

Information for participants

The Career Transition Assistance (CTA) program is designed to help mature-age job seekers aged 45 and over build their skills and confidence to become more competitive in their local labour market.

Am I eligible?

All job seekers aged 45 years and over are eligible to be referred to CTA if participating in the following services:

- jobactive
- New Employment Services Trial (NEST)
- Online Employment Services (OES)
- Volunteer Online Employment Services Trial (VOEST)

If you are not participating in any of these services and would like to participate in CTA, please talk to Services Australia.

How can the CTA program help me?

CTA will provide you with practical support to:

- build your skills and confidence to use every-day technologies such as computers, tablets and smart phones.
- improve your skills to apply for jobs online, and to use simple technology found in different workplaces.
- explore your goals and motivations.
- identify your existing skills and how they transfer to other jobs or industries.
- better understand the job opportunities in your local area, and the skills you might need for these jobs.
- update and tailor your job applications to apply for a range of different jobs.
- apply for jobs online.
- follow up job applications appropriately.

At the end of the program, your CTA Provider will develop a plan specifically for you, with steps for marketing yourself to employers and ways you can boost your chances of getting the job you want.

What can I expect?

You will meet with your CTA provider before starting the program. They will get to know you to understand your needs and assess your ability to use a range of different technologies, so they can tailor the program to best support you.

CTA will take up to eight weeks to complete. Your CTA provider will give you details about the days and times you need to attend the program.

Who do I contact if I'm interested?

Your jobactive or New Employment Services Trial (NEST) provider can refer you to CTA or contact the National Customer Service Line (NCSL) on **1800 805 260** (free call from land lines). You may also send an email to **nationalcustomerserviceline@dese.gov.au**.

Job seekers in online employment services (OES, VOEST and NEST Digital Employment Services), should contact the Digital Services Contact Centre on **1800 314 677** (free call from land lines) or email **digitalservices@dese.gov.au**.

To find out more about what CTA has to offer, you can talk directly to a CTA provider. Find a provider in your region **<https://jobsearch.gov.au/service-providers/search/career-transition-assistance>**.

Go to **<https://www.dese.gov.au/career-transition-assistance>**

Do you need help with this fact sheet?

If you need an interpreter, please call the Translating and Interpreting Service (TIS) on **131 450*** and ask for the National Customer Service Line (NCSL) on **1800 805 260** (free call from land lines).

If you are deaf, or have a hearing or speech impairment, you can use the National Relay Service. For more information, visit [Accesshub¹](http://www.accesshub.gov.au).

* Note that call charges apply for calls to '13' numbers from mobile phones.

¹<http://www.relayservice.gov.au>