

Changing providers



Can I change my provider?

Yes, you can request a transfer to a new provider at any time. This can be done through your current provider, by contacting the National Customer Service Line on 1800 805 260, or online via the Workforce Australia website.

If you want to transfer because of an issue you are having with your current provider eg. bullying, harassment, or poor service—call the National Customer Service Line and ask for a transfer due to a 'relationship failure'. You can also request a transfer if you think a change of service provider will be beneficial, this can be because a new provider will be easier for you to access, will provide you with a better service, or for any other reason that you believe will be a benefit for you.

Can I choose my new provider?

Yes, when requesting a transfer you are able to nominate the provider you wish to be transferred to. You may want to check which ones are easiest for you to access or if there are any with good ratings or reviews—you can also check if the provider has any reviews or ratings and leave a review for your current provider on the AUWU ROAR app, available to download on iOS, Android and at <https://auwu.org.au/roar-app>

What if my request to transfer is denied?

If your transfer is denied, you can request a review of the decision within 14 business days by contacting the National Customer Service Line on 1800 805 260 or in writing at nationalcustomerserviceline@dewr.gov.au

Further help

If you would like help transferring to a new provider or with an issue you are having with your current provider you can contact AUWU through our website <https://auwu.org.au/esp-advocacy> or by calling our National Advocacy Hotline on 1800 289 848 (Monday-Friday 10am-2pm eastern time)