

# Where to go for further help

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## 1 Career Centre – Perth

There are many ways to get in touch with the Career Centre. See all the options below.

- Connect with us online, via email or live web chat;
- Give us a ring; or
- Come in and see us.

### Career Centre

DTWD – Customer Service Centre  
GPO Building  
Level 7, 3 Forrest Place  
Perth WA 6000

Phone: 13 64 64 or 08 9224 6500

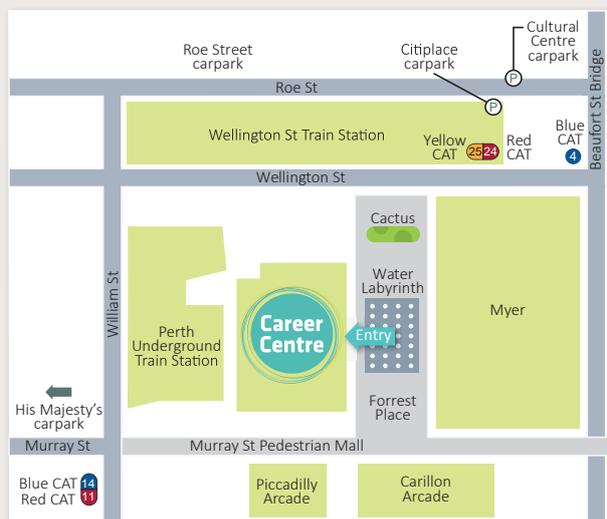
TTY: 08 9225 7831

Email: [career.centre@dtwd.wa.gov.au](mailto:career.centre@dtwd.wa.gov.au)

Opening hours: 8.30 am to 4.30 pm

Monday to Friday (excluding WA Public Holidays)

We look forward to hearing from you soon!



# 1 Career Centres

Career Centres provide free and independent training information and career guidance. They can assist you with information on education and training courses, career pathway options and the career planning process.

## Specialist services from the Career Centres

Some people within our community may require specialist services to assist them in making career choices and overcoming barriers to employment, education and training. Our specialist Career Centre services can help Ex-offenders and people from a culturally and linguistically diverse (CALD) background.

Career Centres can help you with:

- discovering your career interests and focusing your career choices;
- career planning tools and resources;
- education and training options;
- career pathway information;
- making choices and action planning; and
- your job search.

Career Centres are an all ages, all stages service. You can access our services online or on the phone, or visit one of our 11 centres located in Perth and regional areas.

## Contact us

There are many ways to get in touch with Career Centres including phone, online and in person! You can also visit our website for career development information, resources and tools.

[www.careercentre.dtwd.wa.gov.au](http://www.careercentre.dtwd.wa.gov.au)

## Connect with Career Centres online

Stay in touch with Career Centres through social media options listed below:

- YouTube Channel
- Blog
- Twitter
- Facebook

## Phone

Call us on: 13 64 64 or (08) 9224 6500

TTY: (08) 9225 7831 (Hearing impaired only)

## Visit us

Please see below for all of our service locations.

### Perth location

Perth  
GPO Building  
Level 7, 3 Forrest Place

### Culturally and linguistically diverse specialists – call 9344 2468

Mirrabooka  
4 Brewer Place

Cannington  
13/64–66 Kent Street

### Ex-offenders specialist

East Perth  
27 Moore Street

### Gascoyne location

Carnarvon  
1 Camel Lane

### Goldfields and Esperance locations

Goldfields  
5/158 Egan Street,  
Kalgoorlie

Esperance  
Suite 17 Esperance  
Business Centre  
75-79 Dempster Street

### Great Southern location

Albany  
Unit 3, 15 Peels Place

### Kimberley locations

Kununurra Cnr Coolibah Drive and Messmate Way	Halls Creek 197 Great Northern Highway
Broome 2/3 Short Street	Derby Unit 2/5–47 Loch Street
Fitzroy Crossing Great Northern Highway	

### Mid West location

Geraldton  
Margaret House, Bill Sewell Complex, Chapman Road

### Peel location

56 Mandurah Terrace  
Mandurah

### Pilbara locations

Karratha Unit 4, 28 De Grey Place	South Hedland Unit 2 South Hedland Lotteries House 2 Leake Street
Newman Kalgan Drive	

### South West locations

Bunbury 3 Bourke Street	Busselton 50 Albert Square
Collie 5 Forest Street	Manjimup 45 Rose Street
Margaret River The Reef Centre Unit 6, 43 Fearn Avenue	

### Wheatbelt locations

Northam 133 Fitzgerald Street	Narrogin 82 Federal Street
Merredin Call for appointment	Moora Call for appointment

### Specialist services locations

Culturally and linguistically diverse background services provided by Mercycare.  
If English is not your main spoken language - call 9344 2468.

