

A4e's jobactive Service Delivery Plan 2015 - 2020 - Employers

About us

A4e's mission is to assist people into work as quickly as possible and to provide employers with the best people for their jobs.

Our core services include; jobactive services, training, professional counselling and labour hire services. We service regional and metropolitan regions in Victoria and NSW covering the Bendigo, Ballarat and Sydney East Metro regions.

A4e's Service to employers includes:

- Account Managers who will engage proactively to support you by understanding your business needs and providing effective recruitment solutions
- providing your business with only the most suitable candidates
- tailored support to improve your recruitment and retention of Indigenous staff
- structured ongoing support for up to 26 weeks after an employment placement to ensure that your new employee is productive and long lasting
- a rapid response employment team available from 8am and 8pm Monday to Friday to support you with both employment needs, and also transition issues that may arise with new employees we have placed
- working with other jobactive providers to ensure you have access to the best possible candidates
- providing access to A4e's labour hire service to provide short term, casual and temporary labour in a range of industries such as manufacturing, food processing, construction, retail and administration

A4e's Networks will support employers by:

- sharing vacancies from large employers with all jobactive providers to provide you with the most suitable candidates
- collaborating and sharing labour market intelligence with other jobactive providers to ensure that you have coordinated access to all job seekers in the region
- working with training providers and the industry to ensure that applicants for your jobs are appropriately skilled and prepared for your needs



improving people's lives



A4e's jobactive Service Delivery Plan 2015 - 2020 - Job seekers

About us

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A4e's mission is to assist you into work as quickly as possible and to provide employers with the best people for their jobs.

Our core services include; jobactive services, training, professional counselling and labour hire services. We service regional and metropolitan regions in Victoria and NSW covering the Bendigo, Ballarat and Sydney East Metro regions.

A4e has a range of services and tools to help you find employment, including;

- self-service internet based tools to access online job boards, tools to customise résumés, job search training and skills assessments
- programs to identify your readiness for work which will help determine the most effective pathway to finding and keeping a job
- experienced recruitment staff who will work closely with you to source relevant employment opportunities and provide targeted marketing for specific groups including mature aged job seekers
- Indigenous mentors to provide culturally sensitive support for Indigenous job seekers prior to and during employment
- a variety of self-paced and classroom-based programs to assist you with techniques in looking for, finding, getting and keeping a job
- in-house professional counsellors to support you with issues affecting your ability to find a job, including access to a 24/7 Helpline
- skills development programs that include work experience placements to ensure you get the relevant training and experience for the jobs available in your area
- telephone support services from 8am to 8pm Monday to Friday to assist you with pre and post-employment support for up to 26 weeks
- access to our outreach and mobile services in selected country and rural areas

A4e's networks will enhance your chances of finding and keeping a job by;

- providing access to jobs from our continuously expanding broad range of employer clients
- linking you with other jobactive providers including labour hire to improve your chances of securing employment
- assisting with relocation to other regions if required
- helping you access a wide range of services including housing assistance, mentors, counselling, health and mental health services
- when required, we will refer you to an appropriate Work for the Dole activity to give you a broader range of skill development and experience opportunities



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EMPLOYER SERVICE DELIVERY PLAN

ABOUT US

The AMES Consortium is made up of four jobactive organisations, AMES, SkillsPlus, ECHO Australia Inc. and Wesley Mission Victoria. The AMES Consortium is one of the largest jobactive organisations to deliver services across all employment regions in metropolitan Melbourne. In addition to jobactive services, AMES Consortium members also deliver Disability Employment Services, Skilled Professional Migrant Program, English language and vocational training, youth, family and homeless services, and refugee settlement services. The scope of the AMES Consortium and its multiple services allow us to adapt recruitment and training needs to suit small, medium and large employers.

A TAILORED RECRUITMENT SERVICE

If you want carefully chosen, highly motivated staff, talk to AMES. Our no cost recruitment services can assist employers with individual or multiple vacancies as well as volume recruitment drives for company expansion or relocation. We also assist employers with support for redundant workers. We work across all industries with all types of employers and tailor our service to your specific business needs.

The AMES Consortium can provide you with a skilled, diverse workforce that mirrors your local community and customer base. Our client pool covers all of metropolitan Melbourne and includes workers from all skill levels, ranging from skilled professionals to entry level manufacturing roles, enabling us to fulfil employer vacancy requirements of all types. We also have clients wanting to relocate to regional areas or interstate for employment. We match employers with dependable, motivated clients from all backgrounds.

We can recruit and supply workers for ongoing full time, part time, casual, apprenticeship, contract, short term and regional/interstate roles. We can assist with workers who complement, or contrast with your existing workforce and ensure the applicant has the licences, skills and motivation required. Speak with us today about how our tailored recruitment services can help your business grow.



OUR TEAM

As an AMES Consortium employer you will be assisted by specialist members of our **Industry Recruitment Team** throughout your recruitment process, tailored to the needs of your specific industry. Our Industry Recruitment Team has a dedicated focus on working with employers, identifying and meeting your labour supply needs and managing on-going relationships. Industry Recruitment Team members include Industry Relationship Managers, Vacancy Management Officers and Retention Officers, who are all specialists in their field.

HOW WE ASSIST YOU

Industry Relationship Managers are industry experienced specialists working directly with employers and labour hire agencies to obtain vacancies and maintain ongoing relationships. They will visit your workplace to ensure an understanding of your day to day operational requirements while addressing your short and long term recruitment needs.

Industry Relationship Managers will arrange:

- wage subsidies for eligible clients
- relocation assistance for regional or interstate roles
- work trials for employee evaluation
- high volume recruitment drives & industry information sessions
- pre and post employment testing and training solutions
- funding for training, testing, safety clothing and equipment costs

Industry Relationship Managers can also discuss English language support options, cultural awareness training in the workplace, and provide advice on workplace, practice, or role modification options, as well as assisting employers with support for redundant workers.

Vacancy Management Officers take all the hard work out of recruitment, allowing you to continue focussing on running your business. They will handle your entire recruitment process, or assist you with a selection of our services to suit your needs.

Vacancy Management Officers will:

- source, advertise for, pre-screen and shortlist work ready clients to meet your specifications
- present the most suitable clients for interview, or immediate commencement
- arrange medical or aptitude tests, personality profiling, police checks, workplace clothing & equipment
- coordinate group interview and information sessions for high volume recruitment drives



- arrange confidential interview rooms at our local centres if required
- support labour hire recruitment needs with rapid response times
- make the employment offer for you, and arrange and confirm commencement of your new employee

Vacancy Management Officers can also provide this service to remote employers through virtual screening and presentation technology.

Retention Officers ensure your selected employee is successful by providing support for the first six months in their new role.

Retention Officers will:

- contact you for progress reports and follow up with your new employee for feedback
- address any problems either of you may be experiencing by organising additional training or support to address any identified skill gaps or areas of concern

Retention Officers also promote the Job Commitment Bonus to eligible clients to encourage retention. They process wage subsidy agreements, and follow up invoices to ensure you receive prompt payment.

FEEDBACK ON OUR SERVICE:

We always welcome feedback on our recruitment service delivery. If you wish to offer suggestions, or compliments or complaints you should speak with us to share your views. To do this please call or visit your local office. We will discuss and investigate any concerns and try to resolve your issues to your satisfaction. If after this you feel you want to discuss the concern further, you can contact the Department of Employment's National Customer Service Line on freecall 1800 805 260 or email on nationalcustomerserviceline@employment.gov.au

Providing services in partnership with:





JOB SEEKER SERVICE DELIVERY PLAN

ABOUT US

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HOW WE CAN HELP YOU

AMES Consortium centres provide Wi-Fi, vacancies board, computers, photocopiers, scanners, telephones, on-line job search sessions, labour market and training information, and newspapers for job search. All centres have special needs and wheelchair access, and many have bi-lingual staff, or we can arrange interpreters to assist you.

The AMES Consortium works with people from diverse backgrounds and all levels of experience, including young people just starting out, mature aged workers, clients with a disability, refugee and asylum seekers, Indigenous clients, parents wanting to return to work, and retrenched workers. Our experienced teams tailor our service to meet individual needs, from offering guidance and advice to those that just need some initial support, through to intensive partnerships for people with significant barriers to employment.

Some examples of how we can tailor our service include:

- youth specific training sessions
- working with the Australian Apprenticeship Support Network
- assisting with relocation for work
- promoting job sharing to create part time roles
- working with Community Elders and cultural groups
- advising employers about work modifications



OUR TEAMS

As an AMES Consortium client you will be assisted into sustainable work by our teams of specialist staff. You will work with members of our **Into Work Team**, our **Industry Recruitment Team**, and our **Service Delivery Support Team** as you search for, start and then stay in work.

Into Work Team Members include Skills Assessors, Work Brokers and Return to Work Officers who are all specialists in their field. They will meet with you at least once a month to follow up on your job search and mutual obligation requirements, and more often if you need additional support.

Industry Recruitment Team Members include Industry Relationship Managers, Vacancy Management Officers and Retention Officers. They work with employers to find vacancies that you can be matched to, arrange interviews, and then support you when you start working.

Service Delivery Support Team Members are an additional support to assist you in your job search. They will create and manage your appointments to ensure you can meet your mutual obligations, send appointment reminders and process payments for approved work related training and equipment. They will also contact you by phone, text, Skype or chat services to follow up your job search each month.

Based on your individual circumstances you may work with any or all of these team members, and together they will support you on every step of your journey.

GETTING READY FOR WORK

At your first appointment a **Skills Assessor** will conduct an in-depth, strength based interview to identify your needs and skills. This will be used to develop your tailored Job Plan which shows what we will do for you and what you need to do. For example, your Job Plan will include how many jobs you are expected to apply for each month, any activities that you need to participate in, how often you will meet with us, and how we will assist you.

A **Work Broker** will then arrange for you to attend 'Into Work' sessions where you will gain skills to search for, and stay in work. These sessions get your job search off to a great start.



ASSISTING YOUR SEARCH FOR WORK

At every appointment we will monitor and follow up your own job search progress and compliance with requirements to keep you moving towards work.

A **Work Broker** will also:

- assist you with résumés and applications
- refer you to jobs
- market you to employers
- regularly review your Job Plan
- arrange industry specific training or equipment

ADDITIONAL SUPPORT

If you are experiencing more significant barriers to finding work, or it is taking longer to find work, we can offer extra support tailored to your own needs. For example, we will arrange for you to attend Work for the Dole activities to gain valuable employment skills and experience.

Return to Work Officers will also:

- work with you on specific vocational barriers
- refer you to professional services such as psychologists and occupational therapists
- provide supported job focus assistance
- reassess your requirements if your circumstances change so you continue to receive the most appropriate assistance

OUR WORK WITH EMPLOYERS

Our **Industry Relationship Managers** work with employers every day to find vacancies. They are specialists in their field, and employers give them job opportunities that you may not find by yourself. They also organise information sessions where you can find out more about industry requirements and opportunities. In addition to your own job search activities, we will discuss any of our suitable vacancies with you and arrange interviews.



Vacancy Management Officers will also:

- match you to suitable vacancies
- arrange and follow up interviews
- negotiate wage subsidies and work trials
- arrange pre-employment training, testing, clothes and equipment needed for work
- organise job commencements

STAYING IN WORK

Once you have started work there can be lots of questions. We will support you by offering advice and assisting with any issues once you have started work, and for a further six months afterwards to help you stay working.

Retention Officers will also:

- discuss whether you are eligible for the Job Commitment Bonus
- provide you with a Welcome to Work information pack including information on Department of Human Services reporting, taxation, superannuation and Fair Work Australia

FEEDBACK ON OUR SERVICE:

We always welcome feedback on our service delivery. If you wish to offer suggestions, or compliments or complaints you should speak with us to share your views. To do this please call or visit your local office. We will discuss and investigate any concerns and try to resolve your issues as soon as possible. If after this you feel you want to discuss the concern further, you can contact the Department of Employment's National Customer Service Line on freecall 1800 805 260, or if you prefer you can email them on nationalcustomerserviceline@employment.gov.au

Providing services in partnership with:



The APM Service Delivery Plan

The APM Service Delivery Plan sets out our commitments to job seekers and employers, highlighting the unique service you can expect from us.

