with links to further websites where job opportunities in the Territory are advertised is:

www.australiasnorthernterritory.com.au/work/looking-for-jobs-in-the-northern-territory.

If you want to work for the Northern Territory government, visit: www.careers.nt.gov.au for general information and the Northern Territory government Employment Opportunities Online portal to look and apply for jobs (application process is online).

If you want to work for the Australian government, visit: www.apsjobs.gov.au for general information, to look for and apply for jobs.

Applying For a Job

Applying by Phone

If you call an employer about a job, it is important to be well prepared. You might be applying for the job over the phone, or calling for more information. Here are some useful things to think about before you call:

- Have all the **relevant** information about your work and educational background in front of you so that you can answer questions about them.
- Introduce yourself, speak clearly and be **confident**.
- Have your email address and other contact information ready.
- If you have the name of a contact person, ask for that person. If not, you can say you are calling about a job, and find out who you should speak to (For example, 'My name is X. I'm calling about the sales assistant job advertised in the NT News. Can you tell me who I should speak to, please?').
- Have a list of questions about the job prepared and have it in front of you when you call.
- Find out how to apply for the job (For example, whether you have to fill in a form or send/email a written application).
- If you do not need to apply in writing, ask for an appointment to discuss the job in more detail.
- •Ask if they can email you a statement of duties or **selection criteria**, and any other information.
- If you are responding to an advertisement, be prepared to explain how your work experience and training combined give you the skills needed for the job.

How to Write a Job Application

A well-written job application will help the person reading it decide whether or not to interview you. Your job application should be written clearly, give the employer a good understanding of your skills, qualifications and experience, and include your contact details.

There are usually two parts to a job application: an application letter and a **resume** (a **resume** is sometimes called a **curriculum vitae** or CV). Before you write your application, call the **employer** to find out if there are **selection criteria** or a list of 'essential and **desirable criteria**' - skills you must have to get the job. For some positions, they will send you the **selection criteria**. Your job application needs to show that you meet these criteria - that is, you have the skills they are looking for. For jobs advertised online, the **selection criteria** are usually included in the job description. Even then, you can still call or email the **employer** and ask for clarification or more information.

Your job application needs to show that you meet these criteria - that is, you have the skills they are looking for. For jobs advertised online, the selection criteria are usually included in the job description. Even then, you can still call or email the employer and ask for clarification or more information.

Application letter

In your application letter, explain which position you are applying for (For example: 'I am writing to apply for the position of sales assistant, as advertised in the NT News on the 12th of February'). You should also briefly explain why you think you would be good at the job and what experience and skills you have that are **relevant** to the job.

If the position has **selection criteria**, put your responses in a separate document. You can refer to this in your application letter (For example, 'I have addressed the **selection criteria** in the following document.'). At the end of your application letter, you can invite the **employer** to look at your **resume** and contact you (For example: 'I have attached my **resume** for your information. I look forward to hearing from you to talk more about this position.').

Resume

Always include a **resume** with your job application. A **resume** gives the **employer** an overview of your education, **qualifications**, work history and other **relevant** experience. A **resume** is written differently to an application letter. See below for an example of how a **resume** might look. It should be clear and easy to read. Ask friends and family if you can look at theirs.

Don't worry if you have never worked before, or don't have a lot of work experience. You can still do a **resume**. Think about skills and experience that you have from other parts of your life - from looking after your family, helping with a church group, being in a band, or playing on a sports team. If you were in the past, or are currently a recognised leader of any group, such as a community association, a sports team, or a church group, do include this in your **resume** and explain what you did or do in this role.

If you don't have a lot of work experience, you might want to start your **resume** with a personal statement - something that says a little bit about who you are, what sort of work you want and why you would be good at it.

Here is an example of a **resume**. This shows you what a **resume** should look like, and also what information you should include. If you have never worked before, you can leave out the 'Employment History' section and put more information in the 'Personal Statement' about who you are and what you would like to do.

Sample resume:

Personal details

Your name and address
Phone number (mobile is best)
Email address.

Personal statement

Write a paragraph that talks about what sort of work you'd like to do and why you would be good for that sort of job.

Skills and abilities

- List the skills and abilities you have. You might get some ideas from the 'Employability Skills' Chapter. For example:
- Fluent in Vietnamese and English
- Excellent customer service skills
- Familiar with basic computer programs.

Education and training

List any qualifications you have from school, university or college. Put the year and where you studied. For example:

- 2011: Certificate II in Spoken and Written English, Charles Darwin University
- 2010: Security training, ABC Securities, Darwin
- 2005: Year 10, overseas high school name (say also which country you went to high school in).

Employment history

List any jobs you have had, the year, the organisation you worked for, and the main duties. For example:

2010 - 2011: Shop assistant, K-Mart, Casuarina Shopping Centre, Darwin.

Main duties: respond to customer inquiries, use electronic cash register, data entry, answer phones and email inquiries, stock shelves, general office duties.

2008: Market stall manager and operator, Parap Markets, Darwin.

Main duties: liaison with the Parap Village Traders **Association** (PVTa) to register and maintain the stall, planning seasonal supplies to sell, organising timely transport of supplies, early morning stall set-up, arrange displays, sales and customer inquiries, record cash collection and manage the business finances.

Relevant experience

List other things you have done that show your skills, for example, volunteer work. Use the same format as for 'Employment History'.

2010-2011:

Led a community group within my church (name of the church here). Main duties: call and organise monthly meetings, facilitate discussions during meetings, take a key role in writing a monthly bulletin for the group, use communication and interpersonal skills to ensure all members have a positive experience including helping resolve minor disagreements. During my time as the group's leader, the membership grew by 40%. The church leadership also received informal positive feedback how well I ran the group.

Referees

Include the name, position and phone number of two people who can answer questions about you - for example why you'd be good for the job. Think about people like teachers, previous **employers** and other community leaders you know who would be happy to be your **referees**. For example, to support statement above regarding leading the church community group, a church leader could be asked to be a **referee**.

Getting around



In the Northern Territory there are many different types of transport. Public transport includes taxis, mini-buses and public buses. You can find information, timetables and contact details in the Yellow Pages phone directory or on the internet.

For many jobs you need a current Northern Territory driver's licence. If you have a licence from a different country, or from a different Australian **state**, you must transfer it to a Northern Territory licence within three months of arriving here. You can do this at a Motor Vehicle Registry office.

It is also your responsibility to make sure the car you drive is registered. Driving without a driver's licence and driving an unregistered car are against the law. To get a Northern Territory licence, you must take a test to show that you understand the road rules. You must also show some paperwork, for example to prove your name, age and address.

For information on transferring a licence from a different **state** or different country, or information on registering a car or getting a new licence, call the Northern Territory Motor Vehicle Registry on 1300 654 628. To find a Motor Vehicle Registry office, go to mvr.nt.gov.au.

The [Multicultural Council of the Northern Territory](#) has a '[Passport to Drive](#)' program. It helps new migrants and refugees learn about the Northern Territory's road rules and how to be safe drivers. The program also helps you to get your driver's licence.

The Passport to Drive program is for:

- Humanitarian entrants
- Family stream migrants with low levels of English proficiency
- Dependents of skilled migrants in rural and regional areas with low levels of English proficiency.

Some **temporary** residents in rural and regional areas, who have arrived in Australia during the last five years and who have low English proficiency, also fall within the target group. For more information, call (08) 8945 9122 or email driving@mcnt.org.au.

The Job Interview

A **job interview** is your best opportunity to show the **employer** that you are the right person for the job. Talk to your [jobactive](#) provider about how to get ready for an interview. This chapter gives you ideas about how to get ready, what to expect and questions to ask.

Before the interview, find out as much information as possible about the job and the organisation. For example:

- Where does the position fit into the structure and role of the organisation? Get a copy of the organisation's annual report or other **relevant** documents if possible. Larger organisations may make them available on their website.
- What would you be doing if you got the job? If you addressed '**selection criteria**' in your written application, read these again before the interview (see 'Applying for a Job' Chapter).
- What working hours, **wages** and training opportunities can you expect?
- What skills will you need to do the job? Look at the job advertisement and **selection criteria** again so you know what the **employer** is looking for.

What will happen at the job interview?

You might be interviewed by one person or a group of people (an 'interview panel'). If the job is a senior position, there might be three or more people on the interview panel.

The person or people interviewing you will probably have a list of questions that they will ask all job **applicants**. **Job interviews** take different lengths of time. It is best to be free for an hour or two just in case the interviews are running late or they have lots of questions to ask you.

Questions you might be asked at the job interview

During the interview, the person, or people interviewing you will be trying to decide these things.

- Do you have the skills, training and work experience you need for the job?
- Do you have the right sort of attitude and personality to do the job and fit into the organisation?
- Can you communicate well with other people?
- Will you be able to learn new skills?

If you think about what questions the interviewer/s might ask, you can have some answers ready.

For example:

- Why are you interested in this position?
- Can you briefly explain your experience and training relating to this position?
- Why do you think you would be good at this job?
- What is your understanding of this company or organisation?
- What are your future **career** plans?
- How soon can you start?

They might also ask you an open question, like 'Is there anything else you'd like to say?' or 'Is there anything else you'd like us to **consider**?' Try to be brief and clear. If they ask you a question you already covered in your written application, you can repeat the information briefly and refer the interviewer/s to the **relevant** section in the application.

Questions you might ask the interviewer/s

It is good to ask one or two questions during the interview, to show you have thought about the job. Here are examples of questions you can ask:

- Can you tell me more about the duties I would need to **fulfil**?
- Would I be working in a team, or on my own?
- What are the usual hours of work and will the job involve any **overtime**?
- What training opportunities are available?
- What is the starting **salary**?
- When do you want the successful **applicant** to start?
- How soon will you be making a decision about this position? (or When will I find out about the outcome of my interview today?)

Hints for a successful interview

- Arrive early so that you have time to relax before the interview.
- Dress neatly and suitably for the job you want to get. Wear something comfortable so it will not **irritate** you during the interview.
- Make eye contact with the interviewer or interviewers.
- Take references and other **relevant** documents for the interviewer/s in case they want to look at them (see 'Overseas **Qualifications**' for more information).
- Avoid negative statements. For example, instead of saying 'I have only been in Australia for eight months and don't have much experience here', you can say, 'I have lots of experience from overseas. Since arriving here I have completed the ... training program which has given me ... skills.'

If you don't get the job

Lots of people might have applied for the same job as you. Most people apply for many jobs, and have a few **job interviews**, before they are offered a job.

After the interview, some **employers** will only contact you if you were successful.

If you had an interview and haven't heard anything, you can contact the **employer** to find out if you got the job. If you missed out, you can ask the person who interviewed you for feedback, to explain why you didn't get the job.

Think about things you could do differently, for example, should you apply for different kinds of work? Could you answer interview questions differently?

Keep trying! Ask friends and family for advice. Go back to your [jobactive](#) provider or employment agency and ask for more help getting ready for the next interview.

Starting a Small Business



If you want to start your own business there are many services that can help you with advice, training and support. Here is a summary of some useful services to contact.

Northern Territory Department of Trade, Business and Innovation

The Northern Territory [Department of Trade, Business and Innovation](#) can help you start, run and grow your business. You can access all the online information about the services and support offered by the Department at [start.run.grow](#). You can access online business kits for quick tips on things to **consider** when starting a business and free workforce planning tools.

The Department of Trade, Business and Innovation runs free Business Upskills workshops about running your business and business **administration** skills around the Northern Territory, on topics such as:

- Marketing
- Pricing, costing and quoting
- Staff and your responsibilities
- Planning for business growth.

You can access the calendar of events online by visiting <https://business.nt.gov.au/business/business-events/events-calendar>.

NT Department of Trade, Business and Innovation

Development House

76 The Esplanade, Darwin NT 0800

GPO Box 3200 Darwin NT 0801

Phone: 1800 193 111

Website: <https://business.nt.gov.au/>

The Australian Government Department of **Industry**, Innovation and Science also supports a wide range of initiatives and detailed information on current government policy, programs and projects in relation to small business. You can find helpful information and practical tools to help you start, run or grow your small business by visiting <https://www.business.gov.au/>. You can also call the Australian Government Small Business Support Line on 13 28 46.

Territory Business Centres

Territory Business Centres are the first point of contact and referral point for starting a business in the Northern Territory. At a Territory Business Centre, you can:

- Register a business name
- Learn about **occupational** and **industry** licensing rules in the Northern Territory
- Download applications for different licences
- **Lodge** licence applications online.

There are Territory Business Centres in Darwin, Katherine, Tennant Creek and Alice Springs.

For more information, contact:

Email: territory.businesscentre@nt.gov.au

Phone Darwin: (08) 8982 1700

Phone Katherine: (08) 8973 8180

Phone Tennant Creek: (08) 8962 4411

Phone Alice Springs: (08) 8951 8524

Or visit them in:

Darwin: Building 3 Darwin Corporate Park, 631 Stuart Highway, Berrimah

Katherine: Shop 1 Randazzo Building, 18 Katherine Terrace

Tennant Creek: Shop 2 Barkly House, Cnr Davidson and Paterson Streets

Alice Springs: Ground Floor, The Green Well Building, 50 Bath St.,

Business Enterprise Centres Australia

Business Enterprise Centres (BEC) Australia is a not-for-**profit** network that supports Business Enterprise Centres around the country. These centres run workshops and provide information and advice to small businesses. The [BEC Australia website](#) has links to useful information on starting and running a small business.

Business Enterprise Centre Darwin

Lower Level, 20 Catterthun St., Winnellie NT 0820

Phone: (08) 8923 6111 or 1800 229 500

Email: enquiries@becnt.com.au

Business Enterprise Centre Alice Springs

Central Australia Development Office

55 Todd Mall, Alice Springs NT 0870

Grant Whan, Business Advisor

Phone: (08) 8951 5788

Email: grant@becnt.com.au

Websites: www.becnt.com.au and www.becaustalia.org.au.

New Enterprise Incentive Scheme (NEIS)

The [New Enterprise Incentive Scheme \(NEIS\)](#) is a self-employment program, which helps you put your business ideas into practice. You have to be at least 18 years of age and be able to participate in NEIS training (if relevant) and work full time in your proposed business. NEIS provides a range of assistance for setting up your own business, including:

- Training in small business
- Business skills and business plan development
- Income support for up to 52 weeks
- Business advice and mentor support during the first year of business operation

You can access NEIS in two ways. First, you can contact the Department of Human Services regarding participating in NEIS. The Service Officer should refer you – the job seeker – to the [jobactive](#) or **Disability** Employment Services provider for assistance (if you are already connected). Second, you can directly enquire and register with a NEIS provider in your local area. You can search for NEIS providers in your area on this website: <https://www.jobs.gov.au/self-employment-new-enterprise-incentive-scheme-neis>. At the time of writing, the NEIS provider in the Northern Territory is My Pathway.

