



Australian Government

Workforce Australia

Personal Events - Frequently Asked Questions

What are Personal Events?

Personal Events are a way of communicating times you have important commitments which could stop you from meeting a mutual obligation requirement like attending a provider appointment.

Who can create a Personal Event?

All Workforce Australia participants excluding those in Transition to Work, can create a Personal Event in their calendar.

Your provider can also create Personal Events on your behalf. Talk to your provider about your important commitments at your next appointment so they can:

- understand your circumstances
- help you create Personal Events in your calendar.

Can I create more than one Personal Event?

Yes. For regular commitments, you can create more than one or 'recurring' Personal Events.

How far in advance can I create a Personal Event?

You can book Personal Events for:

- one off Personal Events such as medical appointments, caring requirements, or other important commitments
- recurring events in the calendar
- anytime between 6am and 9pm
- up to 8 weeks in advance.

Can I change or delete a Personal Event?

You and your provider can create, change, or delete Personal Events.

You can change or delete an unconfirmed event. For recurring events:

- you have the option to change or delete a single event, or all recurring events
- if you delete only one event from a series of recurring events, the entire series will need to be re-confirmed.

An event that has already been confirmed by your provider can only be deleted.



How do I 'confirm' my Personal Event?

If your Personal Event is created by:

- your provider, it is automatically confirmed
- by you – you'll need to wait for your provider to confirm it.

Your provider should talk to you before scheduling a requirement over your Personal Event.

How do I know if my Personal Event has been confirmed?

Your **confirmed** Personal Event will have a **tick** icon next to it. An **unconfirmed** Personal Event will have a **question mark** icon next to it. You can refer to the legend, located below your Workforce Australia Calendar to know more.

What does it mean if my Personal Event is unconfirmed?

Your provider may leave your Personal Event unconfirmed if they:

- don't believe that the Personal Event is appropriate based on what they know about your circumstances
- need more information about the Personal Event
- need to schedule another requirement over it

Can my provider book a requirement over my confirmed Personal Event?

If a requirement needs to be scheduled over a Personal Event, your provider must discuss this with you.

You can use this discussion to talk about any other changes to your schedule. You can also let your provider know about upcoming important commitments.

Through Personal Events, you can tell your provider about your availability.

Scheduling conflicts – clashes between Personal Events and your mutual obligation requirements

Work with your provider to book a personal event for your upcoming paid work.

If you don't agree with how your provider schedules requirements, or if your provider books a provider appointment for a time when you told them you were working, please contact the National Customer Service Line at NationalCustomerServiceLine@dewr.gov.au or call 1800 805 260.

For more information:

- You can sign into your Workforce Australia [account](#) to access your homepage, to manage your mutual obligation requirements and record Personal Events in your calendar.
- If you have a provider, talk to them about your Personal Events.
- If you self-manage online, please contact the Digital Services Contact Centre (DSCC) on 1800 314 677.