For job seekers, APM commits to give you the assistance and support to find a job quickly and to support your stay in employment by:

- Providing you with access to our online *Let's Get Started!* survey to start working with you, even before you attend your first appointment
- Helping you to gain basic IT skills and/or update your online job search skills if you need to through participation in one of our *Tech Connect* workshops
- Giving you a personalised log in for APM Connect, your online job "passport", giving you access to job search information and resources 24/7 via the internet or smartphone app
- Ensuring you can always talk to us when you need, with 24/7 phone access to speak with an APM staff member at our *APM Connect Support Centre*
- At your first appointment, agreeing upon a Job Plan with you based on your *Work Connect Assessment*, which will identify your skills, interests, suitable job types, and areas you may need assistance with
- Engaging with you at least once a fortnight (including when you are doing Work for the Dole) to make sure you are on track to get a new job
- Providing you with a *Quarterly Activity Statement* to show you how you are progressing towards your employment goal
- Offering you additional tailored support depending on your needs, for example Youth or Mature Age *Activation Packages*, allied health services or links with local community services.
- Connecting you with one of our *Boost* activities to turbo charge your job search if you haven't found employment within 5 months of working with us
- Supporting you once you start work, including giving you access to an *Employee Assistance Programme* for confidential counselling should any personal or work-related issues arise in the first 12 months of you working

For employers, APM commits to:

- Providing you with an end-to-end recruitment service. We'll get to know your business and make it easy for you to connect with your dedicated APM account manager whenever you need help
- Giving you access to assistance and resources 24/7 via our *APM Connect Support Centre*, online portal and smartphone app. All requests for contact will be responded to within 24 hours
- Discussing Government initiatives with you such as the Restart Programme and wage subsidies that can assist in training your new staff member
- Providing *Job Start* assistance, supporting the induction of your new hire from APM with close contact for the first four weeks of employment, and then continuing to provide tailored *Progression* support for up to 26 weeks to ensure the ongoing sustainability of the job and the potential to further up skill your employee
- Providing all of your APM hires with access to an *Employee Assistance Programme* for their first 12 months of employment



APM

- Connecting you with our partner MEGT to discuss how apprenticeships and traineeships can benefit your business should you be interested
- Offering access to *Toolbox Talks* training tailored to your industry and needs, to build your new hire's knowledge about workplace expectations, OH&S, HR and workplace bullying
- Assisting larger employers through a single point of contact for all Employment Services providers in a region via our *Regional Broker Agreements*

Our Networks

APM can benefit job seekers and employers by providing priority access to services from our partners:

- **Programmed** provides permanent recruitment and labour hire services to more than 7500 employers, and directly employs more than 10,000 skilled and semi-skilled staff. Programmed may be able to assist your business with staffing solutions or have roles that suit job seekers www.programmed.com.au
- **MEGT** is the largest Australian Apprenticeship Support Network, providing apprenticeship and traineeship services, including Group Training. Job seekers can discuss apprenticeship opportunities and employers can seek suitable apprentices and government assistance through MEGT. Workforce planning services are also available to employers www.megt.com.au
- **OneShift** offers job seekers access to an online employer-driven job matching network, with over 110,000 job vacancies managed annually www.oneshift.com.au
- **Careers Australia**, a national provider of vocational education and training, can assist job seekers gain the skills required for local jobs and assist employers train or up skill their staff www.careersaustralia.edu.au

These partnerships, combined with our relationships with over 1900 community partners, means we can offer you responsive employment solutions tailored to your needs and the local labour market.

About APM

Advanced Personnel Management (APM) is an Australian owned, international provider of sustainable employment solutions to job seekers, employers, Government, communities and insurers.

Our Fast Path model is designed to:

- Achieve **faster employment** for job seekers
- Make it **easier for employers** to meet workforce needs
- Provide **more options** to connect employers and job seekers

Our mission is to optimise social and economic participation of disadvantaged people in the open labour market, and since 1994, we have helped over 615,000 people by providing employment, assessment, vocational rehabilitation, allied health and support services.

For more information visit our website

www.apm.net.au

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 **jobactive**
an Australian
Government Initiative



Our Employers

With more than 12 years experience in employment services, atWork Australia understands employer needs. We have multi-award winning, proven expertise working with employers. Three of the past five winners of the prestigious *National Employment Services Association* (NESA) National Champion Employer of the Year Award won based on demand-led recruitment collaborations with atWork.

Our demand-led approach is informed by our knowledge of the challenges employers face - we start with an employer and work backwards, designing and delivering services for job seekers based on an employer's hiring requirements. This can include role specific training, or working with the employer and preferred RTO's to develop employer specific training programmes.

How we work with the local business community and employers

Our Industry Engagement team liaises with industry peak bodies, government and business councils to identify workforce trends and the needs of current and potential employer partners. Using this knowledge, our Industry Engagement team works closely with our Account Managers provide coordinated recruitment solutions, tailored nationally and delivered locally.

For medium and large employers, we'll connect you to an Account Manager who will complete a needs analysis with you including skills and training needs. For small businesses, we'll connect you to the Business Manager at your nearest atWork office; see "About Us" for locations and contact details.

What you can expect from atWork

We'll assist you to review your diversity profile and share with you the benefits of recruiting people with a disability, Indigenous, youth or mature age job seekers. We can also support you to access to a range of available wage subsidies and training incentives.

To ensure you receive seamless referral of job seekers we offer multiple models of labour supply:

- AtWork offers a brokerage service - coordinating your recruitment by sourcing and screening job seeker referrals from other agencies. As the lead supplier, atWork provides you with a single point of contact managing recruitment information sessions, pre-employment training, ongoing post placement support and assistance to track and manage wage subsidy paperwork.
- We can also offer you recruitment from a provider panel, giving you flexibility to access different job seeker pools, and greater volume of job seekers. AtWork works alongside Crown Perth, WA's largest single site employer, on a provider panel to provide labour for all areas of their entertainment complex.
- For bulk recruitment, atWork offers hosted employer Information Sessions to ensure job seekers are best prepared for your needs. Our Account Managers can deliver information sessions to job seekers providing them with information about your workplace, your recruitment needs and working conditions.

Once we've assisted you to select the right candidate, we'll continue to support you through our solution-focused employee retention programme. Our interventions are flexible and targeted to ensure you maintain productivity and minimise disruption.

Working on and off site, we deliver our most intensive support in the first four weeks, including:

- Same day response to critical incidents
- Mentor services for Indigenous job seekers
- Cross cultural and disability awareness training in the workplace

- Professional service interventions for job seekers experiencing crisis
- Up skilling job seekers in casual or part time work to increase their productivity
- Ongoing contact with job seekers

How we share and recognise best practice

AtWork holds annual Industry Networking Forums, bringing together industry specific employers to share business issues, solutions and best practices. The forum gives employers an opportunity to provide us with intelligence and advice on their current and future recruitment requirements. We also host an annual award ceremony, recognising innovation and best practice among employers engaging and retaining jobactive candidates. The 2014 winners were Morris Corporation, Wonderwalls and Fibopost.

Call atWork Australia today on 1300 656 358 to talk with one of our Account Managers or Business Managers, or email us at info@atworkaustralia.com.au. We'll get back to you within 24 hours.

Our Networks

As part of the WorkFocus Group, we have a solid network of recruitment, training, community and allied health partners established over 20 years of service delivery in WA. We partner with outcome focussed organisations that align their services to prepare job seekers for the hiring requirements of employers.

Training providers

AtWork has clear objectives when working with training providers - any training job seekers undertake will be relevant to employer needs and in line with real job opportunities. We work with employers and RTOs to tailor training programmes to meet an employer's skill requirements.

For example, we have a national partnership with MEGT Australia Ltd and on a local level, we partner with Polytechnic West to deliver vocational, skills based training.

Recruitment and employment providers

As a result of our high performing specialist Indigenous contract, atWork was awarded the first Vocational Training and Employment Centre in Perth. We work with key Australian Employment Covenant (AEC) employers such as Morris Corp, Crown and Sodexo. And to support job seekers to maintain employment, we partner with community based mentors, extending support to their families and employers.

We collaborate with other employment providers to widen employer access to job seekers. Our collaboration is employer demand-led – employment and training providers and employers work together to develop mutually beneficial partnerships. Employers get the benefit of a more diverse workforce and an intermediary, atWork, to help them navigate and deliver external support.

We have established formal partnerships with national and local recruitment agencies to provide a pipeline of vacancies for job seekers. For example, we have agreements with Manpower, Challenge Recruitment and Choice Workforce to access their vacancies.

Community stakeholders

A key aspect of our success is our collaboration with community stakeholders to better prepare job seekers for employment. We create

formal partnerships with preferred local organisations to minimise risk, ensure predictability of services and deliver value for money.

We collaborate with community stakeholders within local council, State and Federal workforce development programmes, and refer job seekers to specialised services for targeted interventions.

Host Organisations

AtWork has been managing work experience activities across metro WA for more than 6 years. We have worked with more than 100 Host Organisations including Salvation Army, Aviation Museum, City Farm and Mission Employment.

We work closely with not for profit providers and community organisations, supporting them to develop Work for the Dole activities. All Work for the Dole activities are underpinned by our "Safety atWork" programme that applies risk management principles to identify and control hazards.

About Us

AtWork is a proven, high performing employment services provider, with experience delivering employment services in WA for over 12 years.

Our mission is clear - as part of the WorkFocus Group, atWork Australia develops and delivers innovative and sustainable products and services to maximise employment opportunities for people with injury, illness, disability or disadvantage.

We achieve this by:

1. "Opening Doors to Employment" and opportunities for our job seekers
2. Linking with local service partners to complement our services
3. Understanding the needs of local employers
4. Efficient and effective internal systems to support our mission and deliver on our promise

Our Values:

- We value the business of our customers
- We value and respect our people and their contribution
- We value fairness in the workplace and decision making
- We value professionalism
- We value the qualities of leadership
- We value inclusion in employment
- We are an organisation of integrity

AtWork has 12 full time offices across the Perth metro area with good public transport access:

- Joondalup
- Wanneroo
- Mirrabooka
- Midland
- West Leederville
- Victoria Park
- Cannington
- Gosnells
- Spearwood
- Armadale
- Rockingham
- Mandurah

Our offices are open 9am-5pm weekdays however, you can speak with an experienced Consultant at our Contact Centre at anytime from 7am and 7pm, Monday to Friday.

If you want to know more or if you want to provide us with feedback, simply call us on 1300 656 358.

Our Job Seekers

Welcome to atWork Australia, the largest jobactive provider in metro WA. AtWork is a proven, high performing employment services provider, delivering services across Perth metropolitan area. With our experienced workforce and comprehensive network of employers and community partners, we are ready to support you to commence work.

How we assess and build your job readiness

Our MindSet model is designed to assess job seeker's preparedness for work and build job readiness to meet the needs of employers in the local labour market. During your initial interview, an experienced Employment Consultant will assist you to complete an online assessment to determine the level of support you require.

For job ready, skilled job seekers, we offer a suite of self service options including:

- Automated job matches
- Access to atWork's online job search resources
- In-office job search support
- Weekly contact from our skilled Consultants, or as required
- Access to after-hours help from our Contact Centre at anytime from 7am and 7pm

For those job seekers requiring additional vocational support – we'll provide you with the skills for local vacancies and offer:

- Matching to vacancies via our job matching platform
- Invitation to attend seminars (via web or in person) on recruitment requirements, vacancies and working conditions of employers
- Referral to skills training in line with employer requirements
- Weekly contact from our skilled Consultants, or as required

MindSet recognises that some job seekers may need additional support. For those job seekers not actively engaged in job search we offer a hand-up to address attitudinal and vocational challenges via:

- Referral to workshops focusing on future opportunity and improving resilience
- Participation in in-house soft skills training - presentation, interview techniques, job search
- Referral to professional services for to address crisis or foundation skills gaps
- Regular, active engagement

What you can expect from atWork

During your initial appointment, we'll create with you a clear, individualised Job Plan outlining your employment goals and activities to get you there. And if things change, we can update your Job Plan with you at any time. You'll also receive a copy of "atWork Expectations" outlining what you can expect from atWork and the benefits of employment.

Once we've got your résumé up to date, jobactive job seekers registered with atWork will also have a profile set up on our job matching platform. Drawing vacancies from a wide range of sources, our platform will automatically alert you to new vacancies that suit your skills and experience.

Our experienced employer Account Managers make it their job to understand employer needs. To ensure you are equipped to meet the needs of employers we'll support you with training to meet future workforce needs by:

- Identifying specific skills, training or qualifications employers need
- Working with RTO partners to tailor pre-employment or on the job training
- Ensuring you are trained and prepared for the employers work environment

Once placed in employment, we'll provide you and your employer with ongoing support to ensure you can remain in work. For Indigenous job seekers, this may include mentoring and specialist support. We understand that while it may be difficult to get a job, it can be harder to keep it. We'll tailor support to suit you and your employer's needs.

AtWork has 12 full time offices across the Perth metro area with good public transport access; see the "About Us" section for more details.

Our offices are open 9am-5pm weekdays however, you can speak with an experienced Consultant at our Contact Centre at anytime from 7am and 7pm, Monday to Friday. When you attend our office, you'll have access to:

- Efficient, high quality service from our friendly Employment Consultants
- Access to free Wi-Fi
- Job searching resources
- Large screen TVs advertising labour market information, for example, vacancies, Work for the Dole opportunities and success stories
- Employer information sessions delivered on site or online

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our employers

About Us

BEST Employment Ltd (BEST) is a not for profit company that has a long history of providing employment and community services throughout the New England and North West regions of NSW and Southern QLD.

BEST exists to positively change lives, promote social inclusion and reduce disadvantage by providing direct assistance to those in need. In delivering **jobactive**, we aim to 'see everyone who wants a job, get a job'.

BEST is committed to 'Closing the Gap'. We work collaboratively with our Indigenous communities and other

service providers to develop creative training, service access and employment solutions.

We have effective governance processes in place ensuring the integrity of our services and Company. We seek stakeholder feedback through surveys, complaints and compliments and our commitment to continuous improvement is demonstrated through our ongoing accreditation under ISO:9001 Quality Management Standards.

our employers

service delivery plan

Our Employers

As an Employer, regardless of the size of your business, BEST is committed to working with you to meet your individual recruitment needs. You can expect personalised recruitment services, candidate preparation, post recruitment support and access to other initiatives.