For information, please contact

My Pathway:

Phone: (07) 4033 3400

Email: info@mpath.com.au

Office in Alice Springs:

My Pathway

90 Heath Rd.,

Kilgariff, Alice Springs NT 0870

Phone: (08) 8959 6235

Website: www.mpath.com.au/my-pathway

Conditions of Employment

Most people work for **wages**, salaries or a share of the **profits** if they own a business. People are usually employed on either a permanent **full-time**, permanent part-time or casual basis.

Income tax is taken from an employee's wages by the **employer** and paid to the government. This is called PAYG (Pay As You Go) tax.

How much you get paid, and your **working conditions**, are influenced by four main things. These are:

- National Employment Standards
- National Minimum **Wage**
- **Awards**
- **Enterprise agreements.**

National Employment Standards: **10 minimum conditions** apply to everyone employed in the national workplace relations system - this means most workers in Australia.

1. A maximum of 38 working hours per week, plus a reasonable number of extra hours.
2. The right of parents and carers to ask for changes to their work arrangements to care for children under school age or children under 18 who have a disability.
3. Up to 12 months' unpaid **parental** or **adoption** leave, and the right to ask for another 12 months (to find out about paid **parental** leave see 'Information for Working Women and Families' Chapter).
4. Four weeks of paid leave per year. If you are a shift worker you may be eligible for five weeks of paid leave per year.
5. Ten days' paid personal leave (if you are sick or need to care for someone else), plus two days' unpaid carer's leave and two days' paid **compassionate leave** (to attend a funeral, for example) when needed.
6. Up to 10 days' paid leave for **jury service** and unpaid leave for voluntary emergency work
7. Long service leave.
8. Paid days off on public holidays.
9. Up to four weeks' notice of **termination** (your job ending) and up to 16 weeks' **redundancy** pay (extra payment when your job ends).
10. The right to receive a copy of the 'Fair Work Information Statement'.

Casual Work

Casual workers have different **entitlements**. They do not get paid leave or notice of **termination** but are paid at least 23% more per hour (25% in most modern **awards**) than permanent employees and have the right to:

- Two days unpaid carer's and **compassionate leave** and unpaid leave for community service.
- Maximum weekly working hours.
- Days off (unpaid) on public holidays.
- Once working regularly for at least 12 months, the right to ask for changes to working arrangements for **parental** or carer responsibilities and for **parental** leave.

Minimum Wage

A minimum **wage** is an employee's base rate of pay for ordinary hours worked. It is generally dependent on the modern **award** or registered agreement applicable to the **industry** of employment. The Fair Work Commission sets the National Minimum **Wage**. It is reviewed in July each year. In 2017, the National Minimum **Wage** was set at \$18.29 per hour, or \$694.90 per 38 hour week. For **casual workers**, the rate is \$19.63 per hour.

Most employees in the Northern Territory should not be paid less than the National Minimum Wage. Some workers, including those under 21 years of age and **apprentices**, are covered by a lower minimum **wage**. More information can be found at www.fairwork.gov.au/pay/national-minimum-wage/pages/default.aspx.

Workers who are covered by an **award** or an **enterprise agreement** are usually paid more than the National Minimum Wage.

If you are being paid less than the National Minimum **Wage**, you should contact the Fair Work **Ombudsman** (see 'Rights in the Workplace' Chapter).

What is an Award?

Awards set out minimum wages and **working conditions** for employees in **specific** industries or **occupations**, in addition to the 10 National Employment Standards. Some of the things that might be covered by awards include allowances (such as travel allowance), overtime and penalty rates (for example, higher pay rates for night shifts) and the ways that disputes should be resolved. Read more information here: <https://www.fairwork.gov.au/awards-and-agreements/awards>.

Federal awards cover the Northern Territory. The Fair Work Commission makes these. To find out what award covers a particular job, visit: <http://www.fairwork.gov.au> or phone the Fair Work Ombudsman on 131 394.

Enterprise Agreements

Enterprise agreements or collective agreements are another way for **employers** and employees to set rates of pay and conditions of work. While **awards** cover whole **occupations** or industries, **enterprise agreements** are specific to a workplace. An enterprise agreement, like an **award**, must not contain conditions below the 10 minimum National Employment Standards.

Enterprise agreements can be negotiated between an **employer** and a **union representing** the employees (workers). A group of employees can also negotiate an agreement directly with their **employer**. After a **majority** of employees have voted to accept the agreement and the Fair Work Commission approves it, the employment conditions set out in an **enterprise agreement** are legally binding.

For more information about **enterprise agreements**, visit www.fwc.gov.au/awards-and-agreements/agreements?pagename=agreements.

You can also contact:

Fair Work Commission Darwin Office

10th Floor, Northern Territory House

22 Mitchell St., Darwin NT 0800

GPO 969 Darwin NT 0801

Freecall: 1300 799 675 or (08) 8936 2800

Fax: (08) 8936 2820

Out of hours emergency number: 0419 563 601

Email: darwin@fwc.gov.au

Website: www.fwc.gov.au.

Shift Work

Employees who often work outside of normal working hours (such as night shifts and weekends) or whose starting and finishing times regularly change are called shift workers. Shift workers are usually paid a shift loading (a higher pay rate).

Awards and agreements include details about things like what hours a shift worker can be rostered on for and penalty rates for weekends and **overtime**. Under the National Employment Standards shift workers get an extra week of annual leave compared to regular **full-time** workers.

Overtime

In many jobs employees may be asked to work **overtime** or extra hours after their shift has finished. **Overtime** is usually any work over 38 hours in a week or work outside the regular working hours listed in the **award** or agreement.

Overtime is usually paid at a higher rate. This is often one-and-a-half times the usual hourly rate, but depends on the **award** or agreement. In some jobs, instead of extra pay you will get extra time off for the hours of **overtime** you work.

Under the National Employment Standards, all workers have the right to say no to any unreasonable request for **overtime**. If you have family duties or if working more hours will pose a risk to your health or safety, you can refuse to work further overtime.

More information can be found at: www.fairwork.gov.au/employee-entitlements

Rights in the Workplace

It doesn't matter whether a worker is employed on a **casual, part-time** or **full-time basis**, whether they are a junior worker, or a worker from overseas, everyone has basic workplace rights. These include the right to a safe working environment and the right to join a **Union**.

Health and Safety at Work

Employers in the Northern Territory are responsible for making their workplaces safe and healthy. Workers are responsible for following safety rules in the workplace. The **employer** must talk to workers about safety matters. In larger workplaces there may be a committee of workers and managers who work together to keep the workplace safe.

Employers must have **workers' compensation** insurance. This means that if you are injured at work, the insurance company will pay for your medical costs and your **employer** will continue to pay your **wages** while you cannot work (but the **employer** will get the money for the **wages** back from the insurer). In the Northern Territory, you may also be covered by **workers' compensation** if you are involved in an accident on your way to or from work - but not if it was a car accident. If you are involved in a car accident on your way to or from work you can make a **claim** under the Motor Accidents Compensation (MAC) **Scheme**. This **Scheme** is managed by the NT Motor Accidents Compensation Commission and you can find out more by visiting www.ntmacc.com.au.

Workers' compensation can also be **claimed** for psychological injuries - like stress, depression or trauma. You need medical **evidence** to show how your job **contributed** to psychological injuries. Workplace **bullying** is a health and safety issue and you may be able to **claim workers' compensation** for the effects of **bullying** on your physical or mental health (For more information about **bullying** see 'Protection from **Discrimination** and **Harassment**' Chapter).

If you are injured at work, you should tell your **employer** as soon as possible. You have up to six months to submit a workers' compensation claim form, which can be found on the NT WorkSafe website. If you are also claiming for lost wages while you are unfit to work, you must also submit two copies of the approved workers' compensation medical certificate.

If you do get injured, your employer should help you to get back to work as soon as possible. This may mean giving you different duties while you are recovering.

There are people who can help you make a **claim** for **workers' compensation**. You could talk to your doctor, your **Union** (see '**Unions**' Chapter) or the [NT Working Women's Centre](#) (see 'Organisations Supporting Migrants' Chapter).

If your **claim** for **workers' compensation** is approved, you may be paid for up to 26 weeks at full pay while you can't work. You may also be paid for medical and **rehabilitation** costs and other expenses.

For more information, visit: www.worksafe.nt.gov.au, or contact NT WorkSafe:

Workplace Health and Safety

Phone: 1800 019 115

Email: ntworksafe@nt.gov.au.

Workers' Compensation

Phone: 1800 250 713, Email: datantworksafe@nt.gov.au.

NT Worksafe offices are located in Darwin, Katherine and Alice Springs:

Darwin:

Ground Floor, Building 3

Darwin Corporate Park

61 Stuart Highway, Berrimah.

Katherine:

Randazzo Centre

18 Katherine Terrace.

Alice Springs:

Ground Floor, The Green Building

50 Bath St.

Equal Employment Opportunity

All government agencies (Commonwealth, **state**/territory and local) have Equal Employment Opportunity (EEO) policies. This means, firstly, that people must be chosen for a job on the basis of their abilities, without **discrimination** or favouritism. Secondly, it means that government agencies should develop ways to increase the number of people from non-English speaking backgrounds (and certain other groups such as women) in their workforce. Some private companies and community sector organisations also have EEO policies. You can find out more about what equal opportunity and **discrimination** mean by visiting the Northern Territory Anti-**Discrimination** Commission website: www.adc.nt.gov.au. The Commission has three main roles: public education and training, handling complaints and community engagement.

NT Anti-Discrimination Commission

7th Floor, 9 Cavenagh St., Darwin NT 0800

Phone: (08) 8999 1444 or 1800 813 846

TTY: (08): 8999 1466 (for hearing impaired people)

Email: antidiscrimination@nt.gov.au

Website: www.adc.nt.gov.au.

The Fair Work Ombudsman

The Fair Work **Ombudsman** can give you information and advice about **federal** workplace laws and your rights in the workplace. Part of the Fair Work **Ombudsman**'s role is to educate people in Australia about fair work practices and rights and to **promote cooperative** workplace relations.

The Fair Work Ombudsman makes sure workplace laws are followed, and sometimes audits a particular employer's records to make sure they are following workplace laws. Fair Work Inspectors are appointed by the Fair Work Ombudsman to investigate any complaints about possible breaches of laws, awards or agreements.

If you believe that your workplace rights and obligations are not being upheld, for example if you are not paid the correct **wage** or not paid annual leave, you should ask for help from the Fair Work **Ombudsman**. You can make a formal complaint, report a breach of the law or ask for information about your rights.

Fair Work Ombudsman

Level 3, 39-41 Woods St., Darwin NT 0801

GPO Box 9887 Darwin NT 0801

Phone: 13 13 94

Website: www.fairwork.gov.au.

You can send an email to the Fair Work **Ombudsman** by going to this page and clicking on 'Contact Us'. You will need to register for 'My account', complete an 'enquiries form' and then click on 'My enquiries' to submit your enquiry.

Other Employer and Employee Responsibilities

If you are employed to do a certain type of work or duties, you should not be asked to do totally different duties. This may be a form of **termination**.

An employee does not have to obey a command that involves any illegal activity (such as driving if you do not have a license). You can expect your **employer** to:

- Show you what to do or give you training.
- Help you get experience and confidence in your work.
- Let you develop and use your skills at work.
- Keep you informed about things that affect you.
- Ensure a safe working environment.
- Pay you on time and provide you with a **pay slip** explaining your pay, tax and all other **deductions**.

Your **employer** will expect you to:

- Arrive at work on time.
- Have a good **attendance** record.
- Be interested in the work.
- Follow instructions and accept suggestions.
- Ask for help if you need it.
- Obey safety rules.
- Dress suitably for the job.

Your duties to your **employer** are to:

- Obey the **employer's** lawful and reasonable **demands**.
- Do the work carefully and **competently**.
- Account to the **employer** for any money or property you receive while at work.

For more information on workers' rights you can contact: Fair Work Infoline on 13 13 94 (Monday – Friday 8.00am – 5.30pm **AEST** except for public holidays)

or

Unions NT

1st Floor, 38 Woods St., Darwin NT 0800

Phone: (08) 8941 0001

Fax: (08) 8981 3947

Email: enquiries@unionsnt.com.au

Website: www.unionsnt.com.au.

As of March 2018, the [Fair Work Ombudsman](#) has a useful document explaining what you should check for when you are starting a new job. Visit:

www.fairwork.gov.au/ArticleDocuments/712/a-guide-to-starting-a-new-job.pdf.aspx (a pdf document will open).

Protection from Discrimination and Harassment

There are laws that protect you from **discrimination**, **harassment**, **bullying** and **racial vilification**.

Discrimination

Discrimination means treating someone unfairly because of their race, **disability** or religion, or because they have children or are pregnant. Sometimes people have negative views or prejudices about groups of people who are different from them. When these unfair ideas about people lead to bad treatment, it is called unlawful **discrimination** - it is illegal.

In the Northern Territory, anti-**discrimination** laws say that **employers** cannot treat their employees unfairly because of these **attributes**:

- Race - colour, nationality, ethnic or religious background, or because of a relative's race
- Sex - gender
- Sexuality - homosexual, bisexual, transsexual or heterosexual
- Age
- Marital status - whether you are single, married, de facto, divorced or widowed
- Pregnancy - for example, being sacked or put on different duties for less pay because you are pregnant
- Parenthood - for example, being told that you cannot have the job because you have children and so might take too much time off work
- Breastfeeding - saying to a woman she can't come back to work because she is still breastfeeding
- **Impairment** - physical or **intellectual disability**, HIV, AIDS, epilepsy, diabetes and other conditions
- **Trade union** or employer **association** activity, including membership of these organisations
- Religious belief or activity
- Political opinion, affiliation or activity
- **Irrelevant** medical record - for example, refusing to give a person a job because they have had a lot of illnesses or an injury at a previous job
- **Irrelevant** criminal record - using a drink driving record as a reason for not giving a person a job even when no driving is required in the job
- **Association** with a person who has, or is believed to have, one of above **attributes** - for example not hiring someone because their partner has AIDS.

