

A day in the life of a DES Wage Subsidy Consultant

Alana Combs



How long have you been with atWork Australia and how long have you been in your current role?

I have been working for atWork Australia as a DES Wage Subsidy Consultant for two years.

What does a normal day look like for you?

My role is to make sure our atWork Australia clients are paid correctly under the correct award. I also support our employers to make sure they have the full understanding of wage subsidy requirements to obtain the full wage subsidy at milestone periods.

A normal day for me is reviewing placements that have happened in the last 24 hours. If a follow up is required, I will be in contact with Job Coaches and Employer Engagement Consultants nationally. I use the department program ESS to create all Government wage subsidies. I can create up to 12 wage subsidies a day. Before creating them, I will look at the amounts offered to an employer and make sure they meet all requirements from Government to internal policies.

I liaise with Employer Engagement Consultants on a daily basis as I create all their employer wage subsidy agreements. I also liaise with employers who don't understand how a wage subsidy works and explain the process clearly to them so they have a better understanding of the services and support we offer here at atWork Australia.

How many clients do you service?

My clients are not your typical atWork Australia client. I service employers around Australia who support our clients with employment.

What is the most rewarding part of your job?

Reaching my KPIs and keeping the subsidies in draft under 56 days.

What is the most challenging part of your job?

How busy the role is and keeping on top of this as I only work part time. The most challenging part of the role varies from day to day as many of my duties rely on other individuals completing their tasks before I can complete my part, for example waiting for an employer to sign and return the wage subsidy agreement so I can approve it in the department system within the allowed time frame. As I have experience with DES placements, I will assist with DES placements when needed. This includes assessing and entering placements nationally.

What was the first six months like for you in your current role?

It was great. My managers were very supportive.

If you could give a new team member any advice, what would it be?

You need to have great time management skills and prepare your day. Be prepared that some days will not go as planned but know that there is support by management and other team members who are happy to share their knowledge with you. I also think that having a plan of your day is important as each day is different and requires prioritising on what needs to be done first.