- A local Employer Specialist will contact you to build a profile of your business. This will allow us to get to know your business so that we can effectively match Job Seekers to the qualities and skills required by you.
- We will provide access to our services in a way that suits your business needs.
- If you are a large Employer or have multiple outlets, our Regional Marketing Coordinator will make contact with you following a face to face visit by a local Employer Specialist. Our Coordinator will initiate regional campaigns and assist to negotiate arrangements where creative or wide spread strategies are required to meet your labour needs.
- We will tailor Employer packs to your business. Information on support such as apprenticeships, wage subsidies, the Employment Fund, and Training for Employment Scholarships will be included in the packs.
- We will assist you to complete any paperwork required for support such as wage subsidies and apprenticeships if required.
- We will use our Job Seeker database and network of offices to promote your vacancies.
- For BEST Job Seekers we will offer pre-screening services including employability skills testing, referee checks, medical or working with children checks and short-listing.
- You will have access to our facilities to conduct face-to-face or online interviews with Job Seekers.
- We will market individual Job Seekers to you if we feel their qualities and skills are a good fit with your business.
- We will use the Australian Government's Employment Fund to target training around those skills identified by you as critical for your business. These may include safe food handling, heavy vehicle training, RSA, RCG, cultural or disability awareness, WHS, customer service or industry specific preparation.
- We will monitor local news to identify growing industries so that we can work with registered training organisations to develop training that meets your requirements.
- In consultation with registered training organisations, large employers and major industries, we will design, develop and evaluate a range of pre-employment programmes. Programmes will incorporate workshops on personal qualities, employer expectations and interview techniques. Employers will be invited to be involved in workshops and provide feedback following delivery.
- Once you have employed a BEST Job Seeker, our Employer Specialist will provide flexible support to you and your new employee to help them remain in the job.
- We have a strong commitment to our Indigenous communities. If you have employed an Indigenous Job Seeker we can provide access to culturally appropriate mentoring, training and support services.
- BEST's Regional Employer Support Centre in Toowoomba or Inverell may be able to assist you with human resources advisory services. In addition, BEST may be able to assist employers with services separate to jobactive.
- Our Regional Employer Support Centre will also coordinate regional campaigns, including forums. The forums will discuss issues you are facing when looking for workers.
- We will use technology for Virtual Career Expos and virtual workplace tours where appropriate to provide you the opportunity to promote your businesses and career options to a wider pool of Job Seekers.

Purpose

BEST's Service Delivery Plan captures the commitments we have made to our Stakeholders in the provision of jobactive services.

Our Service Delivery Plan and our endorsement under quality service standards, complement the Service Guarantee to showcase the assistance and standard of service that our Stakeholders can expect to receive.



job seekers

About Us

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job seekers

service delivery plan

Our Job Seekers

As a Job Seeker receiving **jobactive** services from BEST, we will work with you to access what you need to find and keep a job. You can expect to receive an individual service, work preparation and active job search support, and assistance to support you after gaining a job. This is outlined below:

- We have full-time, part-time and outreach BEST Offices throughout the New England North West, and Walgett Shire regions in NSW, and the Darling Downs region in QLD.
- Our free call number 1800 660 660 (free to land lines) is available during business hours.
- Services are also accessible through social media, mobile applications, webinars, and our website which includes job search tips/resources and links to vacancies.
- A Job Coach will work with you, both individually and in teams to assist you gain full-time ongoing work.
- Your Job Coach and our Employer Specialist will support you to actively seek employment, promote your skills and work with you to find vacancies that are not advertised.
- Specialist Job Coaches or mentors providing individual and culturally appropriate support will be available for Job Seekers who are: Indigenous, mature aged, culturally and linguistically diverse (CALD), aged under 30 or who have a disability. Additional support will also be available through Focus Groups where assistance will be directed to areas that the group tells us is important.
- We will have a service assessment during our first meeting with you where we will look at your resume, skills, needs and job goals to put a plan in place that helps you get a job.
- We will provide you with an Induction that will show you the support available and what you can expect from us.
- We will contact you fortnightly (weekly if you are aged under 30) to check on your efforts in looking for work.
- The way we contact you may include a combination of text messages, email, telephone or face to face interviews. When and how we contact you will depend on your individual needs (for example, interviews during school hours for parents).
- All contacts will be aimed at getting you a job. Each contact will help you develop the qualities that employers have told us they want.
- One month before you take part in your Annual Activity, we will provide a workshop where you will receive all the information you need to select an activity that is right for you.
- Work for the Dole specialists will establish activities that will provide you with skills required by employers. Your Job Coach will assist you to complete these activities.
- You will be able to participate in a series of work preparation sessions over a 12 week period which may also include work experience. Sessions can be delivered face-to-face or flexibly (including online) to meet your needs.
- We will provide you with access to a range of self-help facilities through BEST Access Centres. These include vacancy lists, computers, printers and internet access.
- Depending on your eligibility, we may assist you to access work related assistance via purchases through the Australian Government Employment Fund. Assistance may include transport, relocation assistance, work trials and training.
- We will help you access additional assistance when needed. This may include counselling, youth services, housing or family support.
- If you have a disability, we will help you access support such as workplace adjustments. We will assess the work you are able to do so that we can work with employers to create a job around your strengths.
- If you are a primary carer, we will assist you to explore self-employment options including commencing your own family day care service, assist you to find child care and help negotiate work arrangements around your caring responsibilities.
- Once you get a job, we will contact you fortnightly to check your progress. If you have any work related needs, we will provide additional support which may include training, mediation, mentoring or transport assistance.
- Depending on your circumstances, if you remain in your job and off benefits for at least 26 weeks, we may offer a job retention bonus. This bonus may include items including grocery vouchers, fuel cards and mobile phone credit.

Purpose

BEST's Service Delivery Plan captures the commitments we have made to our Stakeholders in the provision of jobactive services. Our Service Delivery Plan and our endorsement under quality service standards, complement the Service Guarantee to showcase the assistance and standard of service that our Stakeholders can expect to receive.

OUR COMMITMENT TO EMPLOYERS

CAMPBELL PAGE

Campbell Page is a not-for-profit organisation, with 30 years experience in the Illawarra region. From our beginnings as a youth service in Moruya, we have expanded to deliver employment services, Indigenous, family and youth programs, and we have strong connections with the local community and local employers.

Our jobactive services cover the entire Illawarra South Coast region, from Wollongong to Eden. We offer the most locations of any jobactive organisation in the Illawarra South Coast, with 18 offices across the region and a mobile van, ensuring that our services are always accessible.

Since 2009, we have worked with more than 1,000 employers and helped place almost 7,500 candidates into work in the Illawarra. We hope to place an additional 7,500 candidates into sustainable employment by 2020 by continuing to build on our existing relationships with employers and local community and professional support organisations.

Campbell Page is committed to providing each employer with skilled and motivated candidates who are well prepared for each role we put them forward. We will remain responsive to each employer's needs through transparent, ongoing communication. Through ongoing consultation and review, we will ensure our processes reflect the changing needs and requirements of your business.

Our Work First-Work Fast service proposition is simple - we will provide the best and most suitable person for your job vacancy in the shortest time possible. We will work with employers as partners to increase job vacancies, identify future vacancies, and provide a breadth of in work services to ensure that employment is productive and sustained.

We will do this by:

- Monitoring developments, emerging trends and major projects in key local industries so that we can prepare candidates with relevant skills to be job ready;
- Focusing on understanding your needs and what you want in an employee;
- Quickly matching your needs with the right candidate(s) through our FastFind vacancy portal, including candidates attached to other jobactive providers where needed;
- Developing mutually agreed upon, industry endorsed pre-employment training for candidate(s) to provide them with the hard and/or soft skills needed to be a successful employee in your business;
- Focusing on preparing candidate(s) for your job specifically, not just jobs like yours, using industry endorsed Registered Training Organisations (RTOs) wherever specific skills are required;
- Providing in work support for both you and the employee, for up to 12 months, which may include additional training for the employee to support a 'place and train' strategy;
- Offering a range of additional services to you and your staff as required, including cultural competence and diversity training and information on how to effectively work with people from Indigenous backgrounds and culturally and linguistically diverse backgrounds;
- Working with local labour hire and group training organisations to offer you a range of options for employing our candidates, based on your needs and circumstances;
- Capturing relevant intelligence which will direct our engagement with local employers involved in infrastructure projects throughout the Illawarra region.

For example, we are currently tracking more than 54 major infrastructure projects throughout the employment region and liaising with developers, contractors and employers who are involved in these projects. This ensures employers are engaged early in a discussion and our candidates are prepared for both the building and operational phases of new enterprises;

- Working with our partners, including the Australia Chamber of Commerce and Industry (ACCI) and their local employer membership base; and
- Partnering with industry and peak bodies to understand employer and labour market needs.

We are here to assist you to make things simple and easy for you to employ our candidates.

You can expect from Campbell Page:

- A single point of contact when you list vacancies with Campbell Page through our FastFind portal;
- Access to a pool of pre-screened, industry prepared candidates with the right skills and aptitudes to be successful in your business;
- Same business day response to your queries;
- An estimate of how many suitable candidates we will be able to provide for you, including candidates attached to other jobactive providers, where appropriate;
- Résumés of suitable, pre-screened candidates by next business day;
- Support with arranging interviews of short-listed candidates and collecting feedback for unsuccessful applicants;
- Office facilities to conduct interviews; and
- Assistance with paperwork and compliance tasks associated with placements, including advice on additional funding options and compliance requirements associated with wage subsidies.

Specialist staff

We have a variety of trained specialist staff that will support you. Your level of contact with them will depend on your circumstances, needs and volume of employment opportunities available. We will agree with you on the best way for us to manage our relationship through these staff to make your lives easier.

Once in employment

We will work with you and your new employee to develop an In Work Support Plan prior to, or on, their first day of work.

This plan will be tailored to the job, the employee's circumstances and your labour needs. It will set out how and when the In Work Support Consultant will contact you to provide advice, access to additional training and resources and settle the employee into long term employment. The Plan will detail the personalised support to be provided to both you and the employee.

Face to face meetings with Campbell Page can be requested by you, or the employee, at any time. You will also have phone access to our in work support team between 6am and 11pm, Monday to Friday to help resolve any immediate issues with a Campbell Page candidate. We also provide online resources should you or the employee need additional support.

Regular contact with the same person, where possible, speaking to both you and your new employee means that we can solve problems early and identify and meet needs as they arise. It also ensures that, in the event that the new employee doesn't make a successful transition to your organisation, we are able to provide a replacement quickly.

OUR COMMITMENT TO CANDIDATES

CAMPBELL PAGE

Campbell Page is a not-for-profit organisation, with 30 years experience in the Illawarra region. From our beginnings as a youth service in Moruya we have expanded to deliver employment services, Indigenous, family and youth programs, and we have strong connections with the local community and local employers.

Our jobactive services cover the entire Illawarra South Coast employment region, from Wollongong to Eden. We offer the most locations of any jobactive organisation in the Illawarra South Coast, with 18 offices across the region and a mobile van, ensuring that our services are always accessible.

Since 2009, we have worked with more than 1,000 employers and helped place almost 7,500 candidates into work in the Illawarra. We hope to place an additional 7,500 candidates into sustainable employment by 2020 by continuing to build on our existing relationships with employers and local community and professional support organisations.

Through our partnerships with industry associations and employers, our candidates have direct access to real vacancies in key industries including hospitality, retail and aged care. For example, we are currently tracking more than 54 major infrastructure projects throughout the employment region and liaising with developers, contractors and employers who are involved in these projects. This ensures employers are engaged early in a discussion and candidates have early access to jobs in both the building and operational phases of new enterprises.

Your first meeting with us

As a jobactive candidate with Campbell Page, we will support you by providing skilled and respectful staff, personalised services based on your individual

circumstances, and industry streaming linked to local vacancies to help you get a job quickly.

Within 24 hours of you being referred to us, we will contact you to provide information about our services and confirm the time for your first appointment at our office.

At your first appointment with Campbell Page we will:

- Provide you a welcome pack explaining our commitment to quality service, your rights and responsibilities, and Information on how to contact us if you have questions about your service;
- Introduce you to our staff and explain how they will work with you, and show you how to access our self help facilities and our group induction sessions;
- Explain what you need to do, and when, to meet your mutual obligations and how we can help you with this;
- Use our Work First-Work Fast assessment tool to review;
 - your skills, competencies and experience, and develop your résumé to suit;
 - your job and employment goals;
 - industries and jobs that are right for you and fit with the labour market in the region;
 - what support, mentoring and coaching we can give you to help you prepare for employment;
 - the best industry stream for you; and
 - the best site for you to receive services from if remote, which may include our mobile van services.
- Consider you for our motivation assessment tool;
- Develop your Job Plan that sets out what we have agreed we will do, and what you will do;
- Give you information about local jobs and help you to start applying right away; and
- Provide assistance to help you consider suitable options to relocate for a job.

Subsequent meetings and ongoing support

While you are with Campbell Page, you will be involved in a range of activities that support your Job Plan, including:

- Looking for job vacancies online. This may include access to FastFind which speeds up the application process for our vacancies, and connects you with employers quickly;
- Face to face review meetings every 28 days at a time that suits you, or more often if required to help you with your job search;
- Participating in small group workshops, including employer and workplace tours and visits;
- Accessing our online job search facility, which includes online sessions to help you develop the skills and attributes you will need to secure employment;
- Identifying suitable training opportunities with local Industry specific Registered Training Organisations (RTOs);
- Access to computer facilities and free wi-fi in our offices;
- Applying for jobs each month;
- One on one meetings to provide feedback from employers within one week of interviews; and
- Work experience opportunities in your industry, or the right Work for the Dole activity for you.

Whilst you are not working, you can access our after hours phone support through our call centre between 7am and 7pm Monday to Friday.

If you are from an Indigenous or culturally and linguistically diverse background, we will provide specific support through local partners, which may include translators.

Our specialist staff

Campbell Page will support you on your journey to work and provide guidance and coaching depending on your personal circumstances and individual needs.

Our specialist staff will assist you by:

- Providing advice on résumés, job applications and career development;
- Coaching you to improve your interview skills;
- Applying industry approved recruitment processes to ensure you have the best opportunity to secure work in your chosen industry;
- Arranging specialist support services to assist you whilst

you continue to look for work;

- Contacting you about vacancies within 24 hours;
- Identifying and placing you in Work for the Dole activities that are safe and suitable for you, improve your understanding of the Australian workplace and develop relevant skills and experience which will help you gain employment;
- Helping you to plan and prepare before you start your new job; and
- Offering assistance to help keep your job or transition into longer term employment.

In employment

We will work with you and your new employer to develop an In Work Support Plan before, or as soon as possible after, you start work. This plan will be tailored to your new job and your personal circumstances.