An example of **discrimination** may be refusing to employ someone who is able to do a job, just because he or she is not born in Australia. Another example is **demanding** a person speaks fluent English without an accent when that is not a requirement of their job.

In addition to Northern Territory laws, there are also national laws that prevent race, sex and **disability discrimination**.

Racial vilification

Racial vilification is a type of **discrimination** that happens publicly as opposed to privately. **Racial vilification** is an act that could incite (encourage, urge or stir up) others to hate, have serious **contempt** for, or severely **ridicule** you, or a group of people, because of your race, colour or national or ethnic origin. This includes vilification because you are thought to belong to any of these groups, even if you don't.

Vilification can happen in different ways:

- Speeches or statements
- Abuse that happens in public
- People wearing symbols such as badges or clothing with racist slogans in public
- Posters or stickers in a public space.

Racial vilification is against the law in Australia.

Who to contact:

To make a complaint, organise training or awareness sessions, or for more information on **discrimination** or **racial vilification**, contact:

Northern Territory Anti-Discrimination Commission

7th Floor

9 Cavenagh St., Darwin NT 0800

Phone: (08) 8999 1444

Freecall: 1800 813 846

TTY: (08) 8999 1466 (For hearing impaired people)

Website: www.adc.nt.gov.au

Australian Human Rights Commission

Level 3, 175 Pitt St.,

Sydney, NSW 2000

Phone: (02) 9284 9600

National Information Service: 1300 656 419

General enquiries and publications: 1300 369 711

TTY: 1800 620 241 (For hearing impaired people)

Fax: (02) 9284 9611

Website: www.humanrights.gov.au

Harassment and workplace bullying

In general, **harassment** is any unreasonable behaviour that is not wanted and that humiliates you, puts you down or frightens you. Fair and necessary criticism of how you are doing your job is not **harassment**.

Repeated unreasonable behaviour towards a worker or group of workers that threatens their health and safety is often called workplace **bullying**. This can include physical assault, but can also be less obvious, such as constant unfair criticism, treating a worker differently to co-workers, or regularly making **inappropriate** jokes about someone.

Workplace **bullying** can cause stress and depression and can even affect a workers' home life. It can also make it much harder for the victim to do their job **properly**. Stress from being bullied can lead to physical health problems, including headaches, stomach cramps and sleeping problems. No-one has to put up with workplace **bullying**.

People of any age or race, sex or religion can be affected by harassment or workplace bullying. In the Northern Territory, it may be against the law to harass or bully someone because of the attributes listed earlier such as race, sex, age and sexuality (see the above section on 'Discrimination'). If the bullying involves physical assault, it should be reported to the police straight away.

Employers must provide a safe workplace for employees. If **harassment** or **bullying** makes you so sick you are unable to work, you may be able to make a **claim** for **workers' compensation** (see 'Rights in the Workplace'). If you are sacked from your job because of workplace **bullying** or forced to resign, you may be able to make an **unfair dismissal claim** (see below).

If you are being bullied, it is important to look after yourself and remember it is not your fault. Keep a diary of what happens and find a co-worker you trust to talk to. You should check to see what policies there are in your workplace for making complaints and ask for help from your workplace health and safety officer or your Union. You can also notify [NT WorkSafe](#) of the problem, but only if the **bullying** is still continuing after you have reported it to your **employer** and attempted to resolve the issue.

It can also be useful to speak to a professional counsellor. Phone Lifeline (www.lifeline.org.au/) on 131 114 for free 24-hour counselling.

The Employee Assistance Service Australia (EASA) also provides counselling to organisations and consumers across the Northern Territory. It can be phoned on (08) 8941 1752 (Darwin), (08) 8953 4225 (Alice Springs) and (08) 8941 1752 (Katherine), or 1800 193 123 (freecall for the NT). To find out more about their services visit: www.easa.org.au.

Unfair dismissal

There are rules about how an **employer** may **terminate**, or end, your employment. An **employer** has the right to **terminate** your employment if it is for a valid reason related to your **performance** or behaviour — if you are not doing your job **properly** — or if your position becomes **redundant**.

But if an **employer** sacks you in a '**harsh, unjust, or unreasonable**' way, this is called unfair dismissal. This includes failure by the **employer** to provide a fair process, or sacking you for no reason when you are doing your job **properly**.

If you believe you have been dismissed unfairly, you may be able to make a **claim** for **unfair dismissal** to the [Fair Work Commission](#). It is possible to be reinstated (get your job back) or to receive compensation for lost **wages** while you find another job.

Not all workers can make an unfair **dismissal claim**. For example, you cannot make a **claim** if:

You have been employed for less than six months (or less than 12 months if you work for a small business with fewer than 15 employees)

You are an independent contractor

You earn over \$138,900 or more a year as at March 2017 (this cap increases every year on 1 July) and aren't covered by an award or **enterprise agreement**.

You need to decide quickly if you wish to make a **claim**. **Unfair dismissal** applications must be **lodged** within 21 days of the **dismissal**. To check if you are **eligible** to make a **claim**, visit the Fair Work Commission's website: www.fwc.gov.au. You can also obtain a claim form from this website.

Unlawful termination

It is against the law for your **employer** to sack you because of:

- Your race, sex, sexual preference, age, marital status, physical or mental **disability**, family responsibility, religion or political opinion
- A **temporary** absence from your job if you were ill or injured
- Taking time off work for **parental** leave
- Membership or non-membership of a **Union**, or **participation** in **Union** activities
- Making a complaint about your **employer** or exercising a workplace right.

For other examples of unlawful (illegal) **terminations**, and for more information, visit www.fairwork.gov.au.

Unlike **unfair dismissal**, any worker can make an unlawful **termination claim** on these grounds. You should ask your **employer** for the reasons of **termination** in writing; however, they do not have to give this to you. You should keep a record of why your **employer** told you your position was being **terminated**.

You need to make an application to the [Fair Work Commission](#) within 21 days of an unlawful **termination**. For more information, visit the website or contact the Fair Works Commission's Darwin office (details above).

If you had a permanent job, you will probably be owed **entitlements** at the time your employment ends. As well as **wages** owed, this can include things like payment for annual leave accrued. If you believe you have not received all your **entitlements**, contact the Fair Work **Ombudsman** (www.fairwork.gov.au) for help.

Information for Working Women and Families

Families can face extra challenges in balancing work and the care of children. While workplace laws in Australia apply equally to women and men, there are some workplace issues that affect women more because women often play a greater role in caring for children and family. Working families have certain rights as well as access to services and other forms of assistance.

Parental Leave

Under the National Employment Standards, **parental** leave can be taken upon the birth or **adoption** of a child under 16. While mothers are more likely to take **parental** leave, fathers are also **entitled** to it.

To be **eligible** for unpaid parental leave, you must have worked continuously for the same **employer** for 12 months immediately before the child's due date or **adoption** placement date. This includes **casual** employees who have worked regular hours and have a reasonable expectation of continuing employment.

Each parent can take a maximum of 12 months of unpaid leave. Generally, only one parent can take **parental** leave at a time and in a single continuous period. However, both parents may take up to 8 weeks' unpaid parental leave at the same time, immediately following the birth or **adoption**. This is called concurrent leave. Any concurrent leave time is deducted from the 12 months unpaid **parental** leave entitlement for each parent.

An employee who takes less than 12 months of unpaid **parental** leave can extend their leave. The total period, with the extension, can't be more than 12 months. The **employer** has to approve this extension. An employee who has taken 12 months unpaid **parental** leave can apply to extend their leave. The total period, with the extension, can't be more than 24 months. The employee needs to apply for each extension in writing, at least four weeks before the end of the **initial** period of unpaid **parental** leave. The **employer** must respond to the extension beyond 12 months in writing, within 21 days. **Employers** may refuse the request only on reasonable business grounds and must include the reasons for the refusal in the written response. Note that the combined amount of unpaid **parental** leave taken by both parents cannot exceed 24 months. For more information, visit the Fair Work **Ombudsman** website: www.fairwork.gov.au.

Paid Parental Leave

In addition to unpaid **parental** leave, working parents may be able to get a payment funded by the government to look after a newborn baby or adopted child.

Under the national Paid **Parental** Leave **scheme**, if you are the birth mother or the primary carer of a new baby or adopted child, you may receive **Parental** Leave Pay for up to 18 weeks at the National Minimum **Wage**. To receive this payment, you must have been working for at least 10 months during the 13 months before your child was born or adopted. You don't have to be working full-time or have an **ongoing** job. You just need to work at least 330 hours during those 10 months (just over one day per week). The Paid **Parental** Leave payment is a **taxable income** and may affect other family assistance payments. Depending on your circumstances, the Paid **Parental** Leave is paid either by your **employer** or by [Centrelink](#).

The Dad and Partner Pay is available to new fathers, partners of the birth mother and adopting parents. If you meet the work test you can receive two weeks' leave paid at the National Minimum Wage. To receive this payment, you must have been working for at least 10 months during the 13 months before your child was born or adopted. You don't have to be working full-time or have an ongoing job. You just need to work at least 330 hours during those 10 months (just over one day per week). Dad and Partner Pay is taxable income and may affect other family assistance payments.

For more information about government-funded Paid **Parental** Leave, visit www.humanservices.gov.au, or call Centrelink on 136 150. Have your Centrelink **Customer Reference Number** (CRN) ready when you ring.

Some **Enterprise agreements** include a period of **parental** leave at full pay. You can check your agreement or ask your **union** for details. This **employer-funded parental** leave can be taken before, after, or at the same time as the government-funded Paid **Parental** Leave.

Transfer to a Safe Job During Pregnancy

If you are pregnant and your job might be bad for your health or the health of your baby, you have the right to be transferred to a safe job with the same pay and conditions. You need to provide a medical certificate stating you are fit to work but are unable to continue in your present position.

To be transferred to a safe job you do not have to be **eligible** for unpaid **parental** leave. Employees that aren't **eligible** for unpaid **parental** leave are also **entitled** to be moved to a safe job.

If transfer to a safe job isn't possible (for example, because appropriate and safe work is not available), you are **entitled** to take leave for the period you can't continue in your position. This leave is called a no safe job leave.

If you are **entitled** to unpaid **parental** leave, then your no safe job leave is paid. If you aren't **entitled** to unpaid **parental** leave, then you can take unpaid no safe job leave. However, taking leave does not reduce your 12 months' unpaid **parental** leave entitlement. For more information visit the Fair Work **Ombudsman** website: www.fairwork.gov.au.

Right to Request Flexible Working Arrangements

Ensuring workers have family-friendly options in their jobs benefits both employees and **employers**. Employees are more likely to be happy and productive, and to stay in their job for longer. Your workplace can help into your agreement. Your **employer** has 21 days to respond, also in writing, to your written request. you in balancing your work and family commitments. These might include:

- Allowing you to work **part-time**.
- Allowing you to work more hours on fewer days.
- Allowing you to perform some work from home.
- Providing a breastfeeding friendly workplace.
- Allowing you to access leave over school holidays or at half pay.

Full-time, part-time and long-term **casual** employees, who have worked for their **employer** for at least 12 months, are legally **eligible** to request flexible working arrangements in the following circumstances:

- They are parents, or have responsibility for the care of a child who is of school age (six years old is the school age in the Northern Territory), or younger.
- They are parents, or have responsibility for the care of a child under 18 years of age with a **disability**.

These flexible arrangements between you and your **employer** are best documented in writing. They may be part of your workplace policies, included in your **award**, or negotiated and formally written.

Flexible working arrangements can also be requested in some other family circumstances. For more information, visit Fair Work **Ombudsman** website: www.fairwork.gov.au.

Looking After Children While You Study or Work

If you have children, you might need to organise child care so you have time to work, study, or look for work. Many childcare centres are full and usually you have to wait a long time before your child can attend. It is a good idea to join a waiting list at a childcare centre when you start looking for work or when you become pregnant. This way, a place may become available for your child when you need it.

To find out about child care in your suburb, contact your local council, or look for childcare centres in the Yellow Pages. There are several websites with information about childcare options. You can visit www.mychild.gov.au to search for a local centre. Some education and training agencies provide child care so speak with them, too.

If you are paying for child care, you may be **eligible** for financial assistance from the government. Depending on your income, you may be able to receive the Child Care Benefit. This is paid at the maximum rate if you are receiving income support such as Newstart Allowance. The Child Care Benefit can be paid directly to your childcare centre so your fees are reduced, or you may be paid directly.

To be **eligible** for the Child Care Benefit, your child must be in approved or registered care. Visit www.mychild.gov.au to find out what approved and registered care is available in your area.

The government also provides the Child Care **Rebate** to families with children in approved or registered care, regardless of income. This covers 50% of the childcare fees you pay (after any Child Care Benefit) up to an annual maximum. In 2017-2018 this annual maximum amount is \$7613 per child. To receive this **rebate**, you must apply for the Child Care Benefit - even if your income means you receive \$0 of the benefit - and you will automatically be paid the Child Care **Rebate**. The www.mychild.gov.au website has information about the Child Care Benefit and Child Care **Rebate**.

Additionally, for your children who are in care while you work or study, you may be able to **claim** for Jobs, Education and Training Child Care Fee Assistance. This provides extra help with childcare fees and is paid directly to your childcare provider.

For information about this financial assistance, you can talk to your childcare centre, call [Centrelink](http://www.centrelink.gov.au) on 136 150 (or 131 202 for help in other languages), visit a [Centrelink](http://www.centrelink.gov.au) office, or read a factsheet prepared by the [Department of Education and Training](http://www.education.gov.au).

This website www.mychild.gov.au also has a lot of useful information about child care.

From 2 July 2018, a new Childcare Package replaces the two payments above: Child Care Benefit and Child Care **Rebate** with one single payment called Child Care Subsidy. The amount of the Child Care Subsidy depends on the family's combined income, the activity level of both parents (this generally means working, actively looking for work, studying, or volunteering), or the single parent, and the type of childcare that is being used. Families earning a combined income of less than \$185,710 per year have no annual subsidy cap on the amount of Child Care Subsidy they can **claim**. They need to use approved childcare in order to access the Child Care Subsidy.

The Department of Education and Training makes available a free online calculator to help you and your family estimate the amount of your Child Care Subsidy. It is available here: www.education.gov.au/ChildCarePackage.

The Department of Education and Training also provides detailed information about the Child Care Subsidy. Visit: <https://www.education.gov.au/child-care-subsidy-1>.