Cannington  
13/64-66 Kent Street  
Mirrabooka  
4 Brewer Place

### Ex-offender services provided by Outcare

For access to specialist services for ex-offenders - call 6263 8622.

East Perth  
27 Moore Street

*\*Note that some centres are open limited hours.  
Please call before visiting the centres.*

## 2 Educational institutions – schools, TAFE and universities

Schools, TAFE colleges and universities usually have trained staff who can assist you with career advice and support.

Contact the relevant educational institution and ask to speak with the Career Services staff.

For details of your nearest TAFE institute or university, check the white pages or contact the Career Centre.

You can also visit the Career Centre website for a list of providers and courses offered at [training.wa.gov.au](http://training.wa.gov.au) and go to 'Training Courses'. Or simply click on the link here – Training Courses.

## 4 Centrelink

Centrelink is the gateway to a range of services available to job seekers including referral to Jobactive ([jobactive.gov.au](http://jobactive.gov.au)) to access job vacancies. Centrelink has many self service options via internet and phone. For further information visit [humanservices.gov.au/customer/dhs/centrelink](http://humanservices.gov.au/customer/dhs/centrelink) or phone 13 28 50.

Job search facilities in Centrelink Customer Service Centres consist of self-service PCs and printers for all job seekers. These facilities are available in the public contact area of Centrelink Customer Service Centres to help job seekers identify employment opportunities and to make contact with service providers who may be able to help them in various aspects of their search for work.

Facilities include:

- > self-service PCs and printers;
- > information on Employment Service Providers;
- > comprehensive job guides and job database;
- > a wide variety of information pamphlets and brochures; and
- > career and job search information.

*Note: All services may not be available in every Customer Service Centre.*

A jobactive organisation, Disability Employment Services or Community Development Programme provider can help you look for work and get a job. You may be referred to one of these providers if you have Mutual Obligation Requirements and claim a payment from Centrelink.

The Australian Government Department of Human Services will assess your circumstances and eligibility for jobactive and refer you to a jobactive provider.

## 5 Apprenticeships and traineeships

For all the latest information on Apprenticeships and Traineeships visit the Australian Apprenticeships website at [australianapprenticeships.gov.au](http://australianapprenticeships.gov.au).

For further information contact your nearest Apprenticeship Network Provider, which you can find listed on the Australian Apprenticeships website.

## 6 Equal Opportunity Commission

The Equal Opportunity Commission deals with discrimination on the grounds of sex, marital status, pregnancy, sexual orientation, family responsibility or family status, race, religious or political conviction, impairment, or age, or involving sexual or racial harassment or, in certain cases, on gender history grounds.

If you feel you have been discriminated against in selection for employment or in relation to a job you already hold, on one of the grounds listed above, then contact the Commission for advice.

The Commission has a range of pamphlets that can be obtained from the following address:

Equal Opportunity Commission  
Level 2, Westralia Square  
141 St Georges Terrace, Perth  
Ph: 9216 3900 or 1800 198 149  
[eoc.wa.gov.au](http://eoc.wa.gov.au)



## 7 Wageline

Employees who are not sure of their rights or obligations can contact Labour Relations within the Department of Commerce. Wageline is a free and confidential private-sector employment information service.

Wageline can give you information on State workplace law, including:

- > rates of pay;
- > conditions of employment; and
- > workplace awards and agreements.

The Wageline telephone service is available from 8.30am to 5.00pm weekdays (from 9:00 am on Wednesdays) for the cost of a local call. Contact Wageline on **1300 655 266** or visit:  
[commerce.wa.gov.au/labour-relations/contact-wageline](http://commerce.wa.gov.au/labour-relations/contact-wageline)

## 8 The internet

The best place to start on the 'Net' is at the **Career Centre** website. Here you will find great information on a huge range of career options, tips on career planning and a website directory that will link you to quality online job search sites! Go to: [careercentre.dtwd.wa.gov.au/Pages/CareerCentre.aspx](http://careercentre.dtwd.wa.gov.au/Pages/CareerCentre.aspx).