It will set out how and when your In Work Support Consultant will contact you to provide advice, access to additional training and help you solve problems. The Plan will detail specific support and assistance that Campbell Page, and your new employer will provide to help you succeed at work.

You, or your employer, can request a face to face meeting with Campbell Page at any time. You will also have access to our in work support services via phone between 6am and 11pm Monday to Friday when you are working, should you or your employer need additional support.

All Campbell Page candidates will also be invited to join the Campbell Page Alumni Group, to help us draw on your experience to provide support to other candidates.



Centacare Employment

Service Delivery Plan - Employers



About us

Centacare has more than 20 years' experience of providing successful recruitment and placement services to a wide range of employers in Ballarat and surrounding areas. We pride ourselves in building real partnerships with employers, working together to meet their recruitment and staffing needs quickly and efficiently.

Why Choose Centacare Employment?

Our friendly, industry-experienced Employer Consultants will work closely with you to understand your business needs and respond to your requests with helpful recruitment strategies, timely follow up and support.

- You will have an Employer Consultant specifically allocated to work with your business
- We will keep in touch with you, with regular updates, throughout the recruitment process
- We will contact you at the agreed times and via your preferred method- phone, email, text, face to face

Finding the right person for your business

Our Consultants will always endeavour to select motivated candidates with the skills, attitude and personal qualities that you have requested, so that you can get the right person for the job. We will

- Screen potential candidates against your essential and preferred skills, qualities and experiences
- Collaborate with other local employment services to source candidates, so that you have a real choice of possible employees
- Conduct pre-screening group sessions to ensure that candidates understand your job's requirements, your selection and application processes, and that they are keen to progress to the selection stage
- Send to you your preferred number of résumés or candidate referrals
- Contact you to arrange interviews and discuss candidate's details
- Arrange for group or individual induction sessions or interviews at our office facilities, or via video conferencing

We take care of the details and deliver timely follow up

We will provide you with the information and support that you need. This may include:

- Help with position descriptions and arranging Police and Working with Children checks
- Linking you with information on wages and awards or possible wage incentives
- Arranging Traineeships, Apprenticeships, or labour hire options
- Providing candidates' work clothes or tools, Work, Health & Safety training, or First Aid certificates
- Assisting you to develop flexible placements and job share options for candidates, such as job trials or work experience placements to trial prospective candidates before employment
- Developing training packages tailored to your specific workplace staffing needs through our network of Registered Training Organisations
- Negotiating your ongoing placement support regime for at least 6 months, to suit your business schedule and to address any issues may arise that could place the job at risk
- Arranging ongoing supports such as on-the-job coaching and mentoring or linking candidates to Centacare's counselling and group workplace skills development programs

Our Networks

We work closely with local Training, Apprenticeship and Traineeship providers, labour hire, Group Training and Recruitment agencies to promote job seeker placements and efficient recruitment for employers. We are always seeking to improve our services through our quarterly 'Employer Satisfaction & Improvement Survey' and by regularly seeking feedback from you, our job seekers and from our range of partner networks.

Contact Us: On our website <http://www.centacareemployment.org.au/>; free call **1300 JOBS 4 YOU** or call our Ballarat office on ph. 03 5337 8999 and we'll get back to you within one working day to answer your enquiry.

About us

With more than 20 years' experience in assisting job seekers at all stages of their job search journey to move into ongoing work, Centacare Employment is the right organisation to help you find and keep a job. Our friendly, approachable staff will help you to identify the type of work that is right for you, work with you to develop your skills and experiences, identify possible job options and support you to move quickly into work.

Our specialised support services are tailored to assist job seekers with different needs and personal circumstances, including youth and job seekers from diverse cultural backgrounds. Where appropriate, we'll also connect you to Centacare's counselling, housing, parenting, youth and family support services staff or link you to other support services if needed.

Why Choose Centacare Employment?

When you come to Centacare, you'll meet our team of experienced Job Advisors and Employer Consultants who will work together with you, to help you get a job and then to keep the job.

Your Job Advisor will help you to develop your personalised Job Plan detailing the steps that you will take to achieve your goals and the steps that we will take to support you. Your Job Plan will include

- your work goals and the strategies and activities that you will undertake to achieve them
- the training and skills development activities that you will undertake to get a job
- how we will help you to manage your personal circumstances
- the services that we will link you into, to support you to become job ready
- how often we will meet, depending on your needs and requirements

You will be able to participate in our proven workshops where we will

- help you target and focus your job search and develop a winning résumé
- give you tips on improving your confidence in interview and application skills
- help you to develop your networking skills to access those jobs that aren't advertised
- offer you advice on the local labour market- which employers and industries are hiring and those industries with fewer opportunities
- help you practise your communication skills so that you're comfortable in talking to work team mates

If you have a Work for the Dole requirement, we will help you arrange your placements with our network of local partner organisations, to build your skills and understanding of work teams and real workplaces.

Helping you to find and keep a job

Our Employer Consultants will market you to our many local partner employers for job and work trial opportunities. We may also be able to offer the employer a wage subsidy, or assist with workplace tools, uniforms or training costs if needed. We are committed to helping you stay in the job, so we will keep in touch with both you and the employer, for at least 6 months to make sure that all is well.

Centacare Employment self-help facilities and on-line applications

We offer job seekers many online self-help resources including résumé and job application templates. We have free Wi-Fi in our Job Search hubs for your use. You also can apply for our jobs at <http://www.centacareemployment.org.au/>

Keeping in touch & contact details

From our first meeting, we will ask you about your preferred ways to keep in touch whether via phone, text, email or other social media, to notify you of possible jobs, Work for the Dole options and your meeting dates. You can also contact us via a free call on **1300 JOBS 4 YOU** or call our Ballarat office on ph. 03 5337 8999 and we'll get back to you in one working day to answer your queries.



CoAct Employer Service Delivery Plan

This Employer Service Delivery Plan clearly sets out the services, resources and support that employers will receive when they engage with CoAct.

CoAct is the only national network of community-based not-for-profit organisations providing employment, training and related services. As one of Australia's largest employment service providers, CoAct can connect you with a large pool of motivated, high-quality candidates, across multiple locations. With over 17 years' experience working with small, medium and large employers, we can help you find the right employees for your workplace. We are committed to simplifying the recruitment process by working with you to design tailored services that meet your business needs - saving you time and money.

To make it easy and seamless, CoAct has a centralised national team called the National Employer Services Unit who co-ordinate and manage any employer requirements that may cover multiple regions. Please feel free to contact our Customer Contact Line 1800 078 233 (Monday to Friday 8.00am – 5.00pm) for further information.

At CoAct you can expect that we will:

- Take the time to understand your business and staffing needs, allowing us to provide a superior service by individually tailoring recruitment solutions to your specific business requirements within 48 hours of receiving your request.
- Provide you with a single point of contact, ensuring you receive a personalised and efficient service.
- Design a suite of recruitment services to suit your needs, from shortlisting candidates and hosting interviews to fully managing the recruitment process.
- Help you access financial incentives and assistance such as wage subsidies.
- Assist you to arrange licences and workplace equipment for new employees.
- Provide access to our online vacancy lodgement facility – allowing you to post a job and search for candidates.
- Answer queries about our services, candidates, wage subsidies, apprenticeships and training opportunities through our Customer Contact Line 1800 078 233 (Mon–Fri 8am–5pm).
- Provide ongoing support to you and your new employees to facilitate retention – we will be there to help you and your new employee for up to six months after employment begins. This might be through on the job mentoring, extra training, or simply keeping in touch to ensure a smooth and successful transition.
- Design a Workforce Development Program – we will develop a training package in consultation with you, ensuring you have productive staff that meet your specific requirements.
- Provide access to our work experience program so you can make sure candidates are the right fit for your organisation before you commit to a job offer.
- Provide one month of free access to Fair Work Central and a discount on a 12 month subscription – making it easier for you to meet the Fair Work Act requirements.
- Help you to promote your business through our employer recognition awards utilising our communication channels.

Networks

CoAct will engage other employment services providers through strategic meetings, to develop co-ordinated approaches to service delivery and meeting the needs of small, medium and large employers across the region.

To ensure that we are providing employers with the best possible candidates as well as meeting the needs of employers who have high-volume recruitment needs, we will work with other employment service providers to seek suitable job seekers, and meet our 48 hour turnaround commitment to employers.

We also have established relationships with a number of recruitment and labour hire companies, including SKILLED, Manpower, Workpac, International Workforce and Chandler Macleod ensuring we can always provide employers with the candidates they need.

Compliments, suggestions or complaints

CoAct actively encourages employers to provide feedback and suggestions.

We value any opinion you may have. All views will be considered and may be used to measure performance and improve service delivery standards. Your feedback will be treated with respect and confidentiality by a senior staff member. You can provide feedback through our feedback forms, found at reception of your local office, or call our Customer Contact Line on 1800 078 233 (8.00am–5.00pm).

You can also contact the Department of Employment's National Customer Service Line on 1800 805 260 (free call from land lines) or email nationalcustomerserviceline@employment.gov.au.



CoAct job seeker Service Delivery Plan

This job seeker Service Delivery Plan clearly sets out the services, resources and support you will receive at every CoAct site.

CoAct is unique.

When you sign up with us you join a network of locally embedded non-profit organisations who provide employment, training and related services to their communities. We believe in providing you with individually tailored services that align to your needs, and opportunities that will help you secure ongoing employment. Every day at every site we are dedicated to changing lives for the better through the programs we deliver and the people, organisations and communities we partner with.

At CoAct we will:

- Assess your skills, strengths, challenges and training needs to ensure your experience at CoAct is tailored, and right for you.
- Keep in touch with you on a monthly basis, either in person, over the phone or through the range of activities we run on-site.
- Provide you with access to our Online Jobs Board, which will make it easier for you to look for work.
- Develop an individual online job seeker profile that includes your skills, qualifications and work history so that you can be matched to jobs through our centralised vacancy system, and from other popular online jobs boards.
- You can also contact your consultant on your online job seeker profile and let them know that you want to apply for a specific vacancy or book an appointment.
- Provide you with 24 hour access to your online job seeker profile so you can book yourself into activities being held at sites and find Work for the Dole activities currently running in your region.
- We will have a range of training courses available which have been developed in consultation with employers. The training could be a specific qualification, accreditation or white card, etc.
- Match and refer you to job vacancies, and help you to be more competitive and break into local industries in your area.
- Offer you workshops and individual support that build on your existing skills and abilities and increase your job readiness.
- Support you for up to six months after you start your new job. We will keep in touch with you at least once every fortnight, this could include workplace visits during the initial stages of employment, regular phone calls or providing you with extra training or equipment.
- Treat you fairly, respectfully and with cultural sensitivity at all times.
- If you identify as Aboriginal or Torres Strait Islander, our specialist staff can provide you with culturally appropriate services and mentoring during your time with us.
- Connect you with local Indigenous organisations such as housing or health and also with supportive employers within your local community.
- Ensure the service you receive meets your individual needs, whether you are a young person, an experienced worker, have a disability, are from a culturally and linguistically diverse background, or are experiencing housing problems.

CoAct networks

CoAct will engage with local jobactive providers to share vacancies and deliver joint work experience and training. We have well-established relationships with a range of local recruitment and labour hire companies, registered training organisations, and Work for the Dole Coordinators to ensure you have access to more job opportunities both in your local area, and across the country.

Wherever you live we can refer you to community organisations that provide specialist services, including youth, housing, counselling and mental health, community health, disability and drug and alcohol services, migrant resource centres, and legal assistance and advice.

Within our network we have organisations and staff that specialise in working with young people, people with disability, people from culturally and linguistically diverse backgrounds, people experiencing housing problems and homelessness, and ex-offenders. We use their knowledge and connections to provide you with the best possible help.

Our strong reputation for employer engagement is built on productive, tangible partnerships with employers and active participation with local industry.

Compliments, suggestions or complaints

Your views about the service you are receiving are important, and your local CoAct provider values any feedback you may have.

If you would like to pay us a compliment, offer suggestions to improve the service that you are receiving, or don't think you are receiving the right help and would like to make a complaint, please talk to your local CoAct provider first. You can do this through your CoAct job seeker profile or by ringing the CoAct Customer Contact Line on 1800 078 233. One of our staff members will offer a feedback process which is fair and will try to resolve your concerns.

If you feel you can't talk directly to your CoAct provider, or if you are still not happy, you can contact the Department of Employment's National Customer Service Line on 1800 805 260 (free call from land lines) or email nationalcustomerserviceline@employment.gov.au.

jobactive Service Delivery Plan for Our Employers

Our goal is to make it easier for you to meet your workforce needs by bringing together key local contributors to help achieve successful employment outcomes.

Our Employment Relationship Manager is your regional contact to develop strategic solutions for your workforce needs. They work with a team of Job Placement Consultants who aim to understand, and tailor our services to meet, your specific recruitment requirements. Within two working days of your initial contact with Communicare, we will contact you to assist your business through jobactive by:

- Supporting your workforce planning requirements in line with your business goals.
- Helping to match, screen and recommend potential candidates either with you or on your behalf.
- Working collaboratively with other jobactive services when providing this service.
- Working with you to diversify your workforce.
- Easy access to a dedicated phone number for you to advise of vacancies or seek candidates.
- Utilising mobile technology to lodge vacancies and showcase potential employees.
- Accessing a network of training providers to skill up your potential employees.
- Coordinating pre-employment training in line with your identified requirements during discussions with our Employment Relationship Manager or Job Placement Consultant.
- Inviting you to local events or forums that help you build your networks or allows you to share your views on employment matters in your region.
- Making available to you Communicare produced annual publications for employers.
- Mobilising a team of experienced staff to assist with large volume vacancies.
- Discussing Government initiatives with you such as the Restart Programme, Relocation Assistance to Take Up a Job and wage subsidies which can assist you and your new employees.