From 2 July 2018, a new Transition to Work payment replaces the Jobs, Education and Training Child Care Fee Assistance. The new payment assists parents who are transitioning to work from income support by undertaking work, study or training. You may continue to receive this payment for 12 weeks after you have obtained employment and your income support payments have stopped. To find out more and check your **eligibility**, visit the Department of Education and Training website: www.education.gov.au/additional-child-care-subsidy.

Discrimination and Sexual Harassment

It is illegal to discriminate against pregnant and breastfeeding women in the workplace. It is also illegal to discriminate against women on the ground of 'potential pregnancy' (for example, women of child-bearing age, who may be likely or thought of as likely, to become pregnant). If you are pregnant, potentially pregnant or breastfeeding, this cannot be used as a reason to refuse to employ you, transfer you (without a valid medical or safety reason), demote you, change your hours or status, deny you access to training and other opportunities, or dismiss you. It is unlawful for employers or potential **employers** to question you about current or future pregnancies including when they are interviewing you for a job.

It is also unlawful for your **employer** to discriminate against you or dismiss you because of family responsibilities. This includes if your **employer** does not allow you to use your personal leave to care for your children when they are sick. If you need to use your personal leave to care for a sick child or another family member, it is known as carer's leave and the law protects this right.

It is unlawful for an **employer** to dismiss you from work because you have exercised a workplace right to take maternity or **parental** leave, or when you request flexible working arrangements upon your return. The Fair Work **Ombudsman** website explains in what circumstances an employee can be dismissed: www.fairwork.gov.au/leave/maternity-and-parental-leave/returning-to-work-from-parental-leave. If you are being dismissed, or you simply need more information, speak with your **union** or the [Fair Work Commission](http://www.fairwork.gov.au).

The [Fair Work Ombudsman](#) and the [Fair Work Commission](#) are independent government organisations. Both regulate Australia's workplace relations but have different roles. [The Fair Work Ombudsman](#) ensures compliance with the national workplace relations legislation, it educates people about work practices, rights and obligations. The [Fair Work Commission](#) is a workforce relations tribunal. It deals with applications related to ending employment, including **unfair dismissal** from work.

Migrant women can face additional forms of **discrimination** including racism. For example, some Muslim women may feel they have been discriminated against in **job interviews** or in the workplace because they wear a hijab.

Sexual **harassment** is unwelcome attention of a sexual nature that offends, **humiliates** or **intimidates** you. It is a type of discrimination. The behaviour doesn't have to be **ongoing** to be sexual **harassment**; it can be a one-off incident. Sexual harassment is unlawful under both the NT Anti-Discrimination Act and **federal** law. Behaviour such as touching you, telling sexual jokes in your presence, repeated questions about your personal life or sexual habits, **demands** or requests for sexual favours (either directly or by **implication**), and sending offensive messages or pictures by email or mobile phone are examples of sexual **harassment**.

Women can also face workplace **bullying**, which is unreasonable behaviour that puts your health and safety at risk. This can happen in many different ways, from physical or verbal abuse to putting you down, withholding information from you that you need to work effectively, or overloading you with work. Workplace **bullying** is never acceptable (For more information about **bullying**, see the 'Protection from **Discrimination** and **Harassment**' Chapter).

For more information about any of these issues, or for help, contact the [NT Working Women's Centre](#).

NT Working Women's Centre

98 Woods St., Darwin NT 0800

GPO Box 403 Darwin NT 0801

Phone: (08) 8981 0655 or Freecall: 1800 817 055

Fax: (08) 8981 0433

Email: admin@ntwwc.com.au

Website: www.ntwwc.com.au.

Or

NT Working Women's Centre (closed Fridays)

Shop 19, Level 1, John Cummings Plaza, 63 Todd Mall

Alice Springs, NT 0870

Phone: 1800 817 055

Email and website as above

Unions

A **union** is a registered organisation that covers workers in a **particular** profession or **industry**. For example, there is a nurses' **union**, a teachers' **union**, and **unions** for people who work in shops or in building and construction.

A **union** is separate to your **employer**, and separate to the government. A **union** helps make sure its members get the best possible **wages** and **working conditions**.

A **union** can also help people who are having problems with their **employers**. If you join a **union**, it might also provide other services such as:

- financial advice
- **superannuation**
- help with **workers' compensation**
- **occupational health and safety**
- information on **recognition** of overseas **qualifications** and training

In Australia, membership of a **trade union** is voluntary. This means you have the right to join a **union**, but you can't be forced to. The law protects your right to join (or not join) a union. It is illegal for **employers** to treat you unfairly because you are in a **union**. The law also protects the right of an employee to union representation in negotiations, and in **grievance** and dispute procedures. Most **unions** have elected representatives (delegates) in the workplace.

For more information, or to find out which **union** you could join contact:

Unions NT

First Floor

38 Woods St., Darwin NT 0800

GPO Box 1833 Darwin 0801

Phone: (08) 8941 0001

Fax: (08) 8981 3947

Email: enquiries@unionsnt.com.au

Website: www.unionsnt.com.au

Superannuation

Superannuation is a special long-term investment for your **retirement**. **Superannuation** is known as 'retirement savings' or 'pension income' around the world. In Australia, **superannuation** is often called 'super'.

Putting money into **superannuation** while you are working means you will have savings to support you when you retire. Nearly every employed person in Australia is a member of a **superannuation** fund.

In most cases, your **employer** is required by law to pay money into a **superannuation** fund of your choice. This amount must be at least 9.5% of your **wages** (until 30 June 2021), increasing to 10% from July 2021, and eventually increasing to 12% from July 2025.

For more information about changes to **superannuation**, visit:
www.ato.gov.au/individuals/super/super-changes.

You can also **contribute** extra money yourself. Sometimes when you do this, the government will also pay money into your **superannuation** fund through 'co-contributions'.

To find out if your **employer** is paying the right amount of money, you should check with the people who manage your **superannuation** fund. You can also check your **superannuation** accounts and search for any lost **superannuation** payments by creating a [myGov](https://my.gov.au) account and linking to the ATO. You can find the details on the Australian Taxation Office website: www.ato.gov.au/Individuals/Super/Keeping-track-of-your-super/#Checkyoursuper.

For more information, please contact:

The Australian Taxation Office

ATO Superannuation

Enquiries phone: 131 020

Website: www.ato.gov.au/super.

The Australian Securities & Investments Commission (ASIC)

ASIC Infoline: 1300 300 630 or (03) 5177 3988

Website: www.moneysmart.gov.au

Taxation

The taxation ('tax') system allows the **federal** and **state**/territory governments to raise money to spend on public services - for example on health, education and emergency services.

Everybody who has an income in Australia is required to pay income tax once their **wage** goes above a certain amount.

To understand your tax situation, you first need to work out if you are an **Australian resident for tax purposes**. For details about Australian residency for tax purposes, please refer to www.ato.gov.au/Individuals/International-tax-for-individuals/Work-out-your-tax-residency.

From 1 January 2017, working holiday makers including people on 417 or 462 visas, the first dollar of income earned by backpackers in Australia is taxed at the working holiday maker tax rate of 15% up to \$37,000 in an income year. This is regardless of residency status.

If you are an **Australian resident for tax purposes** and your annual **taxable income** in 2017-18 is less than \$18,200, then you pay no tax. If your annual **taxable income** in 2017-18 is between \$18,201 and \$37,000, then you need to pay a 19% tax. The amount of tax that you need to pay increases as your **taxable income** grows. You can see the tax rates for 2017-18 here: www.ato.gov.au/Rates/Individual-income-tax-rates. The **federal** government can decide to change the tax rates, which individuals pay.

Income tax is usually automatically taken out of your **wages**. You also pay taxes on other things; for example there is a Goods and Services Tax (GST) that is included in the price of many things you buy.

If you are going to work, you need to get a Tax File Number (TFN). The Australian Taxation Office (ATO) issues TFNs. It is free to apply. When you start work, you will need to give your TFN to your new **employer** so that they can take tax out of your **wages**.

You should apply for a TFN as soon as you decide to look for work. You can apply on the internet if you have:

- a valid permanent migrant visa
- a valid visa with working rights
- a valid overseas student visa, or
- a valid visa allowing you to stay in Australia indefinitely.

For more information and to apply for a TFN visit: www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN.

You can also find information about tax in other languages at: www.ato.gov.au/general/other-languages.

If you are starting up a business, you may need an Australian Business Number (ABN). You can find out more information here: www.ato.gov.au/business/registration and abr.gov.au (under Apply for an ABN). Chapters in this handbook 'Getting Ready to Look for Work' and 'Starting a Small Business' have useful information, too.

You can also call the Australian Taxation Office on 132 861 for information about personal tax (for example, TFNs) or 132 866 for information about business tax (for example, ABNs).

Or call the translation and interpreting service on 131 450 for help in other languages.

Overseas Qualifications

If you have a **qualification** from a different country, such as a university or college degree, or a **trade**, and you want to work in that type of job in Australia, you may need to have your **qualifications** assessed to see if your training meets Australian standards. You don't need to do this for every type of work, and there are different rules for different industries.

The [Department of Home Affairs](#) (incorporates the former Department of Immigration and Border Protection) website provides links to **authorities** assessing overseas skills and **qualifications** (including information on registration and licensing) for migration purposes, that is, if you are still outside Australia and want to migrate here. You can consult these links here: www.homeaffairs.gov.au/trav/work/work/skills-assessment-and-assessing-authorities.

Overseas **qualifications** can help you if you want to study in Australia. For example, they can help prove that you have finished high school or a university course. If you wish to enrol at an Australian **tertiary** institution to undertake studies, this institution will assess your **qualifications** for admission to study, so you need to speak with them.

The appropriate Australian professional body, or registration authority will decide the professional standing of overseas **qualifications**. For information about these professional bodies, and which one applies to you, see 'Licensing and registration rules' section below.

Organisations That Can Help

Skills Recognition Centre

If you already live in the Northern Territory and are either an Australian citizen, permanent resident, or hold a work or study visa, the [Skills Recognition Centre](#) in the Northern Territory government can provide you with a comparative education assessment of certain tertiary and higher education overseas qualifications to Australian qualifications. These include diplomas, BA degrees, masters and PhDs. This does not apply to overseas professional, trade and secondary school qualifications. For more information on this and other services offered by the Centre, contact:

Skills Recognition Centre
Shop 5/27 Smith Street Mall
Phone: (08) 8946 7316
Email: info@skillsrecognitioncentre.edu.au
Website: <https://www.skillsrecognitioncentre.edu.au/>

Please note: an appointment is necessary to have your qualification assessed. Comparative education assessments are free. You need to pay a fee if your documents first need to be translated into English.

Department of Education and Training

This Australian Government Department offers assessments of overseas qualifications in certain circumstances. Before contacting them, please read information here as you may not need to access their services: <https://internationaleducation.gov.au/Services-And-Resources/services-for-individuals/Pages/Services-for-individuals.aspx>.

The Qualifications Recognition Policy unit within the Department of Education and Training assesses overseas **qualifications** where there are no registration, licensing, professional membership or industry requirements for your **occupation**. They may assess your **qualifications** if you are referred to them by the [Skills Recognition Centre](#); that is if the Centre cannot assess your **qualifications**. For more information, contact:

Qualifications Recognition Policy
Department of Education and Training

Freecall: 1300 615 262

Email: qualsrecognition@education.gov.au

Website: <https://internationaleducation.gov.au/services-and-resources/pages/qualifications-recognition.aspx>.

Please note: This service attracts a fee and can take up to 3 months.

Licensing and Registration Rules

In many **occupations** in Australia, you need a licence, or you need to register with the territory, **state**, or **federal** government, before you can legally work in that job. Different professions have different **authorities** that you must register with.

These laws are to make sure people have the right training to do a job, so nobody gets hurt and the quality of the work is high. For example, you cannot work as a doctor, lawyer, tax agent, or in many other jobs, without the correct training and registration.

Different government and professional organisations can help you have your overseas **qualifications** assessed and recognised.

You can find out about the licensing, registration and assessment rules for different types of work by opening links available here:

www.homeaffairs.gov.au/trav/work/work/skills-assessment-and-assessing-authorities/assessing-authorities. These links will take you to websites that provide information about many different types of work in Australia, what you need to do to be able to work in each occupation, and which organisation or authority can assess your overseas **qualifications**.

In the Northern Territory, the Territory Business Centre (part of the NT Department of Trade, Business and Innovation) provides services and referrals to the **relevant** agencies to assist with obtaining a licence.

Phone: (08) 8982 1700

Email: territory.businesscentre@nt.gov.au.

Recognition of Overseas Trades

Some **trades** in Australia are regulated: that means you need a licence, or certificate if you want to work in that **industry**. If you have a **trade** or **apprenticeship** from overseas, and you want to do the same type of job in Australia, you may need to have your overseas training assessed and recognised.

Even if, according to the law, you don't need a certificate for some **trades**, you might still find a job more easily if you have your overseas **qualifications** recognised. Depending on your visa, **Trades Recognition Australia** or **VETASSESS** may be able to assess and recognise your overseas trade and vocational training. You can also ask the [Office of Multicultural Affairs](#) for advice (contact details above).

Trades Recognition Australia

Phone: 1300 360 992 or (02) 6240 8778

Email: traenquiries@education.gov.au

Website: www.tradesrecognitionaustralia.gov.au.

Vocational Education and Training Assessment Services (VETASSESS)

Phone: (03) 9655 4801 (Melbourne office)

Phone: (08) 9218 9405 (Perth office)

Email: vetassess@vetassess.com.au (Melbourne office)

Email: perth@vetassess.com.au (Perth office)

Website: www.vetassess.com.au (You can also make an online enquiry via this website).

Information about certain **trade** licensing **authorities** in the NT can be found here: <https://justice.nt.gov.au/licensing-nt-and-nt-worksafe/licensing-boards,-committees-and-advisory-councils/occupational-licensing-boards>.

Secondary school certificates

Secondary education certificates may be assessed for equivalency towards a Northern Territory Certificate of Education and Training (NTCET). Phone Senior Years Curriculum in the [Department of Education](#) on: (08) 8944 9253 or (08) 8944 9254.

Translating Your Educational Documents

If you have educational documents in a language other than English, like university or college **qualifications**, they must be translated into English before you give them to an **employer** or educational institution in Australia.

If your documents have been translated into English overseas, they might be acceptable, but we recommend using accredited translators in Australia. The [Interpreting and Translating Service NT](#) can translate overseas **qualifications** and other documents for a fee.

For more information, contact:

Interpreting and Translating Service NT

Ground Floor, RCG House, 83-85 Smith St., Darwin NT 0801

Phone: 1800 676 254 or (08) 8999 8506

Email: itsnt@nt.gov.au

Website: www.itsnt.nt.gov.au

If you use a private translator, you should check that the National Accreditation Authority accredits them for Translators and Interpreters (NAATI). This means that their language skills have been tested and **employers**, government departments and educational institutions will accept their translations. You can find accredited translators and interpreters on the NAATI website: www.naati.com.au.

If you are claiming one of the payments or services provided by the [Department of Human Services](#), (for example from [Centrelink](#)), the Department can translate the documents you need for free and find an interpreter for you. For information visit: www.humanservices.gov.au/individuals/information-in-your-language.

Other useful websites include:

- www.australia.gov.au/information-and-services/education-and-training/qualifications-and-skills-recognition
- www.studyinaustralia.gov.au.

Training Opportunities

This chapter gives some ideas about courses and training you might like to do to help you get the sort of work you want. If you are getting help from a [jobactive](#) provider, employment agency or settlement program, they can talk to you about different training options.

If you are new to Australia you might decide that you need help with your English skills. Different jobs need different levels of English. There are different agencies that can help you learn English and there are different sorts of courses. The type of course you can do depends on your level of English, what sort of visa you have and why you want to learn English.

Bridging Courses

For some professions, you may need to do a 'bridging course' to help you meet Australian requirements and have your overseas **qualifications** recognised here. (For more information, see 'Overseas **Qualifications**' Chapter).

Some bridging courses are free. However, if you need to pay for your bridging or other courses, you might be eligible for a Higher Education Loan Program (HELP) loan. FEE-HELP is a loan **scheme** to help pay for tuition fees. SA-HELP is a loan **scheme** to help pay for student services and amenities fee. You might be **eligible** for a **Vocational** Education and Training (VET) Student Loan if you are studying an **eligible** course. Eligible courses are all at Diploma level and above. You can ask the institution where you are studying about FEE-HELP for **tertiary** courses and VET Student Loans for **vocational** courses.

For information about bridging courses, or to find out if you are **eligible** for FEE-HELP, visit: www.studyassist.gov.au.

Colleges and Universities

In the Northern Territory, tertiary and vocational courses are available at [Charles Darwin University](#) (CDU). In the Northern Territory, there are CDU campuses in Darwin, Alice Springs, Jabiru, Katherine, Nhulunbuy, Palmerston, Tennant Creek and Yulara.

There are also many private colleges and training schools. Many of these places specialise in training for particular industries. For example, you may like to enrol at a training organisation that offers business management, community services, early childhood education and care, hospitality and cookery, hair and beauty or massage. Talk to your [jobactive](#) provider about the courses that suit your interests. Talk to friends and family about courses they have done, or do some research on the internet. Some courses are subsidised under the Northern Territory Training Entitlement. You can read more about this **scheme** here: <https://nt.gov.au/learning/adult-education-and-training/northern-territory-training-entitlement>.

For a list of registered training organisations in the Northern Territory, visit: www.apprenticeships.nt.gov.au/Pages/default.aspx.

If you want to study at a university or private college, you should contact them directly to find out how to apply to do their courses. Different institutions have different rules for overseas **qualifications**. You may need to have your overseas **qualifications** assessed. The [Office of Multicultural Affairs](#) in the Northern Territory government may be able to help. Note that the [Office of Multicultural Affairs](#) cannot assess **qualifications** related to health professions, engineering, teaching, short courses or incomplete **qualifications**, **trade** and **vocational** certificates. You can find out their contact details and more information in 'Overseas **Qualifications**' Chapter.

Depending on where you study and what course you enrol in, you may be **eligible** for assistance to pay your study fees through FEE-HELP or a VET Student Loan. FEE-HELP is a loan **scheme** to help pay for higher education, VET Student Loans help pay for **vocational** education. Ask your university or training organisation for information about FEE-HELP or VET Student Loans to find out if you are **eligible**.

To learn more about financial help while you study, you can also visit: studyassist.gov.au/.

Scholarships

The [Office of Multicultural Affairs](#) supports the Charles See Kee Leadership **Scholarship**, which aims to improve employment and leadership outcomes for students from humanitarian backgrounds. The **scholarship** is administered by Charles Darwin University. You can find more information by visiting: nt.gov.au/community/multicultural-communities/multicultural-scholarship, or by visiting the university website: www.cdu.edu.au/student-central/scholarships/scholarships-finder/charlesseekee.

The Northern Territory government offers higher education study **scholarships**. For more information please visit: <https://nt.gov.au/learning/student-financial-help-and-scholarships/higher-education-scholarships>.

Adult Migrant English Program

The Adult Migrant English Program (AMEP) provides free English language courses to **eligible** migrants and humanitarian entrants. You can also make new friends and learn about Australia, its people and customs

The AMEP helps new migrants learn basic English skills that will assist them to successfully and confidently **participate** socially and economically in Australian society. The AMEP is available to migrants from the family, skilled and humanitarian visa streams and provides up to 510 hours of English language tuition within the first five years of visa commencement or arrival in Australia. For more information about the AMEP program, including information about child care assistance for AMEP students visit the Department of Human Services website:

www.humanservices.gov.au/individuals/enablers/adult-migrant-english-program, or the Department of Education and Training website: www.education.gov.au/adult-migrant-english-program-0.

In the Northern Territory the program is delivered by:

STEPS Education and Training

Phone: 1300 585 868

Email: amep@stepsgroup.com.au.

Locations:

CASUARINA: Cascom Building, Ground Floor Stage 3,
13-17 Scaturchio St., Casuarina NT 0810.

PALMERSTON: Ground Floor, 4a & b and 9 Highway House,
14 Palmerston Circuit, Palmerston NT 0830

Website: www.stepsgroup.com.au/contact/steps-education-and-training-darwin.

Settlement Language Pathways to Employment and Training (SLPET)

To assist with the transition to work in Australia, **eligible** clients may **participate** in the Settlement Language Pathways to Employment and Training capped program. This program provides up to 200 additional hours of vocation-**specific** English language tuition, including 160 hours of in-class tuition and 40 hours of work experience placement in a diverse range of fields, to help clients gain familiarity with Australian workplace culture and practices. The work experience is usually a two-week block. The SLPET program is delivered in Darwin by the [STEPS Group Education and Training](#).

How to enrol in AMEP and SLPET

Phone or visit the [STEPS Group Education and Training](#) campuses in Casuarina or Palmerston. They will check if you are **eligible** for free [AMEP](#) and SLPET.

STEPS also have other courses to help you improve your spoken and written English. For more information about [AMEP](#), SLPET or other options for learning English, contact STEPS on 1300 585 868 or visit their office in Casuarina or Palmerston.

English Language, Literacy and Numeracy at Charles Darwin University (CDU)

Various education and training programs are available for those with English as a Second Language. These range from a Certificate I to Certificate IV in Spoken and Written English. You can access the English Language Course brochure by clicking [here](#).

Certificate IV in Spoken and Written English Employment, focusses specifically on the development of spoken language and literacy skills to obtain employment and effectively engage in work. Charles Darwin University offers students to study the Workplace communication specialisation stream. You can find information about the course on the CDU website www.cdu.edu.au/cdu-vet/business-improvement/english-second-language or access the current course flyer by clicking [here](#).

English Language, Literacy and Numeracy Team

Team Leader: Sharon Gilbert

Phone: (08) 8946 7149

Email: sharon.gilbert@cdu.edu.au

Website: www.cdu.edu.au/cdu-vet/business-improvement/english-second-language.

Casuarina Campus

Ellengowan Drive, Orange 4, Level 1

Charles Darwin University, Darwin NT 0909

Customer Service Officer

Phone: (08) 8946 6578

Email: ellan@cdu.edu.au.

Palmerston Campus

University Avenue, Building C, Level 2

Palmerston NT 0830

Phone: (08) 8946 7951.

Alice Springs Campus

Grevillea Drive, Building 12, Level 1, Room 5

Alice Springs NT 0870

Phone: (08) 8946 6578.

Skills for Education and Employment (SEE)

This program may help you improve your speaking and writing English or maths. You can find out more about this program by visiting:

www.humanservices.gov.au/individuals/services/centrelink/skills-education-and-employment. If you are **eligible** you may be referred to this program by the [Department of Human Services](#) or your [jobactive](#) provider.

In the Northern Territory (Darwin, Top End and Central Australia), the SEE program is provided by the [STEPS Group Australia](#). You can contact them on 1300 131 965, or visit their website at www.stepsgroup.com.au, or send an email to SEE@stepsgroup.com.au.

Skills for Work Program

This program is funded by the [NT Department of Trade, Business and Innovation](#) and the [Office of Multicultural Affairs](#) within the [Department of Territory Families](#) until December 2018. It is composed of non-accredited and accredited training modules. The non-accredited part is delivered by [Born to Win Consulting](#), while the accredited component is delivered by the nominated registered training organisation, which is [Charles Darwin University](#) (CDU).

The program aims to increase integration of immigrants and refugees by providing them with skills and knowledge to gain employment in three care industries: early childhood education and care, aged care, **disability** care as well as in other community services.

The program is free to **eligible** participants: refugees and other humanitarian entrants as well as immigrants (spouses to Australian citizens or spouses to permanent residents). Some skilled visa holders and their spouses are reviewed on a case-by-case basis before admission. Although priority is given to refugees, other humanitarian entrants and immigrants (in receipt of Centrelink payments) who have arrived in the last five years, long-term immigrants, refugees and other humanitarian entrants can be considered for admission to the program on the basis of being long-term unemployed, highly disadvantaged, being of mature age and parents returning to work.

Skills for Work program is delivered in Darwin and Alice Springs.

Non-accredited component

Multicultural Council of the Northern Territory
Shop #15, Malak, NT 0812.

Accredited component

Charles Darwin University, Casuarina Campus,
VET Community and Children's Services
Ellengowan Dr., Darwin NT 0909.

Non-accredited component

Multicultural Community Services of Central Australia
5B Wills Terrace, Alice Springs NT 0870.

Accredited component

Charles Darwin University
Alice Springs Campus
Grevillea Dr., Alice Springs NT 0871.

To find out details about the program, contact [Born to Win Consulting](#):

Phone: 0488 910 895

Email: info@borntowinconsulting.com.

The non-accredited component includes: Understanding the Australian workplace culture, Looking for work, How to write a **resume** and cover letter, Job interview techniques, Mentoring and coaching before and after finding work. The accredited component focuses on the three care industries: early childhood education and care, aged care, and **disability** care at the Certificate III level. Five accredited core modules from Certificate III level training for each of these three industries are funded under this program and delivered by CDU. Please note, the Skills for work program does not fund full completion (all modules) of a Certificate III level training. Rather, the delivery of the core modules is intended to provide participants with foundational skills to understand these industries and skills to undertake a work placement as part of their learning. Participants may choose to continue their training at the Certificate III level and complete the course in order to graduate with the **qualification**.

Apprenticeships and Traineeships

Apprenticeships and traineeships combine practical work with structured training, which may be on or off the job. After training is completed a nationally recognised **qualification** and Certificate of Completion are awarded. **Apprenticeships** and traineeships are now available in over 500 **occupations** in an increasing range of industries.

Apprenticeships and traineeships are a legally binding training arrangement between an **employer** and an **apprentice** or trainee that combines structured training with paid **full-time** or **part-time** employment.

The Australian **Apprenticeships** and Traineeships Information Service aims to help jobseekers and students identify the strength of their career interests. An online tool is available here:

www.aapathways.com.au/Search/Career-Interest-Explorer.

Generally, an **apprenticeship** can take three to four years, whereas a traineeship is usually only one year, but can vary up to two years for higher-level **qualifications**. However, an **apprentice** or trainee can be signed off and receive a Certificate of Completion once they are deemed **competent** by their **employer** and registered training organisation.

Apprenticeships are more common in areas such as building and construction, plumbing, manufacturing and electrical **trades**, as well as **occupations** such as chefs and hairdressers. Traineeships are more common in industries such as retail and hospitality, business services, information technology and community services.

The Northern Territory government provides a lot of information about **apprenticeships** and traineeships here: <https://nt.gov.au/employ/apprenticeships-and-traineeships>.

Apprentices and trainees get paid while they complete their **apprenticeship** and traineeship, but the income is not as high as for people who already have that **qualification**.

For information how to get an **apprenticeship** or traineeship in the Northern Territory, visit: nt.gov.au/employ/apprenticeships-and-traineeships/how-to-get-an-apprenticeship-or-traineeship-in-nt.

The Northern Territory government offers financial help to first-year **apprentices** and trainees to buy workwear and equipment. You can find out more about this help by visiting: <https://nt.gov.au/employ/apprenticeships-and-traineeships/get-a-workwear-and-workgear-bonus>. This financial help must be included in your **taxable income** at the end of the financial year.

Apprenticeship Network providers are contracted by the Australian and Northern Territory government to deliver Australian **Apprenticeships** Support Services. These services include providing information and assistance to **employers**, Australian **apprentices** and other interested people, marketing and promotion of Australian **Apprenticeships** and the assessment and **administration** of Australian **Apprenticeships** incentive **schemes**. More detailed information of the services offered through **Apprenticeship** Support Providers can be found at:

- www.australianapprenticeships.gov.au
- www.australianapprenticeshipsnt.com.au.

If you want to contact the Australian **Apprenticeships** Support Network for expert guidance about becoming an **apprentice** or trainee you can contact the national office using the following:

Phone: 1300 363 831

Email: info@apprenticeshipsupport.com.au

Web: www.apprenticeshipsupport.com.au/Home.

You can also contact the Australian **Apprenticeships** Support Network NT to find out more about **apprenticeships** and traineeships. For all general enquiries, you can email: enquiry@aacnt.com.au. Details for the offices in Darwin, Alice Springs, Katherine and Tennant Creek are provided below.

Darwin

Building 2, 116 – 120 Coonawarra Rd., Winnellie NT 0822

Or

38 Woods St., Darwin NT 0800

Phone: (08) 8935 8200

Fax: (08) 8935 8231

Email: darwin@aacnt.com.au.

Alice Springs

2/9 Whittaker St., Alice Springs NT 0870

Phone: (08) 8955 6955

Fax: (08) 8953 4090

Email: alice@aacnt.com.au.

Katherine

19 Second St., Katherine NT 0850

Phone: (08) 8965 1200

Fax: (08) 8971 7383

Email: katherine@aacnt.com.au.