When your employee starts work, we supply post placement support for up to 26 weeks to assist you in embedding your new employee. If individual circumstances require it, you could extend this support for up to 52 weeks. Within a week of your employee commencing, our Post Placement Support Officer assists to prepare a placement support plan with you and your employee to ensure that both have the support and mentoring required. This plan is designed to assist you and your employee and will be led by your preferences in terms of how and when we contact you.

We provide easy access to our jobactive services through nine full-time offices north and south of Perth serving you from Mondays to Fridays, 9am to 5pm. We are located in modern and safe facilities close to public transport, have easy access to parking and accessible for people with a disability.

Building Strong Networks for You

We connect and collaborate with a network of agencies, support groups, employers, education and training providers, and recruitment firms that add value to your overall recruitment network.

We have partnered with a mix of organisations you recognise and new ones to meet your workforce development needs. Polytechnic West, Chase Skills, West Coast Institute of Training, Hoban Recruitment, and Outcome Results have come onboard to deliver a solutions-focused employment package for your business.

With almost 40 years of service, we continue working hard to add to our diverse network of hundreds of community partners so that you can access the services you need, and get your views represented where it matters.

The Employment Futures Workshop in each Employment Region is an annual forum we convene that is open to all stakeholders as well as local community and employment providers to exchange ideas to improving the skills profile and employment outcomes in the region. As a valued employer in our network, we encourage you to attend this event so that you can contribute to the discussions to strengthen your region by exploring issues, challenges and opportunities relating to employment.

About Us

Communicare's mission is to work alongside marginalised individuals and communities and to help develop options and pathways away from existing disadvantage.

Established in 1977, we have significant expertise in providing vital community services to more than 250,000 Australians in metropolitan Sydney and Perth every year.

Our philosophy is one of local people helping local people.

By focusing on long-term outcomes, we bring the same expertise, experience and philosophy to employment services as we do to our other services. We help individuals to develop and sustain positive and long lasting connections to work as well as their family and community.

Communicare has distinguished itself as a provider and innovator of services as well as an advocate for employment as a means to enhance social and economic inclusion.

jobactive Service Delivery Plan for Our Job Seekers

Our goal is to give you the support, assistance and mentoring needed to prepare you for work, to find work quickly and to stay in employment.

Whether you are recently out of work or have been out of work for a long time, Aboriginal, migrant, youth or mature age, or find yourself facing issues like alcohol and other drug addictions, homelessness, disabilities, language difficulties, we can support your desire to get ahead in life, and find a job.

We provide easy access to our jobactive services through nine full-time offices north and south of Perth serving you from Monday to Friday, 9am to 5pm. We are located in modern and safe facilities close to Centrelink and public transport, have easy access to parking and are accessible for people with a disability. There is Wi-Fi available to assist your job search.

You will have your own Employment Consultant to assist you coordinate your jobactive services. Together with a team of specialists, we work with you as follows to achieve our goal:

Pre-Appointment

Within a week of when you are referred to Communicare and prior to our initial appointment, we invite you to complete a self-assessment and send through your resume or if you do not have a resume, we will send you a proforma to fill in. This is returned to us ahead of our first meeting so we can work with you to develop an appropriate mix of services, programs and job vacancies.

Initial Appointment

On arrival at one of our offices, you are introduced to our site facilities and assisted with general inquiries as you prepare to meet your Employment Consultant. Your Employment Consultant reviews your self-assessment; explains your rights, responsibilities and obligations; and develops your Job Plan which sets out your mutual obligations, employment goals, and activities to achieve these. You are introduced to the Job Search Facilitator who introduces you to the resources available through the self-help hub. This person can also assist you with job referrals and applications.

Progress Appointment

You will have regular face to face meetings with your Employment Consultant to review your progress. How often these meetings occur is determined by your circumstances, but are usually each month unless a prior agreement is made. During these appointments, we may also refer you to jobs; assist with job applications; monitor job search activities; refer or report on Work for the Dole activities as appropriate, advise on government assistance if applicable; update the Job Plan.

Work for the Dole

We give you early notice of about six months to assist you to plan for your Work for the Dole requirements. Subsequent reminders eight and four weeks before will be given. We have a Community Initiatives Team that works with your Employment Consultant to source and manage Work for the Dole activities with host organisations.

Post Placement Support

Once your job placement is confirmed, the Post Placement Officer prepares a placement support plan with you and your employer to ensure that you both have the support and mentoring if required. This plan includes how and when we will contact you. The contact will last for up to 26 weeks after commencement in the job and if you require more this can be discussed and arranged on an individual basis.

Job Seeker Exit

If you choose to voluntarily exit jobactive services, we inform you of the consequences of an early exit. This helps you to make an informed decision about your future access to jobactive services.

Building Strong Networks for You

We connect and collaborate with a network of agencies, support groups, employers, education and training providers, and recruitment firms that add value to your overall employment network. We have partnered with a mix of organisations you recognise and new ones to increase your employment opportunities. Polytechnic West, Chase Skills, West Coast Institute of Training, Hoban Recruitment, and Outcome Results have come onboard to deliver the skills and open the employment doors for you. With almost 40 years of service, we continue working hard to add to our diverse network of hundreds of community partners so that you can access the services you need, and get your views represented where it matters.

The Employment Futures Workshop in each Employment Region is an annual forum that we convene that is open to all stakeholders. At these forums local community and employment providers exchange ideas to improve the skills profile and employment outcomes in the region. As our job seeker, you are encouraged to attend this event so that you can contribute to the discussions to strengthen your region.

About Us

Communicare's mission is to work alongside marginalised individuals and communities and to help develop options and pathways away from existing disadvantage. Established in 1977, we have significant expertise in providing vital community services to more than 250,000 Australians in metropolitan Sydney and Perth every year.

Our philosophy is one of local people helping local people.

By focusing on long-term outcomes, we bring the same expertise, experience and philosophy to employment services as we do to our other services. We help individuals to develop and sustain positive and long lasting connections to work as well as their family and community. Communicare has distinguished itself as a provider and innovator of services as well as an advocate for employment as a means to enhance social and economic inclusion.

ARA Jobs Service Delivery Plan

About Us

Welcome to ARA Jobs. ARA Jobs is your local **jobactive** provider in the Adelaide North Employment Region. Our job is to help you find and keep a job.

Our Networks

ARA Jobs has relationships with organisations that can help improve your employability. We can:

- Connect you to support services to help you address personal issues;
- Collaborate with training providers and industry associations to develop pre-employment programmes in your area, and connect you to Employers across all industry sectors;
- Offer you a choice of individual or group-based Work for the Dole Activities.

Our Service to job seekers from non-English speaking backgrounds

If you are a job seeker from a non-English speaking background, we offer the following:

- Multi- and bi-lingual Employment Advisors and access to NAATI-accredited interpreters;
- Our *Working in Australia* program to help you learn all about the Australian workplace;
- Our *Service Delivery Plan* and *Complaints Handling Process* available in common languages, and presented to you on YouTube.

Our Services to Indigenous job seekers

If you are an Indigenous job seeker, we offer the following:

- Specialist Indigenous Employment Advisors and access to NAATI-accredited interpreters;
- Cultural Awareness Training for your Employer;
- Access to opportunities through our Indigenous labour hire and group training service;
- Culturally appropriate training that is linked to jobs;
- We can connect you to Indigenous-specific support services if you are struggling with personal issues.

OUR SERVICE TO JOB SEEKERS

As a registered job seeker with ARA Jobs, you will receive the following services as part of the **jobactive** employment service:

- Our Job Search Advisors will assist you to look for work and refer you to our job search programmes;
- We will match your skills to available jobs and market you to Employers. If you find a job in another region, we can help you relocate;
- Our Employment Advisors will see you monthly to help you with your job search and career goals. Youth, people with disability and Indigenous job seekers will have access to Specialist Employment Advisors;
- Your Employment Advisor will assist you to set goals in your Job Plan and review it each time we see you. Your Job Plan will be updated biannually or as your circumstances change;
- Our Compliance Officers will educate you about your mutual obligations and the Centrelink rules;
- Convenient online services, including no cost wi-fi at our sites and our interactive website, social media, webinars, and online training packages to help get you ready for work;
- Help to pay for work clothing, transport, and training linked to jobs, from the Employment Fund, where appropriate;
- On your first day at work, our Post-Placement Support consultants will be available to visit you, and will support you in the first six months of your employment. If your new job is in another region or State, we will give you a call to see how you are settling in;
- Our Career Development Practitioner can work with you to build interview and workplace skills;
- We offer individual or group-based Work for the Dole Activities, work experience and voluntary work to meet your obligations and build work skills;
- Referral to support services if you are struggling with personal issues;
- Services for job seekers with mobility or access barriers due to disability.

As all **jobactive** services are subject to eligibility criteria, we recommend that you check with your Employment Advisor for information about your eligibility for specific services.

About Us

ARA Jobs is a division of the Complete Personnel Group, a proudly South Australian owned and operated company since 1997. We are your local **jobactive** provider in the Adelaide North Employment Region, helping you save time, save money, and find the best staff for your business.

Our Networks

ARA Jobs has extensive relationships with a wide range of industry and Employer associations, local and State Government, and employment service providers across South Australia, enabling us to deliver value-added services for your business. We can:

- Work with training providers and industry bodies to develop employment programmes to meet your labour and skills shortage needs. As a member of the Department of State Development *Strategic Employment Fund Panel*, we can work with other organisations to develop the pre-employment programmes that meet your industry needs;
- Run our annual multi-media Jobs Drive, using LinkedIn, Twitter and Facebook to promote your jobs and your business to our Job Seekers;
- We will work with other **jobactive** providers to co-ordinate your access to a large pool of job seekers to find the best candidate for your vacancy;
- Host regular Employer Forums to promote the many advantages of employing our job seekers, including the latest Government programmes and incentives;
- Help you to meet your diversity obligations by connecting you to VTEC and Indigenous Advancement Strategy providers;
- Connect you to an Australian Apprenticeship Support Network provider so you can more easily hire apprentices and trainees.

OUR SERVICE TO EMPLOYERS

ARA Jobs provides **jobactive** services to Employers and business of all sizes without cost, including:

- A no-cost Recruitment Service;
- Tailored packages to help improve the skills of your staff and save you money, including training and wage incentives;
- A dedicated Employer Servicing Team offering single point of contact;
- Online job orders;
- A specialist Small Business Service (SBS), offering after-hours phone and email contact from 8am until 9pm, to fit with your tight schedule, and extra assistance with the recruitment process (such as interview templates and use of our facilities for interviews);
- Expert advice about the latest Government programmes and incentives to help you maximise your recruitment and staff savings;
- A connection service for issues such as industrial relations and OHS advice;
- Online testing of job seeker skills;
- Labour market information updates;
- Webinars and training on key topics to help improve your business, including Indigenous Cultural Awareness, WHS, the WorkCover levy, and Australian Government services and incentives, all at no cost to you; and
- When you hire one of our job seekers, we will offer you Post Placement Support Services in the first six months to help retain your new staff member, commencing with a visit to your business on the first day of your new worker's employment.

Complete Personnel may also be contacted regarding additional services for employers, separate from **jobactive**.

CVGT AUSTRALIA SERVICE DELIVERY PLAN EMPLOYERS

Our Employers

The CVGT Australia promise is to provide employers with work-ready people.

We make this happen by ensuring that the job seekers we send you come with a strong work ethic. We know you want staff that turn up on time, are dressed appropriately and are able to use their initiative to improve the productivity of your business.

We make you a promise that the job seekers we send you are accurately matched to your needs by making sure beforehand that we fully understand:

- the nature of the position and your workplace; and
- that the skills, aptitude and attitude of our candidates are right for your workplace and your team.

We'll do that by short-listing applicants, assisting with appropriate interview questions and booking job seeker interviews. We can even sit on the interview panel if this helps you, or you can use our interview rooms if required.

We know that sometimes excellent candidates for jobs get overlooked. There are many advantages in employing older people, keen youngsters who are just starting out, people who have a disability and Indigenous job seekers. If you've got candidates in these groups that you want to try out, our skilled and experienced staff can help you access additional support and provide information packs to you on these diversity groups.

When you employ one of our job seekers we'll make sure the placement works out well for you, by staying in touch with you by phone, text or face-to-face visits at a time that suits your needs.

Our Networks

We know that local businesses and employers are at the heart of strong local communities. We will recognise and celebrate the role you play at our annual Employer of the Year award ceremony where the best employers of the region are showcased for the whole community.

We'll play our role in linking you up with the networks we're part of - like training organisations, business advisory services, peak bodies and other professional services that can provide information on wage subsidies, traineeships, apprenticeships and advice on workplace modifications for job seekers with a disability. But we'll also be active players in your networks – the local Chamber of Commerce and local business groups.

About Us

We've been around for a long time. That's because at CVGT employers are our primary customer - we know that without you there are no jobs!

We've worked hard to build trust and become a major presence in employment services for more than 30 years. Our promise is to provide you with work-ready candidates; that's the way we know we can deliver positive economic and social benefits to the community. As part of CVGT's service to you, we will host bi-annual Employer Workshops to:

- provide advice from business and industry experts
- discuss managing multiculturalism in the workplace and facilitate interaction with leaders in the community and
- introduce some of our job ready people to you

Our focus is to make sure our employers find the right person for the job. We will provide this service to you with integrity, honesty and a commitment to business, individuals and our communities.

CVGT AUSTRALIA SERVICE DELIVERY PLAN JOB SEEKERS

CVGT Australia job seekers

CVGT's priority is to find you a job.

From your first appointment you will be engaged in activities supported by trained and experienced staff. This includes a range of vocational preparation and work ethic training workshops, where guest speakers from industry will give you the inside story on what employers want and expect.

All of the services we provide you are tailored to your circumstances - so if you're young and just starting out, older and need to upskill, or have a disability we'll help give you the right support. If you need specialised support to get ready for work we'll make sure you get it – for example we can engage an external health provider to undertake a comprehensive health assessment so that you can get the help you need to become job ready as quickly as possible.