Tennant Creek

64 Staunton St., Tennant Creek NT 0860

Phone: (08) 8955 6990

Fax: (08) 8953 4090

Email: tennant@aacnt.com.au.

Organisations Supporting Migrants

On the following pages you will find contact details for organisations that can help.

Multicultural Council of the Northern Territory Inc.

The main role of the Multicultural Council of the Northern Territory (MCNT) is to provide advice and services to people from culturally and **linguistically diverse** backgrounds.

MCNT represents the interests, concerns and **aspirations** of Northern Territorians from culturally and **linguistically diverse** backgrounds, newly arrived migrants and refugees, **particularly** those from non-English speaking backgrounds. MCNT aims to **promote multiculturalism** as a policy for all Australians and to work for **social justice**.

MCNT also provides services and cultural support groups and workshops, in **particular** to meet the needs of communities from non-English speaking backgrounds. MCNT is funded by the Northern Territory and **federal** governments to provide a range of settlement services.

Multicultural Council of the Northern Territory Inc.

Shop 15, Malak Shopping Centre

Malak Place, Malak NT 0812

Phone: (08) 8945 9122

Fax: (08) 8945 9155

Email: admin@mcnt.org.au

Website: www.mcnt.org.au.

Multicultural Community Services of Central Australia Inc.

The Multicultural Community Services of Central Australia is a community-based organisation in Alice Springs that responds to the settlement and multicultural needs of people from culturally and **linguistically diverse** backgrounds in Central Australia. It assists migrants and refugees to settle in Alice Springs.

Multicultural Community Services of Central Australia Inc.

5B Wills Terrace,

Alice Springs NT 0871

Phone: (08) 8952 8776

Fax: (08) 8952 5176

Email: info@mcsca.org.au

Website: www.mcsca.org.au.

Anglicare NT

The Australian government funds Anglicare NT to provide the Refugee and Migrant Settlement Services (RAMSS) program. At the time of writing (March 2018) this program is available only in Darwin, through the Ludmilla office (see below for details). Anglicare NT provides settlement information and advice to refugees and migrants to assist them to use, independently, a range of services in the community.

Anglicare NT (Head Office)

60 Winnellie Rd, Winnellie NT
PO Box 36506 Winnellie NT 0821
Phone: (08) 8985 0000
Fax: (08) 8985 0001
Email: anglicare@anglicare-nt.org.au
Website: www.anglicare-nt.org.au.

Anglicare NT (Darwin)

5 Namarluk Dr., Ludmilla NT
PO Box 36506 Winnellie NT 0821
Phone: (08) 8946 4800
Fax: (08) 8946 4801
Email and website: As above.

Anglicare NT (Palmerston)

11 Palmerston Circuit, Palmerston NT
Phone: (08) 8931 7100
Fax: (08) 8931 7111
Email and website: As above.

Anglicare NT (Katherine)

15 Third St., Katherine NT 0850
PO Box 415 Katherine NT 0851
Phone: (08) 8963 6100
Fax: (08) 8963 6101
Email and website: As above.

Anglicare NT (Nhulunbuy)

6 Chesterfield Circuit, Nhulunbuy NT 0880
PO Box 1791 Nhulunbuy NT 0881
Phone: (08) 8939 3400
Fax: (08) 8939 3488
Email and website: As above.

Anglicare NT (Alice Springs)

Shop 10, Cinema Complex, Leichhardt Terrace, Alice Springs NT 0870

PO Box 2579 Alice Springs NT 0871

Phone: (08) 8951 8000

Fax: (08) 8951 8016

Email and website: As above.

Melaleuca Refugee Centre

Melaleuca is specialist humanitarian torture and trauma agency. Services and supports are provided to individuals, families, youth, groups and communities for both young and old. Melaleuca adopts an outcomes-based case management approach which is confidential and **holistic** in nature to support clients. An array of specialist services and programs are available including: torture and trauma counselling and support; humanitarian settlement services; refugee health coordination; and community development supports. Other complementary services are provided which are designed to **promote** health, wellbeing, inclusion, belonging, growth and independence. Melaleuca also supports clients through its advocacy endeavours.

Melaleuca Refugee Centre

24 McLachlan St., Darwin NT 0800

PO Box 1930 Darwin 0801

Phone: (08) 8985 3311

Email: admin@melaleuca.org.au

Website: www.melaleuca.org.au.

Northern Territory Working Women's Centre

The Northern Territory Working Women's Centre is a community-based organisation that provides free and confidential information, advice and assistance to women on all work-related issues, such as:

- Pay and **working conditions**
- **Awards** and agreements in the workplace
- Health and safety in the workplace
- **Discrimination, harassment and bullying**
- Work and family issues
- **Unfair dismissal**
- **Superannuation.**

The Northern Territory Working Women's Centre can also provide training on a range of workplace issues. Access to translators or interpreters can be organised.

NT Working Women's Centre (Darwin)

98 Woods St., Darwin NT 0800

GPO Box 403 Darwin NT 0801

Freecall: 1800 817 055 or (08) 8981 0655

Fax: (08) 8981 0433

Email: admin@ntwwc.com.au

Website: www.ntwwc.com.au.

NT Working Women's Centre (Alice Springs) (closed Fridays)

Shop 19, Level 2 John Cummings Plaza

63 Todd Mall, Alice Springs NT 0870

PO Box 664 Alice Springs NT 0870

Freecall: 1800 817 055

Fax: (08) 8953 3638

Email: admin@ntwwc.com.au

Website: www.ntwwc.com.au.

Phone appointments are available to clients who are unable to attend the Darwin or the Alice Springs office.

Life Without Barriers

Life Without **Barriers** supports refugees and asylum seekers who are living in the community and are awaiting the decision on their immigration status. An **initial** assessment of needs leads to establishing a case manager for each client. At the time of writing (March 2018), Life Without Barriers supports clients in bands 5 and 6. Support is offered in areas such as health (including mental health), education, housing, employment, getting connected to the community. Clients usually exit the program once their immigration status is resolved, or if they find a job that becomes stable (they leave when it is stable).

Life Without **Barriers NT** is a small provider so it is a good idea to call their number below to make an appointment:

Life Without Barriers

1/60 Winnellie Rd., Winnellie NT

Phone: (08) 8930 2300

Email: info@lwb.org.au

Website: www.lwb.org.au.

Information on Government Departments and Other Agencies

Australian Government Department of Human Services (Centrelink)

Darwin Service Centre: 24 Knuckey St., Darwin,
 Casuarina Service Centre: 50 Bradshaw Terrace, Casuarina,
 Palmerston Service Centre: 2 Maluka St., Palmerston,
 Katherine Service Centre: 4 Second St., Katherine,
 Tennant Creek Service Centre: 77 Paterson St., Tennant Creek,
 Alice Springs Service Centre: 5 Railway Terrace,
 Tangentyere Service Centre: 4 Elder St., Alice Springs,
 Nhulunbuy Service Centre: Endeavour Square, Lot 6 Chesterfield Circuit, Nhulunbuy.

[Centrelink](#) service centres are located also in smaller communities across the NT. You can search for them here: <http://findus.humanservices.gov.au>.

Website: www.humanservices.gov.au.

Centrelink phone numbers:

Recorded information about payments and services 132 468

Multilingual service: 131 202

Complaints & feedback: 1800 132 468

TTY: 1800 810 586 (For hearing impaired people)

Employment Services: 132 850

Retirement Services: 132 300

Family Assistance Office: 136 150

Disability, Sickness & Carers: 132 717

Financial Information Service: 136 357

Income Management: 1800 132 594

Youth and Student Services: 132 490

Business Gateway: 131 158

myGov help desk: 132 307

Superannuation: 1300 131 060

Australian Taxation Office

Australian Taxation Office

Darwin Service Centre

24 Knuckey St., Darwin NT 0800

For personal tax enquires phone: 132 861

For superannuation enquiries phone: 131 020

Website: www.ato.gov.au.

Australian Taxation Office

Alice Springs Service Centre

5 Railway Terrace, Alice Springs NT 0870

Phone numbers and website as above.

Australian Government Department of Home Affairs

Darwin Visa and Citizenship Office

40 Cavenagh St., Pella House, Darwin NT 0800

General enquiries phone: 131 881 or 1300 364 613

Information about Australian citizenship phone: 131 880

Website: www.homeaffairs.gov.au.

Translating and Interpreting Service (TIS) National

Phone: 131 450

Website: www.tisnational.gov.au.

Australian Government Department of Jobs and Small Business

Department of Jobs and Small Business

10-14 Mort St., Canberra ACT 2601

General enquiries and switchboard: 1300 488 064

Website: www.jobs.gov.au.

Australian Government Department of Education and Training

Department of Education and Training

50 Marcus Clarke St., Canberra ACT 2601

General enquiries and switchboard: 1300 566 046

Website: www.education.gov.au.

Australian Human Rights Commission

Australian Human Rights Commission

Level 3, 175 Pitt St., Sydney NSW 2000

Phone: (02) 9284 9600

National Information Service: 1300 656 419

General enquiries: 1300 369 711

TTY: 1800 620 241 (For hearing impaired people)

Fax: (02) 9284 9611

Website: www.humanrights.gov.au.

Fair Work Commission Darwin Office

Fair Work Commission

10th Floor, Northern Territory House,
22 Mitchell St., Darwin NT 0800
Freecall: 1300 799 675
Fax: (08) 8936 2820
Out of hours emergency number: 0419 563 601
Email: darwin@fwc.gov.au
Website: www.fwc.gov.au.

Fair Work Ombudsman

Fair Work Ombudsman

Level 3, 39-41 Woods St., Darwin NT 0801
GPO BOX 9887, Darwin NT 0801
Phone: 13 13 94
Website: www.fairwork.gov.au.

Australian Securities & Investments Commission (ASIC)

Australian Securities & Investments Commission

Level 5, 100 Market St., Sydney, NSW 2000
ASIC's Infoline: 1300 300 630 or (03) 5177 3988
Website: www.moneysmart.gov.au.

Northern Territory Department of Trade, Business and Innovation

Department of Trade, Business and Innovation

76 The Esplanade, Development House, Darwin NT 0800
Phone: (08) 8982 1700
Website: <https://business.nt.gov.au>.

Northern Territory Office of Multicultural Affairs

Office of Multicultural Affairs

Level 6, Darwin Plaza, 41 Smith Street Mall, Darwin NT 0800
Phone: (08) 8999 3891 or (08) 8999 3894
Email: tf.multiculturalaffairs@nt.gov.au
Website: <https://territoryfamilies.nt.gov.au/policy/multicultural-affairs>.

Northern Territory Anti-Discrimination Commission

Northern Territory Anti-Discrimination Commission

7th Floor, 9 Cavenagh St., Darwin NT 0800
Phone: (08) 8999 1444
Freecall: 1800 813 846
TTY: (08) 8999 1466 (For hearing impaired people)
Website: www.adc.nt.gov.au.

Useful Websites

Here is a list of key URLs (web addresses) we refer to in this Handbook, in case you have trouble finding the information you need from the homepage addresses we provide in the chapters.

We have listed the URLs in the order they appear in each chapter. Note that some of the same websites appear in chapters throughout this publication.

To find out if you are **eligible** to work, visit: [www.homeaffairs.gov.au/busi/visas-and-migration/visa-entitlement-verification-online-\(vevo\)](http://www.homeaffairs.gov.au/busi/visas-and-migration/visa-entitlement-verification-online-(vevo)).

The Australian Workplace

To find out more about the SBS Cultural Competence Program, visit: <https://cultural-competence.com.au/home>.

Getting Ready to Look for Work

- To register with Centrelink visit www.humanservices.gov.au/individuals/centrelink
- For **career** advice and how to manage a **career** transition, visit: www.myfuture.edu.au; www.groper.com.au; www.goodcareersguide.com.au; and www.vet.nt.gov.au.
- To obtain a Tax File Number, visit www.ato.gov.au
- To apply for an Australian Business Number (ABN), the Australian Business Register website: www.abr.gov.au.
- To apply for an Ochre Card, visit Safe NT website: www.pfes.nt.gov.au/Police/Community-safety/SAFE-NT.aspx
- To find an organisation offering White Card training and for information about safety licences, visit: www.worksafe.nt.gov.au.
- General Skills to Help You Find Work
- For information about **volunteering** opportunities, visit: www.govolunteer.com.au and www.volunteeringsa-nt.org.au
- For information about work experience visit www.myfuture.edu.au
- Centrelink and jobactive Services
- Centrelink payments are different for different visa holders. You can find out more by visiting: <http://guides.dss.gov.au/guide-social-security-law/9/2/8>.
- For information about Centrelink and their services visit: <https://www.humanservices.gov.au/individuals/centrelink>
- For information about Centrelink payments that you may be **eligible** for, visit www.humanservices.gov.au/individuals/subjects/looking-work
- For information in your language about payments and services offered by the Department of Human Services, interpreters (for example for your Centrelink appointments) and free translation of documents you need, visit: www.humanservices.gov.au/individuals/information-in-your-language.
- For written information about Centrelink services in other languages, visit: www.humanservices.gov.au

- For services specifically for migrants, visit: www.humanservices.gov.au/individuals/migrants-refugees-and-visitors
- For information who and how helps migrant communities connect with Centrelink services visit: www.humanservices.gov.au/individuals/services/centrelink/multicultural-service-officers
- For Centrelink information for recently arrived migrants in Australia, visit: www.humanservices.gov.au/individuals/subjects/help-refugees-humanitarian-entrants-and-new-arrivals
- For information about income management, visit: www.humanservices.gov.au/individuals/services/centrelink/income-management
- For information about jobactive services visit: <https://jobactive.gov.au>.
- To search for information about jobactive providers visit: <https://jobsearch.gov.au/serviceproviders>.
- For information about the **Disability** Employment Network visit: www.jobaccess.gov.au.
- If you need an interpreter for your jobactive appointments, you can book one by visiting: nt.gov.au/community/interpreting-and-translating-services/interpreting-and-translating-service-nt/about-interpreting-and-translating-service-nt.
- To book an interpreter urgently, visit the national Translating and Interpreting Service (TIS) website: www.tisnational.gov.au.
- To find out about **temporary** exemptions from **mutual obligation requirements**, visit: www.humanservices.gov.au/individuals/enablers/mutual-obligation-requirements.
- For a list of employment agencies in the Northern Territory, visit: www.australiasnorthernterritory.com.au/work.
- To register your interest for work in the Northern Territory, visit: <https://twd.nt.gov.au/Pages/JobSeekers.aspx>.