Our key priority is to help you get better connected with local employers. We'll give you:

- regular career advice and guidance through our daily job canvassing club;
- a dedicated Job Writer to help you develop a strength-driven résumé, response to key selection criteria or a professional cover letter - all based on information provided by you; and
- access to Work Trials and Work Experience Opportunities, helping to get your foot in the door with employers.

We'll make sure your Work for the Dole activity is matched to your goals and helps improve your job prospects.

Our Career Coaches are available to assist you at your regular appointments. Should you need assistance sooner, feel free to drop in to your local office and take advantage of our self-help facilities; alternatively you can contact 13CVGT which will be answered by one of our local Contact Centre operators who are here to help you!

Once you have found a job, our Outcomes Officers will support you to settle into your new job successfully with after-hours calls, text, email messaging, and face-to-face visits if you need it.

Our Networks

CVGT has linkages with local community service providers, training organisations, industry bodies and employers. We use these connections to stay up-to-date with where the jobs are and what skills you'll need to get and keep those jobs. Our database of local organisations, updated as required gives you access to the best and most current information to help you job search.

About Us

CVGT has been delivering services to job seekers for more than 30 years! We're highly experienced in finding jobs and apprenticeships for people. We know how to help all kinds of people to get and keep a job, and we've worked hard to build trust and become a major presence with employers in our area.

We work every day to get the best employment outcomes for our clients with integrity, honesty and a commitment to business, individuals and our communities.

WE GET PEOPLE JOBS!

cvgt.com.au
13 cvgt - 13 28 48

Direct Recruitment Service Delivery Plan Employers & Partners

Employers

Direct Recruitment provides recruitment services to employers to assist you find staff. We understand that good staff are your greatest asset and we will work to get the right people for your vacancies. These jobactive services are provided to you, the employer, at no cost to you and will be delivered by a consultant personally assigned to your business.

All services provided by Direct Recruitment are quality assured through QMS ISO 9001 Certification.

For local employers Direct Recruitment has professional recruitment staff based in offices near you. Our services to employers are wide ranging and can be tailored to the individual needs of your enterprise. They include:

- ✓ Servicing your vacancies including detailing the skills and attributes you require, matching your requirements against our large database of job seekers and sending you suitably selected candidates for interview
- ✓ Providing you with ongoing support for up to 26 weeks once a job seeker is placed in a job
- ✓ Providing you with wage subsidies for selected job seekers including young and mature age job seekers
- ✓ Assisting you develop a skilled workforce to meet your future needs
- ✓ Offering assistance and advice regarding human resources, work, health and safety, wages and employment conditions
- ✓ Providing you with further assistance and support to employ Indigenous job seekers including information on Australian Government initiatives available to employers

To provide you with the best possible service we will seek feedback on both the services we provide and your future recruitment needs to ensure we are continually improving our services to you.

In addition to our local employer consultants our central research and business development function analyses labour market trends, skills shortages and future economic developments to assist employers, particularly large employers, including large labour hire agencies, plan and recruit their workforces of the future.

To provide the best possible recruitment service to large employers we also collaborate with Local, State and Australian Governments, peak employer bodies and other jobactive organisations so as to provide coordinated and well planned services for large recruitment exercises.

Our Networks

To assist us most effectively deliver jobactive services for job seekers and employers Direct Recruitment has in place partnerships, memoranda of understanding and relationships with a range of organisations. These organisations either:

- i. assist job seekers prepare for employment and provide valuable work-like skills and experience for future job opportunities; or
- ii. assist employers better meet their workforce needs.

Direct Recruitment Service Delivery Plan

Employers & Partners

Direct Recruitment will continue to collaborate and build on this network. Organisations we currently work with and will build on in the future include:

- ✓ Community agencies specialising in delivering services to specific client groups such as young people, ethnic communities and refugees, people with disability, mature age, parents, homeless and Indigenous job seekers
- ✓ Our Indigenous Employment Officer will work closely with Indigenous organisations to provide on-going support to referred Indigenous job seekers.
- ✓ Work for the Dole host organisations.
- ✓ Other organisations who can assist moving job seekers into work including NEIS providers, training providers, the Australian Apprenticeship Support Network, peak employer and industry bodies, other jobactive providers and Australian, State and Local government bodies.

About Us

Direct Recruitment is an experienced and successful employment services provider who has been placing job seekers into work and filling jobs for employers in metropolitan Melbourne for over 20 years.

We are providing jobactive services to employers and job seekers throughout Melbourne's south-eastern, Mornington Peninsula and inner metropolitan regions and the city. Our twelve sites provide excellent coverage throughout this area with locations in Central Melbourne's CBD, Richmond, Camberwell, Cheltenham, Oakleigh, Glen Waverley, Springvale, Dandenong, Narre Warren, Pakenham, Cranbourne and Frankston.

Our aim is to provide the highest calibre employment and recruitment services to job seekers and employers. Our motto of 'Reliable Staffing... Quality Service' reflects this commitment. We value integrity, competency and efficiency in delivering our services. Our friendly, caring and professional staff service customers with dignity and respect.

Implementing these values and practices ensures that we are leaders in our industry.

We look forward to working with you.



Direct Recruitment Service Delivery Plan for Job Seekers

Job Seekers

Direct Recruitment is committed to assisting you find work in a friendly and flexible way. We work hard to give you a competitive edge in accessing job opportunities and staying in employment.

We design strategies aimed at getting you back into the workforce or employed to your full potential. These strategies reflect both the time you have been looking for work and your individual needs in relation to the jobs market.

Our minimum service levels for all job seekers include:

- ✓ An initial meeting with one of our staff to make a plan to assist you start employment
- ✓ Access to onsite self-help job search services including computers, printers, photocopiers, newspapers and free Wi-Fi
- ✓ Assistance with your résumé and advice on the best opportunities in your local labour market
- ✓ Access to vacancies collected from a wide-range of job boards and employers. We fill vacancies for employers across the major industries in your region. For example we regularly fill jobs in retail, office, customer service, health services, hospitality, manufacturing and warehousing.

Depending on your needs and circumstances we may also provide you with:

- ✓ Monthly or, if you require further assistance, fortnightly one-on-one meetings with your own employment consultant allocated to assist you find work
- ✓ Fortnightly job search run by our staff at each Site to help you find and apply for jobs
- ✓ Access to training that meets the skill needs of employers looking for staff
- ✓ Personal updates on job opportunities utilising a range of media including email, text, Twitter and Facebook
- ✓ Clothing or work items you need for a job
- ✓ Personal support to assist you stay in on-going employment once you have started work
- ✓ Work for the Dole placements that will give you recent experience in work-like settings
- ✓ Access to our specialist staff to assist you with any personal non-vocational barriers that are making it difficult for you to get a job.

We also have specific strategies to assist Indigenous job seekers. These include an Indigenous Employment Officer who will offer and provide each individual with support, access to designated Indigenous vacancies, employer advocacy for each Indigenous job seeker and referral to Indigenous organisations for further community support.

Direct Recruitment Service Delivery Plan for Job Seekers

Our Networks

To assist job seekers find work we partner with community organisations. These include organisations assisting:

- ✓ Young people
- ✓ Ethnic communities and refugees
- ✓ People with disability
- ✓ Mature age job seekers
- ✓ Principal Carer Parents
- ✓ People who are homeless
- ✓ Indigenous job seekers

They may be of assistance in helping you find work and providing you with further support.

About Us

Direct Recruitment is an experienced and successful employment services provider who has been placing job seekers into work in metropolitan Melbourne for over twenty years.

We are providing jobactive services to employers and job seekers throughout Melbourne's south-east, Mornington Peninsula and inner metropolitan regions and the city. Our twelve sites provide excellent coverage throughout this area with locations in Central Melbourne's CBD, Richmond, Camberwell, Cheltenham, Oakleigh, Glen Waverley, Springvale, Dandenong, Narre Warren, Pakenham, Cranbourne and Frankston.

You can access our services from your local office or our office in central Melbourne CBD, especially if you would like to work in the city. You will find our offices neat and clean and our friendly and professional staff will treat you with dignity and respect.

We look forward to assisting you find work.

Service Delivery Plan



OUR EMPLOYERS

The Employment Services Group (ESG) has extensive expertise in partnering with employers from large national corporations to small local businesses across a diverse range of industries. ESG has been appointed to deliver jobactive employment services in Sydney, Melbourne, Perth and the Australian Capital Territory.

What to expect from ESG:

No Cost, Professional Recruitment Services

Our experienced Recruitment Specialists take the time to understand your workforce requirements, and use this information to find the right employees to match your business needs. Our services include sourcing, short listing and selecting candidates and providing appropriate training to ensure job seekers are work ready and meet your specific needs. Our two-week work trials and short term placements give you the opportunity to assess the skills and fit of candidates and we also facilitate access to employer incentives and wage subsidies for eligible job seekers.

Post Placement Support

To ensure your new employee is a good long term fit for your business, we work closely with you to develop a customised Success in Work plan, scheduling regular contact that is convenient to you as well as providing support and coaching to optimise success.

Our Connection Centre provides you with a dedicated support team accessible Monday to Friday, 8am until 8pm, as well as 24 hour phone support.

Diversity Consulting

We offer services to support employers looking to build an inclusive workforce. This includes strategic planning, training and recruitment across a wide range of cohort groups including: Culturally Diverse, Indigenous, Mature Age, People with Disabilities and Youth.

Coordinated, Customised Recruitment Training & Induction

We are leaders in coordinating the services of multiple jobactive organisations in a vendor managed model to provide you with a single point of contact to streamline your recruitment process. Our tailored Assessment, Training and Induction programs are designed to provide you with the job ready workforce you need.

Small Business Support

When you partner with us, you gain access to our extensive expertise in recruitment and human resource management, workforce planning, employer training, interview support and networking events.



OUR NETWORKS

To provide the best possible services we undertake a range of community building and networking activities designed to promote collaboration and achieve a joint goal in reducing the impact of unemployment.

Local Community Networking

We promote collaboration with local community stakeholders through our quarterly Local Area Coordination forums and involvement in other networking opportunities. To address local issues, we encourage the sharing of knowledge and resources between organisations such as:

- Community Organisations to develop wrap around support networks focused on addressing a range of barriers to employment
- Training Providers to establish customised industry led training that meets the needs of local employers
- Industry Bodies and Regional Development Groups to address current and future workforce needs
- Other jobactive organisations to promote program collaboration and share job vacancies
- Government Agencies to share knowledge and promote accessible services.

Collaborative Community Based Solutions

We actively seek out opportunities to work collaboratively with other service providers to meet the needs of job seekers by offering practical, community based solutions to eliminate barriers to employment. These include:

- Work for the Dole Hosts providing job seekers with a range of work-like experiences and to positively impact the greater community
- Cohort specific diversity employment programs providing tailored training and specialist services
- Industry specific Assessment, Training & Induction programs for ongoing and volume recruitment. This provides employers with a job ready pool of candidates for their ongoing recruitment requirements.



ABOUT US

Employment Services Group (ESG) is a powerful new organisation with a mission to positively impact people. Our fresh new brand seamlessly brings together more than 30 years of recruitment and employment services experience, delivered in an exciting and innovative new model.

Our Group Strength

We are committed to providing holistic employment and career solutions that enable organisations and individuals to succeed at work.

Our mission is to positively impact people and our values - All Safe, All the Time, Authentic, Passionate, Collaborative and Performance Excellence - guide every decision we make.

National Reach. Regional Knowledge. Local Connections

Building on the strength of our national networks and industry alliances we pride ourselves on providing truly local solutions for the communities we work in.

Quality Assured Services

Our proven methodologies and quality services are backed by our ISO 9001 certified Quality Management Systems and the Department of Employment's Quality Assurance Framework.

Customer Satisfaction

We are committed to delivering high quality, responsive services to all our customers and we value your feedback.

You can connect with us at connect@esg.org.au or by phoning **1300 658 414** to speak directly to one of our Connection Consultants.

CONTACT US

To learn more about how our recruitment and workforce solutions can add value to your organisation, go to www.esg.org.au or call our **Connection Centre** on **1300 658 414**.

The best in people.

Service Delivery Plan



OUR JOB SEEKERS

As a jobactive partner, Employment Services Group (ESG), is committed to helping you secure sustainable employment. We encourage you to treat every day as a workday and maximise the use of the facilities and resources on offer in our dynamic work-like environment. Our goal is to support you in obtaining ongoing work, as quickly as possible.

What to expect from ESG:

Immediate Connection

Our experienced Connection Centre Consultants will contact you within 48 hours of referral to welcome you and introduce you to the services you can expect to receive from ESG. Your first appointment will be scheduled within 3 days so you can begin your job search immediately. Regular contact appointments will be scheduled with your dedicated consultant.

Customised Service to Meet Your Needs

At ESG we understand what it takes not only to get a job, but to keep a job. No matter what your circumstances are, our professional Job Coaches will work with you during your regular contact appointments to understand your past experience and develop a customised Job Plan with activities from our Accelerate to Work program to maximise your job search success. Our offices are conveniently located with selected areas offering pop-up sites in safe and secure environments. We can also get you involved in targeted programs through our wide range of partner organisations specialising in Youth, Indigenous, Mature Age, and other cohort groups.

Effective Job Search Support

Our supported Job Action Groups help you make the most of your job search by providing you with valuable, personalised coaching and job search techniques. These sessions are held daily in all of our full time Employment Activity Centres and will assist you to effectively market yourself in a competitive job market.

Assistance to Develop Vocational and Personal Skills

With our industry knowledge and strong employer relationships, we are able to assist you to develop a range of skill sets via face to face training, podcasts, online video tutorials and other self-service learning resources to get you working sooner. Allied health professionals including qualified psychologists will be available in our Employment Activity Centres to provide back-to-work counselling and support.