Where to Look for Work

To find job advertisements (job ads) visit:

- www.ethicaljobs.com.au
- www.jobsearch.gov.au
- www.adzuna.com.au
- www.careerone.com.au
- au.jobrapido.com
- www.seek.com.au.
- Jobs are also advertised on this website: www.backpackerjobboard.com.au.
- For information about working in the Northern Territory and links to further websites where job opportunities in the Territory are advertised visit: www.australiasnorthernterritory.com.au/work/looking-for-jobs-in-the-northern-territory.
- For general information about jobs with the Northern Territory government, visit: www.careers.nt.gov.au.
- To look for and apply for jobs with the Northern Territory government, visit the Northern Territory government [Employment Opportunities Online](#) portal.

- For general information about jobs with the Australian (federal) government, to look for and apply for jobs, visit: www.apsjobs.gov.au.

Applying for a Driver's Licence (in Applying for a Job Chapter)

- To find a Motor Vehicle Registry office, visit: mvr.nt.gov.au.
- To get help with obtaining a driver's licence, visit the Multicultural Council of the Northern Territory that offers a 'Passport to Drive' program: www.mcnt.org.au/pages/Funded-by-the-Australian-Government-DSS.html.

Starting a Small Business

- To find out about their services and support for small business in the Northern Territory, visit: www.startrungrow.nt.gov.au.
- To access the calendar of events for businesses in the Northern Territory visit: <https://business.nt.gov.au/business/business-events/events-calendar>.
- The Australian Government Department of **Industry**, Innovation and Science can also help you start, run or grow your small business. Visit: www.business.gov.au.
- To access useful information about starting and operating a small business visit the Business Enterprise Centres NT website www.becnt.com.au and the Business Enterprise Centres Australia website: www.becauseaustralia.org.au.
- To find out about New Enterprise Incentive Scheme (NEIS), visit: www.jobs.gov.au/self-employment-new-enterprise-incentive-scheme-neis.
- To connect with My Pathway, the NEIS provider in the Northern Territory, visit: www.mpath.com.au.

Conditions of Employment

- For information about the National Minimum **Wage**, visit: www.fairwork.gov.au/pay/national-minimum-wage/pages/default.aspx.
- For information about **awards**, visit: www.fairwork.gov.au/awards-and-agreements/awards.
- For information about **enterprise agreements**, visit:
www.fwc.gov.au/awards-and-agreements/agreements?pagename=agreements.
- For information about **overtime**, visit: www.fairwork.gov.au/employee-entitlements.

Rights in the Workplace

- To find out about the Motor Accidents Compensation (MAC) **scheme**, visit the NT Motor Accidents Compensation Commission, which manages the **scheme**: www.ntmacc.com.au.
- For information about health and safety at work, and **workers' compensation claims**, visit: www.worksafe.nt.gov.au.
- To find out about equal opportunity and **discrimination** visit the Northern Territory Anti-**Discrimination** Commission website: www.adc.nt.gov.au.
- For information about workplace rights, visit: www.fairwork.gov.au or www.unionsnt.com.au.
- In order to learn what you should check for when you are starting a new job visit:
www.fairwork.gov.au/ArticleDocuments/712/a-guide-to-starting-a-new-job.pdf.aspx (a pdf document will open).

Protection from Discrimination and Harassment

- For information about discrimination and harassment, visit: www.adc.nt.gov.au, or www.humanrights.gov.au.
- To report workplace **bullying** at work, after you have tried to resolve it with your employer but bullying continues, you can notify NT WorkSafe at: www.worksafe.nt.gov.au.
- To contact Lifeline, visit: www.lifeline.org.au.
- To find out about the Employee Assistance Service Australia (EASA) services, visit: www.easa.org.au.
- To find out if you are **eligible** to make a **claim** for **unfair dismissal** and to obtain a **claim form**, visit: www.fwc.gov.au.
- For information about unlawful **terminations**, visit: www.fwc.gov.au.

Information for Working Women and Families

- For information about unpaid parental leave, transferring to a safe job during pregnancy, and a safe job leave, flexible working arrangements upon return from **parental** leave, visit the Fair Work **Ombudsman** website: www.fairwork.gov.au.
- For information about government-funded paid **parental** leave, visit: www.humanservices.gov.au.
- For information about child care, Child Care Benefit, Child Care Rebate, and what does registered and approved childcare mean, visit: www.mychild.gov.au.
- To read a factsheet prepared by the Department of Education and Training about the Jobs, Education and Training Child Care Fee Assistance visit: <https://docs.education.gov.au/node/3176>.
- To estimate the amount of your Child Care Subsidy, visit: www.education.gov.au/ChildCarePackage.
- For information about Child Care Subsidy, visit: <https://www.education.gov.au/child-care-subsidy-1>.
- For information and to check your eligibility for the Transition to Work payment, visit: www.education.gov.au/additional-child-care-subsidy.
- To find out when an employee can be dismissed from work visit: www.fairwork.gov.au/leave/maternity-and-parental-leave/returning-to-work-from-parental-leave.
- If you are being dismissed, contact the Fair Work Commission: www.fwc.gov.au.
- For information for working women contact the NT Working Women's Centre visit: www.ntwwc.com.au.

Unions

- For information about **Unions** NT, or to join a **union**, visit: www.unionsnt.com.au.

Superannuation

- To find out how to keep track of your **superannuation**, visit: www.ato.gov.au/Individuals/Super/Keeping-track-of-your-super/#Checkyoursuper.
- For more information about superannuation, visit: www.ato.gov.au/super or www.moneysmart.gov.au/superannuation-and-retirement.

Taxation

- To find out if you are an **Australian citizen for tax purposes**, visit: www.ato.gov.au/Individuals/International-tax-for-individuals/Work-out-your-tax-residency.
- To consult tax rates in 2017-2018, visit: www.ato.gov.au/Rates/Individual-income-tax-rates.
- For information about Tax File Numbers (TFNs), or to apply for one, visit: www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN.
- To find out about the Australian Business Numbers (ABNs), visit: www.ato.gov.au/business/registration/ and abr.gov.au (under Apply for an ABN).

Overseas Qualifications

- To contact **authorities** assessing overseas **qualifications** and skills for migration purposes visit: www.homeaffairs.gov.au/trav/work/work/skills-assessment-and-assessing-authorities.
- To find out about and obtain a comparative education assessment of your **tertiary** overseas **qualifications** to Australian **qualifications** visit: the **Skills Recognition Centre** at www.skillsrecognitioncentre.edu.au
- The Department of Education and Training offers assessments of overseas qualifications in certain circumstances. Before contacting them please visit: <https://internationaleducation.gov.au/Services-And-Resources/services-for-individuals/Pages/Services-for-individuals.aspx>.
- If there are no registration, licensing, professional membership or **industry** requirements for your **occupation**, or you are referred to the Department of Education and Training by the **Skills Recognition Centre**, you may have your overseas **qualifications** assessed by their **Qualifications Recognition Policy** unit. To find out more, visit: <https://internationaleducation.gov.au/services-and-resources/pages/qualifications-recognition.aspx>.
- To find out about assessments and **qualifications recognition** in different licensed and registered **occupations**, visit: www.homeaffairs.gov.au/trav/work/work/skills-assessment-and-assessing-authorities/assessing-authorities.
- To find out about assessments and **recognition** of overseas **trade qualifications**, visit Trades **Recognition** Australia www.tradesrecognitionaustralia.gov.au and VETASSESS www.tradesrecognitionaustralia.gov.au.
- Information about certain **trade** licensing **authorities** in the NT can be found here: <https://justice.nt.gov.au/licensing-nt-and-nt-worksafe/licensing-boards,-committees-and-advisory-councils/occupational-licensing-boards>.

- To find out about the Interpreting and Translating Service NT services, visit: www.itsnt.nt.gov.au.
- For information about free document translating service and interpreting if you are dealing with the Department of Human Services (for example Centrelink) visit:
 - www.humanservices.gov.au/individuals/information-in-your-language.
- For more information about **qualifications recognition**, visit: www.australia.gov.au/information-and-services/education-and-training/qualifications-and-skills-recognition.
- For information about studying in Australia, visit: www.studyinaustralia.gov.au.

Training Opportunities

- For information about bridging courses, or to find out if you are **eligible** for FEE-HELP, visit: www.studyassist.gov.au.
- To find out about **tertiary** and **vocational** courses available from Charles Darwin University visit: www.cdu.edu.au.
- To read about the Northern Territory Training Entitlement visit: <https://nt.gov.au/learning/adult-education-and-training/northern-territory-training-entitlement>.
- To see a list of registered training organisations in the Northern Territory, visit: www.apprenticeships.nt.gov.au/Pages/default.aspx.
- Depending on where and what you study, you may be **eligible** for assistance to pay your study fees. To find out more visit: <http://studyassist.gov.au/sites/StudyAssist>.
- To find out about the Charles See Kee **Scholarship**, available to students from humanitarian backgrounds, visit: <https://nt.gov.au/community/multicultural-communities/multicultural-scholarship>, or: www.cdu.edu.au/student-central/scholarships/scholarships-finder/charlesseekee.
- For information about Northern Territory government higher education study **scholarships** the visit: <https://nt.gov.au/learning/student-financial-help-and-scholarships/higher-education-scholarships>.
- To find out about the Adult Migrant English Program (AMEP), visit:
 - www.humanservices.gov.au/individuals/enablers/adult-migrant-english-program, or www.education.gov.au/adult-migrant-english-program-0.
- To find out about STEPS Education and Training Group that delivers the AMEP and the Settlement Language Pathways to Employment and Training (SLPET) programs in the Northern Territory visit: www.stepsgroup.com.au/contact/steps-education-and-training-darwin.
- For information about English language courses at Charles Darwin University, visit:
 - www.cdu.edu.au/cdu-vet/business-improvement/english-second-language.
- To find out about the Skills for Education and Employment (SEE) program, visit:
 - www.humanservices.gov.au/individuals/services/centrelink/skills-education-and-employment.
- For more information about the SEE program in the Northern Territory, visit: www.stepsgroup.com.au.
- For more information about the Skills to Work program in Darwin and Alice Springs, contact Born to Win Consulting at: info@borntowinconsulting.com, or phone 0488 910 895.
- If you are a job seeker or a student, you can identify the strength of your career interests by using this online tool from the Australian Apprenticeships and Traineeships Information

Service: www.aapathways.com.au/Search/Career-Interest-Explorer.

- For information about **apprenticeships** and traineeships in the Northern Territory visit: <https://nt.gov.au/employ/apprenticeships-and-traineeships>.
- For information how to get an **apprenticeship** or traineeship in the Northern Territory, visit: nt.gov.au/employ/apprenticeships-and-traineeships/how-to-get-an-apprenticeship-or-traineeship-in-nt.
- For more information about the Northern Territory government's financial help to first-year **apprentices** and trainees to buy workwear and equipment visit: <https://nt.gov.au/employ/apprenticeships-and-traineeships/get-a-workwear-and-workgear-bonus>.
- For detailed information about services offered by the **Apprenticeship** Support Providers visit: www.australianapprenticeships.gov.au and www.australianapprenticeshipsnt.com.au.
- If you want to become an **apprentice** or trainee, you can visit: www.apprenticeshipsupport.com.au/Home.

Organisations Supporting Migrants

- To find out more about the Multicultural Council of the Northern Territory Inc., visit: www.mcnt.org.au.
- To find out more about the Multicultural Community Services of Central Australia Inc., visit: www.mcscsca.org.au.
- To find out more about Anglicare NT, visit: www.anglicare-nt.org.au.
- To find out more about Melaleuca Refugee Centre, visit: www.melaleuca.org.au.
- To find out more about the NT Working Women's Centre, visit: www.ntwwc.com.au.
- To find out more about Life Without Barriers, visit: www.lwb.org.au.

Glossary

Many words in English have more than one meaning. In this glossary, we explain the meaning of the words as they are used in this Handbook. To understand all the different ways a word can be used, it is a good idea to look in an English dictionary or a bilingual dictionary.

administration

1. the management of the affairs of an institution, government, or business
2. the process of running a government or business.

adoption

when you take a child who is not your own into care, and raise him or her like your own child.

AEST

Australia is divided into three main time zones because it is so large in size. The Australian Eastern Standard Time (AEST) is used in Queensland, New South Wales (except Broken Hill), Victoria, Tasmania and the Australian Capital Territory.

appeal

to challenge a decision, or ask for a decision to be reviewed by a higher authority, such as a court or tribunal.

applicant

a person who applies for something. A job **applicant** is a person applying for a job.

apprentice

someone who works with, or helps, a skilled person in order to learn their skills.

apprenticeship

1. the position of an **apprentice**
2. the amount of time spent working as an apprentice.

aspirations

1. strong desires or hopes.
2. things that you want to achieve.

association

1. a relationship or friendship with, or connection to, another person.
2. an organisation, or club, of people with the same interests, hobbies or jobs.

attendance

when you go somewhere or are present somewhere. For example, **attendance** at work.

attitude

the way you feel or think about, or behave towards something. For example, a positive **attitude** to learning.

attribute

a feature, characteristic or quality that belongs to a person, place or thing. For example, intelligence, humour and commitment are all **attributes**.

audit

to do an official investigation, or review of, an organisation's finances, policies and records.

Australian resident for tax purposes

The Australian Taxation Office (ATO) defines **Australian residents for tax purposes** as those who: (a) are migrants to Australia, who intend to permanently live here; (b) visit, work and live in Australia and they have taken steps to make Australia their home; (c) are overseas students enrolled in a course that is more than six months long at an Australian institution. Note that one can be an Australian resident for tax purposes without being an Australian citizen or Australian permanent resident.

authorities

people and organisations with legal powers to make sure people follow the law. For example, police, welfare **authorities**, immigration **authorities**.

award

one of the legal documents setting out minimum **working conditions** and standards for a **particular occupation** or **industry**.

barrier/barriers

something that stops you from moving forward, getting what you want or getting where you want to be. For example, if you can't read or write English, that may be a **barrier** to getting a better job.

bullying

intimidating or scaring someone, or forcing them to do something they don't want to do.

career

progress, or a path, through your working life, especially if you focus on one area or **industry**. For example, a **career** in medicine, a career in business.

casual (work)

work that is irregular, occasional, temporary or that doesn't have fixed hours.

casual workers

1. workers with irregular, occasional work
2. **temporary** employees, or workers who don't have fixed hours.

claim

1. to ask for or **demand** something, especially something that is a right. For example, to **claim** for sick leave or **workers' compensation**.
2. a demand or request for something that is believed to be owed, or a right. For example, a **claim** for holiday pay or **parental** leave.

community sector

the various organisations such as multicultural centres that are not run by the government and that operate to provide services, not to make a **profit**.

compassionate leave

leave from work that is given to you if a family member dies or is very sick.

competent

able, capable, having the right ability, skills and **qualifications** for the purpose.

confident

certain, sure. A confident person feels certain about something, or sure of themselves and their ability, so isn't nervous or worried.

consider

to think carefully about, or pay attention to, something.

contempt

1. a feeling of hatred or strong disrespect for someone
2. thinking someone is worthless.

contribute

1. to give something (time, money, ideas) to a cause.
2. to help make something happen. For example, to **contribute** to your community, to **contribute** to charity.

contribution

something given or contributed, such as a donation of money, an idea, some time.

criteria

standards, rules, or facts by which to judge something, or someone. For example, when applying for a job you may need to prove you are suitable by showing how you fulfil the **selection criteria**.

curriculum vitae

a document that explains your work experience, education, **qualifications** and skills. A **curriculum vitae** is sometimes also called a CV, or a **resume**.