Addressing Barriers to Employment

We understand that sometimes barriers to employment are of a more personal nature. Our empathetic team will help you address these issues by linking you with our extensive network of referral partners.

Successful Employment Placement

Our industry links and employer networks ensure we are able to suitably prepare you for placement into employment. Our Recruitment Specialists work closely with employers to understand their specific recruitment needs and are on hand daily to help you prepare for a successful interview.

Ongoing Post Placement Support

To help you to succeed in your new job, together with your employer, we will prepare a Success in Work Plan. The Plan includes regular contact with your consultant as well as the coaching and support you need to remain in work and achieve long term employment. In addition, our Connection Centre provides you with 24 hour support, accessible via phone or email.

24 Hour Interactive Technology

Our fully integrated job search environment is compatible with your mobile device and provides you access to job vacancies, booking facilities and Work for the Dole places.

Practical Workplace Experience

Our Work Experience programs provide you with valuable opportunities to develop on-the-job skills and experience in the workplace, while meeting your mutual obligation requirements.



OUR NETWORKS

To provide the best possible services we undertake a range of community building and networking activities designed to promote collaboration and achieve a joint goal in reducing the impact of unemployment.

Local Community Networking

We promote collaboration with local community stakeholders through our quarterly Local Area Coordination forums and involvement in other networking opportunities. To address local issues, we encourage the sharing of knowledge and resources between organisations such as:

- Community Organisations to develop wrap around support networks focused on addressing a range of barriers to employment
- Training Providers to establish customised industry led training that meets the needs of local employers
- Industry Bodies and Regional Development Groups to address current and future workforce needs
- Other jobactive organisations to promote program collaboration and share job vacancies
- Government Agencies to share knowledge and promote accessible services

Collaborative Community Based Solutions

We actively seek out opportunities to work collaboratively with other service providers to meet the needs of job seekers by offering practical, community based solutions to eliminate barriers to employment. These include:

- Work for the Dole Hosts providing job seekers with a range of work-like experiences and to positively impact the greater community
- Cohort specific diversity employment programs providing tailored training and specialist services
- Industry specific Assessment, Training & Induction programs for ongoing and volume recruitment. This provides job seekers with the knowledge, skill and training to be successful in a workplace



ABOUT US

Employment Services Group (ESG) is a powerful new organisation with a mission to positively impact people. Our fresh new brand seamlessly brings together more than 30 years of recruitment and employment services experience, delivered in an exciting and innovative new model.

Our Group Strength

We are committed to providing holistic employment and career solutions that enable organisations and individuals to succeed at work.

Our mission is to positively impact people and our values - All Safe, All the Time, Authentic, Passionate, Collaborative and Performance Excellence - guide every decision we make.

National Reach. Regional Knowledge. Local Connections

Building on the strength of our national networks and industry alliances we pride ourselves on providing truly local solutions for the communities we work in.

Quality Assured Services

Our proven methodologies and quality services are backed by our ISO 9001 certified Quality Management Systems and the Department of Employment's Quality Assurance Framework.

Customer Satisfaction

We are committed to delivering high quality, responsive services to all our customers and we value your feedback.

You can connect with us at connect@esg.org.au or by phoning **1300 658 414** to speak directly to one of our Connection Consultants.

CONTACT US

To learn more about how we can help you get working sooner, go to www.esg.org.au or call our **Connection Centre** on **1300 658 414**.

The best in people.



EMPLOYER SERVICE DELIVERY PLAN

ETC is committed to meeting the needs of employers and we will do this by delivering a service that is responsive, flexible and focused on helping you achieve your workforce requirements.

More specifically, we will help you by:

- **Listening** and responding to your needs by ensuring job seekers are work ready, appropriately skilled and screened to ensure they are a good fit for your business
- **Customising** our service delivery to meet your specific workplace needs
- **Delivering our service delivery guarantee** with lodged positions responded to with résumés (where we have suitable applicants) within 2 business days, or you will be notified if a more extensive search is required
- **Providing you with a single point of contact** (Business Relationship Advisor / Manager)

ETC will offer **24/7 online servicing** through our eLink App which will provide you with access to ETC's recruitment services when and where you require them.

eLink will enable you to:

- Post your job vacancy online
- Request a listing of suitable candidate profiles whose skills match your job requirements
- Request further information and/or interview with candidates

In addition, you can expect the following services from ETC:

- Opportunities to trial candidates through work experience, work trials and pre-employment training programs.

- Detailed advice and guidance to help ensure you have appropriately skilled staff via:
 - Skills needs analysis
 - Designing training programs (pre-employment, accredited and short courses) with your input
 - Facilitating Traineeships and Apprenticeships
- Employment advice specific to your business such as how to achieve diverse workplaces, wage subsidies and job sharing arrangements.
- We will also work with other organisations such as employment providers, training providers, Apprenticeship Centres, labour hire companies etc. to ensure we meet your labour force needs.
- Invitations to participate and have input into bi-monthly Employer Advisory Council meetings hosted by ETC and held in key towns in the region.

Ongoing Support

ETC undertakes an assessment for each job placement and develops strategies detailed in employer and job seeker support plans to provide ongoing support. As a minimum, ETC's Business Relationship Advisor / Manager will phone you at the end of the first day. An automated online survey will be emailed to you after the first week to gain feedback on your new recruit's transition to employment.

We will be in contact with you fortnightly for the first six months to identify and meet your needs as they arise and in the event that a new recruit doesn't make the transition to your organisation, we will provide a replacement quickly.



OUR NETWORKS

ETC has a diverse range of networks developed over the past 26 years, including government, non-government and community based organisations.

We work with about 5000 employers, predominately in the construction, retail, hospitality and aged care industries to deliver pre-employment programs, training, work experience and achieve job placements.

ETC maintains strong connections with key industry and economic development bodies such as local Councils, Chambers of Commerce, Regional Development Australia and business networking groups to learn about upcoming employment opportunities.

ETC also works collaboratively with other employment service providers and other Registered Training Organisations and Group Training Organisations to ensure we meet our clients' needs.

Our strong referral and partnerships with many specialist organisations such as counsellors, allied health professionals, mental health experts, financial support and education service providers, and housing/homeless support providers ensures our clients receive individualised support.

Our Indigenous networks include Local Aboriginal Land Councils, Aboriginal Corporations, Vocational Training and Employment Centres and Aboriginal Elders in each of the regions we operate.

ETC also has strong relationships with cultural support agencies.

Our links with local communities are strengthened through ETC staff representation on a variety of community boards and committees.

ABOUT US

ETC is a not-for-profit community orientated organisation that has been delivering employment services for 26 years.

ETC delivers employment services, disability services, NEIS and a range of business advisory services such as Small Biz Connect and the Australian Small Business Advisory Service. ETC is also the leading provider of the New Careers for Aboriginal People program in NSW.

As a Registered Training Organisation (RTO), ETC offers nationally accredited qualifications from Certificate II to Diploma in Community Services, Business, Retail and Hospitality.

With a head office in Coffs Harbour in the Mid North Coast of NSW, ETC's service delivery extends along the East Coast between Wollongong and the Gold Coast.

ETC has strong collaborative networks with Indigenous communities and delivers proactive sustainable services for and on behalf of Indigenous Australians. ETC's Reconciliation Action Plan, designed to end the disparity between Indigenous and non-Indigenous Australians, was endorsed by Reconciliation Australia in 2015. ETC also actively engages with and supports mature aged people, clients with a disability, people from non-English speaking backgrounds and young people.

ETC has achieved certification under the Department of Employment's Quality Assurance Framework and ISO 9001:2008.

ETC is also compliant with NSW Disability Service Standards.



JOB SEEKER SERVICE DELIVERY PLAN

ETC is committed to providing you a combination of online and face-to-face services to help you find a job as quickly as possible.

As an ETC Job Seeker you will receive:

- Contact from us within 2 business days of being referred by Centrelink
- Weekly automated emails, fortnightly phone calls/Skype and monthly (at least) face-to-face meetings to keep you engaged in looking for work
- Access to ETC's "Job Lab" where you can watch online tutorials, webinars and videos about getting and keeping a job
- Access to ETC's jLink App which will alert you to new jobs suitable to your skills
- "Job Skills Training" to increase your chances of getting a job such as reviewing your résumé, applying for jobs and interview techniques
- Training to address skills gaps and increase your job prospects
- Access to a range of Work for the Dole activities designed to build upon your work skills

Getting Started

At your initial appointment you will watch some introductory videos about the services you can expect from us and what we expect from you in return. You will complete an online skills assessment and be asked to opt into ETC's Triple E – email engagement program so we can keep in touch with you. You will also meet with a Job Advisor to discuss:

- Your skills, competencies and aptitudes
- Your job/employment goals
- Opportunities in the local labour market
- Any obstacles that may be preventing you from working and strategies for overcoming them such as referrals to counsellors, mental health specialists, financial and budgeting support and accommodation services

Together with a Job Advisor you will put together a "Job Plan" that sets out all the strategies to help you get a job, such as how regularly you will be required to meet with ETC, job search and Work for the Dole requirements.

If you are job ready, you will be required to have:

- Fortnightly phone calls and monthly meetings (under 30s only) with a Job Advisor
- Job Skills Training at 12-18 months
- A meeting with a Job Advisor to select a Work for the Dole activity at 5 months

More disadvantaged job seekers will be required to have:

- Monthly meetings with a Job Advisor
- Job Skills Training immediately
- A meeting with a Job Advisor to select a Work for the Dole activity at 11 months

Job Searching

- We will empower you to find work by giving you the tools to find jobs such as job search and interview techniques, Job Skills Training and information about the local labour market.
- Depending on what's agreed in your "Job Plan" we will facilitate work experience, work trials and pre-employment training programs, enabling you to "taste test" different industries and showcase your skills to prospective employers.
- We will adapt our service delivery to meet the needs of all our clients. For example, we will employ specialist youth Job Advisors to service our youth clients, provide interpreter services/translators, develop specific programs such as assisting our mature aged clients with re-training and new job searching skills and "Mum's Club" for return to work parents.

Once you have a job

- We will continue to support you. We will develop an information pack for you prior to starting your job that outlines the level of support we will provide tailored to the job and your circumstances.
- We will develop a support plan which will set out how and when a Job Advisor will contact you.
- Face-to-face meetings between ETC and your employer are available at both your and your employer's request to help you succeed and remain in work.

Contact Us

- You will be able to speak to someone from ETC between 7.00 am – 7.00 pm Monday to Friday, via our call centre. Our offices will be opened from 8.30 am – 5.00 pm Monday to Friday.
- You can contact us on 1800 007 400 or visit etcltd.com.au



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ETC maintains strong connections with key industry and economic development bodies such as local Councils, Chambers of Commerce, Regional Development Australia and business networking groups to learn about upcoming employment opportunities.

ETC also works collaboratively with other employment service providers and other Registered Training Organisations and Group Training Organisations to ensure we meet our clients' needs.

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ETC is also compliant with NSW Disability Service Standards.

EMPLOYERS



GET ACTIVE

and partner with Eworks today

Your one stop shop for recruitment solutions!

Eworks...

- Has 26 years experience and extensive local and regional knowledge across NSW and VIC.
- Places you at the centre of employment - matching trained, job ready, local job seekers with your specific needs.
- Focuses on you and finding the skills and attributes you are looking for.
- Helps you with the cost of employment by keeping you informed of current wage subsidies, grants and other work related financial assistance packages that you may be eligible for.
- Will link you with training organisations, apprenticeships and traineeships to assist you with designing skills development programs to meet your individual workplace needs.
- Provides specialised human resources advice to help you develop your own human relations policies.

The EWORKS active pathway

FOR THE WORKFORCE YOU ARE LOOKING FOR

FIND

Eworks will...

- Work closely with you to identify the skills and attributes you require in your employees
- Promote your vacancies locally and nationally
- Pre screen and assess job ready candidates
- Match you with trained job ready people to meet your workplace needs
- Support you to employ a diverse workforce that is reflective of your local area

MATCH

Eworks will...

- Advise about eligibility for wage subsidies and other financial assistance to help you cover the costs of employing and training new staff
- Link you with a range of training providers, training workshops and apprenticeship centres to customise the skills being taught in your workplace
- Provide you and your staff when required with ongoing mentoring, training and support for up to six months
- Work collaboratively with other employment services to help you achieve the best employment and recruitment outcomes

MONITOR

Eworks will...

- Use our 26 years experience and local knowledge to monitor trends in your local and regional labour market
- Develop a regional employment profile that identifies local skills shortages and emerging workforce needs
- Offer a specialist human resource service to assist you in the development of your own human resource policies and procedures
- Co-ordinate employer workshops to identify new approaches to meeting skills shortages
- Conduct regular reviews of our staff, our services and our performance to ensure we continue to meet your individual workplace needs

TOLL FREE 1300 306 311

Website: www.eworks.org.au Enquiry: admin@eworks.org.au

JOB SEEKERS

GET ACTIVE

with Eworks to help you get on the pathway to active employment



Your one-stop shop to finding and staying in the job that you have been looking for!

Let us help you...

- With our 26 years experience and expert knowledge of the local area to make the most of every employment opportunity.
- Develop a **Job Plan** - your own step by step program to finding work that will be reviewed at every appointment.
- Get job ready with the training and skills that match what local employers are looking for.
- Identify any work or non work related challenges you face and help you achieve your employment goals.
- By making sure our expert staff from many different cultural backgrounds, including our Indigenous consultants meet your individual needs.
- With accessing additional training and providing you with one on one or telephone support and mentoring for up to six months in your new job if required.

The **EWORKS** active pathway begins **HERE**

HOW CAN WE HELP YOU?

READY

The first step is for you to come in, meet with our employment and recruitment experts and see what level of support is right for you.