Customer Reference Number (CRN)

a unique number identifying you as a client of Centrelink. You will be asked for your CRN when you ring, visit a Centrelink office, and do any of your Centrelink business online. If you have never received a Centrelink payment and don't have a CRN yet, visit a Centrelink office to register for a CRN. Take a photo ID with you.

deductions

something (especially money) that is withheld or taken away. For example, **deductions** from

your pay to cover tax and **superannuation**.

demand

1. an urgent or forceful request for something. For example, a demand for money.
2. to urgently ask for or insist on something. For example, to demand that a job gets done.

demanding

urgently asking for or insisting on something.

demote

1. to give someone or something a lower rank or grade.
2. to move someone into a less important position or job.

desirable criteria

standards that an **employer** would like you to meet when you apply for a job, but which are not **essential**. For example, it may be desirable for you to speak Mandarin, but you could still get the job even if you don't.

disability

the **Disability Discrimination Act 1992 (Cth)** defines **disability** as:

- Total or partial loss of the person's bodily or mental functions
- Total or partial loss of a part of the body
- The presence in the body of organisms causing disease or illness
- The malfunction, malformation or disfigurement of a part of the person's body
- A disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction
- A disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment, or that results in disturbed behaviour;

and includes **disability** that:

- Presently exists
- Previously existed but no longer exists
- May exist in the future.

There are many different kinds of **disability**. They can result from accidents, illness or genetic disorders. A **disability** may affect mobility, ability to learn things, or ability to communicate easily, and some people may have more than one. A **disability** may be visible or hidden, may be permanent or temporary and may have minimal or substantial impact on a person's abilities. Although some people are born with **disability**, many people acquire **disability**. For example, a person may acquire a **disability** through a workplace incident or car accident, or may develop a **disability** as they age.

discrimination

treating someone differently, especially unfairly, because of their skin colour, age, language, sex etc.

dismissal

a **dismissal** is when an **employer** officially makes someone leave a job, or ends their employment.

eligible

if somebody is **eligible** for something, that means they are qualified, appropriate, or meet the necessary conditions. For example, **eligible** for long service leave, **eligible** for help from Centrelink.

employer

a person, organisation or company that pays people to work for it.

enterprise agreement

a legal agreement between workers and their **employer** about their pay and **working conditions**.

entitled

1. having permission to do or have something.
2. having the legal right to something. For example, everybody is **entitled** to a safe working environment.

entitlement(s)

a thing or things you are owed or have the right to. For example, paid leave is an entitlement, except for **casual workers**.

essential

necessary, very important. For example, our **essential** needs are things like food, water, clothing, shelter. It is **essential** you have a drivers' licence if you are driving.

evidence

anything that can prove something is true. For example, if you need **evidence** you were hurt in an accident, ask your doctor for a letter.

fulfil

carry out (duty or role) as required, promised, or expected.

federal

Australia is a federation of **states** and territories. This means there is a national government, with national laws, and also **state** and territory governments, with their own laws. The federal government is the national government of Australia. **Federal** laws are laws that apply to all of Australia.

fraud

an act of dishonesty or trickery, especially one resulting in a gain or advantage. For example, if you lie about your income so you don't have to pay tax, you might be committing the crime of tax **fraud**.

full-time (work)

work for the standard, or maximum, number of hours each week. In Australia, **full-time** generally means 38 hours per week.

grievance

1. something that is cause for a complaint. For example, being treated unfairly.
2. a complaint about something.

harassment

behaviour that is annoying, frightening, uncomfortable or unwelcome.

harsh

unkind, unfair, nasty, painful.

holistic

an approach (for example, to medicine or counselling) that takes into account the whole person, not just the problem being treated.

humiliated

when someone is made to feel ashamed, embarrassed or stupid. For example, being told off in front of other people, or treated like a child.

impairment

1. when you have something weakened or damaged.
2. a reduction in strength. For example, you might have a hearing **impairment** if you can only hear in one ear.

implication

something that is suggested, or hinted, without being said directly.

inappropriate

not suitable, correct or fitting a **particular** circumstance. For example, some clothes may be **inappropriate** to wear at work.

industry

a **particular** area of business or **trade** activity. For example, the building **industry**, the tourism **industry**.

initial

of, about or relating to the beginning of something. For example, your **initial** steps in finding work might be to register with Centrelink or an employment agency.

inspector

1. someone who investigates or makes assessments.
2. an official who makes sure laws and rules are being followed. For example, a parking **inspector** will check that your car is parked legally.

intellectual disability

1. a **disability**, disease or developmental problem that affects the brain.
2. a condition that affects learning, social skills, communication or behaviour.

intimidated

scared, nervous or shy about something or someone.

irrelevant

1. not related or connected.
2. not having anything to do with what is happening or being discussed.

irritate

to annoy.

job interview

a formal meeting between somebody looking for work and an **employer**. The **employer** will ask questions to find out if the person is suitable for the job.

junior

somebody who is lower in rank or status, younger, or has taken a position only recently.

jury service

A jury is a group of people chosen from the community who **participate** in a court trial. It is their job to hear all the evidence and decide if someone is innocent or guilty. **Jury service** is the time and service you give to the court if you have been chosen to be part of this group. **Jury service** is sometimes called jury duty.

linguistically diverse

having, or coming from, many different languages.

lodge

to submit, or send, or deposit something, like money or a form. For example, to **lodge** a tax return.

majority

most, the larger number, more than half.

multiculturalism

a theory or belief that all different cultures should be respected, and that having cultural difference and diversity is good for society.

multilingual

having, available in, or able to speak many languages. For example, a **multilingual** phone service means you can talk to someone in your own language.

mutual obligation requirements

if you do not have a job, there are things you must do to keep getting income support and have a better chance of finding work. You need to apply for jobs, or undertake training or study. You have these **mutual obligation requirements** if you receive any of the following payments from Centrelink:

- Newstart Allowance
- Youth Allowance as a job seeker
- Parenting Payment Single after your youngest child turns 6
- Some types of Special Benefit.

If you're 55 or older you can meet your **mutual obligation requirements** by working at least 30 hours per fortnight of:

- Suitable paid work
- Self-employment
- Approved voluntary work
- A mix of these.

However, if you want to do voluntary work you need to talk to Centrelink about it. They must agree the work is suitable.

Occupation

job, occupation, and the type of work you usually do.

occupational health and safety

1. the maintaining of a safe, healthy workplace.
2. the rules and procedures that keep a workplace safe and healthy.

ombudsman

1. a commissioner, or official, who is appointed by the government to investigate complaints made by citizens.
2. somebody who investigates complaints by people against government officials or institutions. For example, telecommunications **ombudsman**, Fair Work **Ombudsman**.

ongoing

continuing, in process. For example, the project is **ongoing** - it will continue.

overtime

extra time you work, outside your normal working hours. For example, if you are asked to stay at work a few extra hours, or to work on a day you don't usually work, that is **overtime**.

paid sick leave

paid time off work that all employees, excluding **casual** employees, can take when they can't work because of a personal injury or illness. Employees usually give notice that they will be off work and for how long, and/or **evidence** such as a medical certificate. A workplace policy or registered agreement regarding employment conditions can specify when an employee needs to give **evidence** and what type of **evidence** is needed.

parental

of, about, relating to a parent or parents. For example, parental leave is leave from work for people who have had a baby.

part-time (work)

work (or study, or other commitments) that is less than the standard, or maximum weekly working hours. For example, in Australia **part-time work** is generally less than 38 hours a week.

participate

to take part, be involved, share with others. For example, you might **participate** in social activities at work.

participation

when you take part, get involved, or share with others.

particular

something, or someone, separate to others. Not general. For example, 'this particular person, not just any person'.

pay slip

a small document that explains or summarises your pay. For example, some people get their **pay slip** by email each pay day.

performance

how you do, carry out, go about something. For example, in some industries, workers get **performance** pay: how much they are paid depends on how well their managers or supervisors believe they are working.

private sector

the part of the economy that is owned and run by private companies and individuals, not the government, to make money.

profit/profits

1. the amount of money a person or organisation has made.
2. the amount of money remaining from income after bills and expenses have been paid.

promote

1. to encourage, further, or help advance something. For example, to promote a friendly working environment, some workplaces organise shared morning tea or other social events.
2. to give someone a higher, or better paid position. For example, the assistant manager might be **promoted** and become the manager.

properly

correctly, accurately, in the right way. For example, if the computer isn't working **properly**, it needs to be fixed.

public sector

the part of the economy that is owned and run by the government and by government agencies.

qualification

1. a skill or ability that means you can do a job.
2. an official record, for example of a training course or university degree. For example, you must go to university for many years to get a medical **qualification**.

racial vilification

1. words or actions that speak badly of a person or group of people because of their race, religion, colour, nationality or ethnicity.
2. words or actions that might encourage people to hate or **ridicule** a person or group of people because of their race, religion, colour, nationality or ethnicity.

rebate

a discount or amount of money that is returned or given back after something has been paid for. For example, if you have to buy a uniform for work, you might get some of the money you spent back as a tax **rebate**.

recognition

when you realise, accept, or see that something is important or true. For example, if somebody says 'thank you for doing a great job', it might be **recognition** that you have been working really hard, or really well.

redundancy

when you have to leave your job because there is not enough work.

redundant

unnecessary, not needed. For example, if you lose your job because there is not enough work, that is called 'being made **redundant**'.

referee

1. someone who writes a letter saying that you would be a good person for a job or course.
2. someone who a potential **employer** can call to ask questions about you to find out if you would be a good person for a job.

rehabilitation

the help you need to get better after an accident or illness. For example, after an accident, **rehabilitation** might include physiotherapy, exercises, or counselling.

relevant

related, or connected, to what is being discussed or what is happening. For example, if you want to work in an office, being able to drive might not be **relevant**, but computer skills might be very **relevant**.

representing

helping somebody by speaking for them, acting on their behalf. For example a lawyer in court might be **representing** a victim of a crime, or they might be **representing** somebody who was charged with a crime.

resume

a document that explains a person's work experience, education, qualifications and skills. A **resume** is sometimes also called a **curriculum vitae**, or CV.

retirement

when you stop working, later in your life, and don't plan to work again. For example, if you finish work when you are 65 years old and start receiving the aged pension, this is called 'starting your **retirement**'.

ridicule

1. to make fun of someone.
2. to laugh at someone.

salary

the **wage**, or money, you are paid regularly for doing a job. **Salary** often means how much you earn over a whole year.

scheme

a plan, or program to help people. For example, the Paid **Parental** Leave **scheme** is so that parents can have time off work to look after a new baby.

scholarship

a scholarship is a grant or payment made to support a student's education, awarded on the basis of academic or other achievement.

selection criteria

the standards that a person, or group of people, will use when they are choosing someone for a job. For example, when you apply for a job, you might be asked to 'address the **selection criteria**' - this means explaining how you meet each of the standards, or have each of the skills, needed to do the job **properly**.

social justice

a philosophy, idea or belief that says different groups of people in society should be treated fairly and have the same opportunities to play a role in their community.

specific

something, or someone, separate to others. Not general. For example, 'this **specific** person, not just any person'.

state

one of the areas that makes up Australia. There are six states (for example, Queensland and Western Australia) and two main territories that are similar to **states** (for example, the Northern Territory). **States** and territories have their own governments, laws and services separate to the **federal** (national) government.

superannuation

regular payments your **employer** takes out of your **wages** and puts towards your **retirement**, so you have some money saved for when you finish working.

taxable income

income (earnings) you receive from working that you need to pay a tax on. You may be paid directly into your bank account, cash in hand or in another way. Regardless if you have one or more jobs, you work **full-time**, **part-time**, or on a **casual** basis, you need to declare all your income from working on your tax return form. Some [Centrelink](#) payments such as paid **parental** leave are considered income for taxation purposes.

temporary

existing or happening only for a short time. Not permanent.

terminate

1. to end or finish. For example, the project will **terminate** at the end of the year.
2. to end or finish something. For example, we will **terminate** the project at the end of the year.

termination

the finish or end of something.

tertiary (education)

post-compulsory training, generally at a College or University undertaking **Vocational** Education and Training (VET) or Higher Education (HE) studies.

trade

particular kind of job or **industry**, especially one that involves using your hands, like electrician, plumber or carpenter.

unfair dismissal

when an **employer** ends or **terminates** your job in a way that is unfair, **harsh** or unreasonable.

union

1. an organisation, or **association**, of workers from the same **industry** or type of work.
2. a workers' organisation that defends the rights of its members and tries to get better pay and conditions for them.

unjust

1. unfair.
2. not fair or reasonable.

vocational

relating to work and employment, or the skills you need to do a job. For example, **vocational** training is training that focuses on teaching you to do a **particular** job or **trade**.

volunteering

choosing to work without being paid.

wage/wages

the money you are paid each week, fortnight or month for the work you do.

word of mouth

passing information from one person to another, usually between friends, acquaintances, work colleagues, neighbours.

workers' compensation

a type of insurance to cover businesses and organisations, to reimburse them for **wages** paid to workers who are injured at work. **Workers' compensation schemes** can also cover medical expenses for work-related injuries.

working conditions

the environment or situation at a workplace. For example, 'safe **working conditions**' means a safe work environment, where you have the safety equipment you need, everything works as it is meant to and your **employer** doesn't ask you to take unnecessary risks.