Level 1

If you are close to being job ready but need some practical support with training, résumés and the application process

Level 2

To help you identify a more specialised level of support if you have any barriers or special needs to be overcome to help you get ready for a jobactive pathway

Level 3

To help you find suitable work experience activities in work based environments if you are connected to Work for the Dole (WFD)

SET

Eworks will provide you with....

- One on one support to create your own Job Plan
- The skills and training local employers are looking for
- A team of specialised staff for every step of your jobactive pathway
- Support to link you with training organisations, TAFE, workshops, apprenticeships and traineeship opportunities
- Practical support in preparing résumés, applications and guide you through the interview processes
- The tools you need to overcome any work or non-work related barriers
- A selection of staff from many different cultural backgrounds including Indigenous communities

GO!!

Eworks will support you with....

- Matching you with live local jobs
- The training and personal support you need to get ahead and stay happy in your workplace
- Finding out if you are eligible for any grants or extra financial help with clothing or equipment to help get you settled
- Personal and professional support for up to six months
- Extra on the job training if required
- Helping you to overcome any cultural, social or language barriers
- Acting as your one stop shop for everything you need to find a job, keep a job and stay happy in your job

TOLL FREE 1300 306 311



Service Delivery Plan – Employers

Gforce Employment Solutions was founded in 1983 and is a reputable and reliable provider of quality employment services in the Geelong Region. We have been matching businesses with the best people for over 30 years.

We will be your long term partner and deliver a total solution for your organisation while contributing to the sustainability of the local community. We make the whole recruitment process easy for you.

- Our staff are experienced with expert knowledge from a range of backgrounds. We listen to your needs then prepare and match suitable candidates at all levels to meet your employment and recruitment needs.
- You will have a dedicated consultant that will assist you with:
 - advertising your vacancy
 - vetting all applicants, saving you time
 - providing interview facilities (if required)
 - linkages to any subsidies that may be available
 - one on one support through the entire recruitment process
 - developing an action plan to cover all your recruitment needs
- We aim to bridge the skills gap by equipping our candidates with the applicable skills and knowledge to meet your position requirements. Our long term experience and flexibility to draw on a variety of training providers and education options enables us to address and facilitate pre-employment training needs and on the job education solutions.
- You can be assured that candidates are carefully considered and informed of the vacant position. Individuals will be referred to you based on skill level, attitude and overall ability. We have candidates from varied backgrounds, from school leaver's right through to experienced Mature Aged workers. One-on-one support will be provided throughout the referral, interview and job placement process.
- Our experienced Business Development Officers pre-screen all candidates prior to job interviews. Job interviews will be arranged through negotiation between you and a Business Development Officer.
- When you recruit through us, you will benefit from seamless administration processes that are executed in a timely and professional manner to ensure your organisation is promptly paid any relevant wage incentives and for other services agreed upon in the job placement negotiation phase.
- Gforce Employment Solutions offers a tailored and collaborative after placement service designed to maximise the success and stability of all job placements. The service will generally take place over a period of 26 weeks after employment commences.

Head Office
 Corner Gheringhap & McKillop Streets
 PO Box 1987 Geelong, 3220
 T 03 5222 7766 F 03 5222 6399
gforce.org.au

ABN: 15 006 145 222



Service Delivery Plan – Job Seekers

Gforce Employment Solutions has trained and placed people into employment, apprenticeship and traineeship positions that have resulted in long term careers. We can help you to find a job or gain the skills and confidence needed to change your life and obtain the right job for you.

Our staff aim to support your job seeking efforts and to place you into an employment position that fulfils you and provides you with a pathway to whatever level of success you want.

- We listen! During the initial appointment with us you will meet your Work Coach. You and your Work Coach will discuss your employment history, training and skills, where you would like to work and where you can work. This first appointment will generally involve the following:
 - a detailed assessment
 - a tailored Job Plan that will be developed and negotiated
 - a résumé update, or if you do not have a résumé one will be created
 - cover strategies to gain employment
 - explain how Gforce Employment Solutions will complement your job search efforts
- We will provide you with a range of multi-media and communications resources at all offices:
 - No cost access to PCs with internet
 - Wi-Fi zones and rooms equipped for Skype and YouTube filming facilities
 - An interactive jobs board will be located in each of our offices to keep you informed of the latest job opportunities, education programs and community notices.
- Re-entering the workforce, changing career or finding that first job can be daunting. Rest assured our staff will equip you with the practical skills, resources and knowledge required to re-enter the workforce or if you've never worked before, to find your first job.
- If you are ready to start work you may be required to attend a pre-employment interview with one of our Business Development Officers. Our Business Development Officers will promote your skills and abilities to employers in the hope to secure you an interview, then a career.
- We have long standing relationships with many of the region's major employers.
- You will be referred to jobs that match your ability, skills and overall experience or you will be prepared with the skills and knowledge to gain the positions available in your area.
- Depending on your individual circumstances you may be supported into other pre-employment programs such as counselling or vocational and non-vocational training. You may be required to complete activities such as Work For The Dole placements, these activities will be designed to provide you with a work-like experience.
- We will meet with you every three weeks or four weeks depending on your circumstances. During these meetings you and your Work Coach will:
 - discuss your job search strategies
 - identify potential employment opportunities
 - discuss how to interview successfully and how to develop application letters and résumés
 - in some cases make referrals to specialised Community Support agencies
- When you are successful in securing a job you will be provided with ongoing support generally for 26 weeks. This process will be a collaborative effort drawing on feedback from the employer and yourself.

Head Office
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gforce.org.au

ABN: 15 006 145 222



Global Skills' Commitment to Job Seekers

Global Skills has provided job seekers and employers with quality recruitment, training and employment support in the Sydney Greater West, Sydney South West, Blue Mountains and Hawkesbury regions in NSW since 1990. During this time, **Global Skills** has assisted thousands of job seekers and employers achieve their employment goals building our reputation as a committed and strong performing employment service provider.

Global Skills will work with you to develop a Job Plan tailored to your needs, strengths, and local job market opportunities. When you choose Global Skills as your **jobactive provider** you can expect our Team to support you every step along your way to sustainable employment. At Global Skills you will receive:

Access to our Full Time Employment Centres

- Resources such as computers, internet, Wi-Fi, phones and newspapers to use for job search
- Job search advice, coaching and assistance from our Employment Team, including intensive assistance prior to starting work or when you need it
- Opportunities to join other job seekers in job search coaching groups led by our skilled Employment Team

Access to job search and employability skills training programs

- Global Skills offers a range of short programs to develop the skills you need to look for work, be more successful in interviews and prepare for work
- A timetable of programs will be available in our Employment Centre and your Employment Consultant can help identify programs that suit your needs

Assistance to address your individual barriers to employment

- Global Skills will work with you to identify your support needs to address issues preventing you finding and keeping a job
- Your Employment Consultant will use Global Skills' extensive network of local community and health services, Work for the Dole Projects and our Specialist and Allied Health staff to provide the support you need, including our in-house conversational English groups and Indigenous job search groups
- Global Skills will assist you to access vocational skills training to meet the needs of particular employers and identified job opportunities
- Access to an Employment Team from a diverse range of cultural backgrounds, including multi-lingual and Indigenous staff

Access to Job Vacancies

- Global Skills has and continues to expand an extensive network of local small, medium and large employers to identify job opportunities for our job seekers and help employers to find staff for their business
- Global Skills is a member of a national alliance of employment service providers called the National Workforce Network which enables us to access job opportunities across Australia
- Global Skills monitors advertised jobs such as those on the Australian Job Search or Seek websites to identify vacancies to refer you to
- Vacancies are posted in our Employment Centre and our Employment Team will assist you identify and apply for jobs that are suited to your skills

Assistance at Work

- You will be connected with our Work Retention Team to support you and your new employer once you start work to help you settle into your new job and provide assistance in the first 6 months of employment to help you be successful in your new job
- You will be provided with on the job support and workplace visits by the Work Retention Team where required
- Access to Global Skills' Employment Hotline which operates between 7am to 7pm (Monday to Friday) managed by an experienced team to assist with any workplace needs or queries you may have

Our Networks

Global Skills values collaboration and partnerships through our network of stakeholders to ensure we provide the best possible service to job seekers. Our Employment Team will use our extensive networks to assist you to get the support you need from:

- Local community and health related services
- Vocational training, Work for the Dole Coordinators, NEIS and Language, Literacy and Numeracy services
- Specialist recruitment, group training companies, labour hire, business and industry groups



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Global Skills has been providing job seekers and employers with quality recruitment, training and employment support in the Sydney Greater West, Sydney South West, Blue Mountains and Hawkesbury regions in NSW since 1990. During this time, **Global Skills** has assisted thousands of job seekers and employers achieve their employment goals building our reputation as a committed and strong performing employment service provider.

Global Skills recognises that employers have diverse workforce needs and we strive to get to know employers and their business to ensure we provide an individualised and effective recruitment service.

When you choose Global Skills *'jobactive'* services to find staff for your business you can expect our Employment Team to offer:

Recruitment Services

- A central point of contact to provide responsive, open and regular communication with you about your recruitment needs
- Tailor and coordinate recruitment services to meet your business demands
- Assist you at each step of the recruitment process where support is required to create job descriptions and selection criteria
- Screen candidates to your selection criteria and shortlist specifications
- Coordinate interviews and pre-employment checks that you require
- Provide you with access to our facilities to support recruitment such as for interviews or inductions

Workforce Planning and Workplace Support

- Access to Global Skills Employment Hotline which operates between 7am to 7pm (Monday to Friday) managed by an experienced team to assist with any workplace needs or queries you may have
- Provide you with access to a free Workforce and Human Resource planning service to assist your longer term recruitment needs
- Assist you after recruitment with the offer of tailored workplace support and interventions (on/off site) by our Workplace Retention Team to assist your newly recruited staff to settle in to the workplace and become productive
- Provide advice on Government funded subsidies and assistance, including support of workplace modifications for people with a disability
- Inform and connect you to services, resources and business supports available to assist you to offer employment

Employer and Industry Development projects

- Global Skills will arrange and encourage regular meetings with a range of stakeholders to foster regional partnerships and service coordination to support quality employer servicing
- Global Skills will develop projects meeting current and emerging industry skills in demand

Our Networks

- Global Skills has extensive networks to assist employers. Global Skills values collaboration and to ensure we provide the best possible service we are committed to work in partnership with other stakeholders across the employment services industry, community and health services, education and vocational training, business and industry groups
- Global Skills is a member of a national alliance of employment service providers called the "National Workforce Network" which enables us to access a broad candidate pool and connection with other *'jobactive'* providers across Australia
- Global Skills will provide employers with a broad range of complementary services and expertise to support recruitment solutions such as Traineeships/Apprenticeships, RTO's, and Labour Hire services



Service Delivery Plan for Employers

HELP understands that Employers are the generators of jobs. This belief is the driver for our success and the basis of our unique Employer-focused engagement and service.

HELP Enterprises is a social enterprise operating a diverse range of commercial divisions. These businesses include Employment and Training, Manufacturing, MailSafe Mailboxes, Warehousing and Supply Chain Services.

HELP understands that the size of organisations can impact on requirements, but the common elements that all Employers seek from an employee are:

- Can Do** - competence in doing the job
- Will Do** - motivation and attitude
- Will Fit** - culture and fit to environment

You will be presented with job seekers that match these core elements translating to competent job performance and ensuring we find you the best person for the job.

HELP's Wheel of Work Employment Engagement tool (WoWee) is the platform for our integrated and customised solution to employers.

WoWee has been created around the cycle of building a community involving connection, conversation, contribution and collaboration between HELP, job seekers, Employers, community stakeholders and other jobactive organisations.

WoWee helps to facilitate a unique, performance driven service with one goal in mind, "What do Employers expect and want from a jobactive Organisation?"



Your HELP2hire

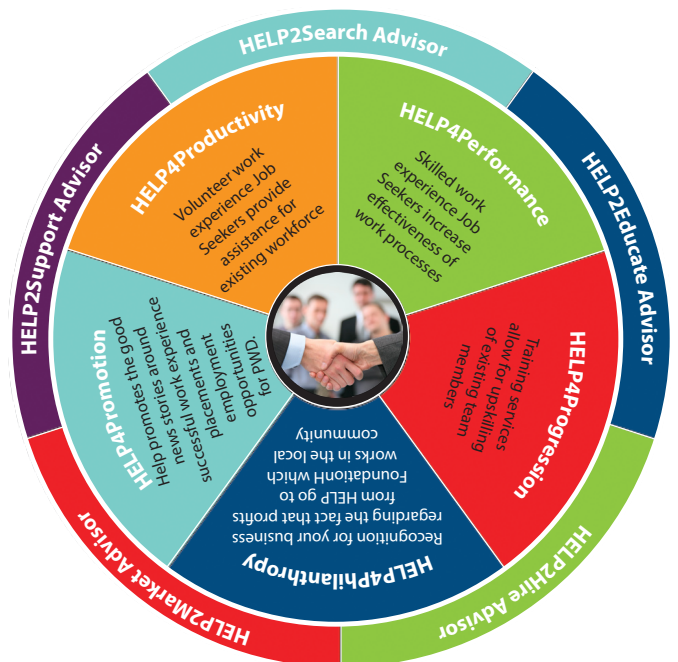


- Within 24 hours of commencing a new starter, your HELP2Support Advisor will help implement a work plan to assist you and your new employee navigate successfully through the initial phases of starting employment.
- You will receive personalised assistance to access support or referrals for new starters to training services, including those available for trainees and apprentices.
- You will have access to industry specialist information and access around training and upskilling solutions when hiring one of HELP's job seekers.
- You will be invited to quarterly networking opportunities and Open Days to meet with other businesses and potential new employees.
- Your HELP2Placement consultant will provide up to 30 weeks assistance with new employees employed via HELP.
- You are welcome to utilise our employment and training services across over 35 sites in Queensland ranging from Bribie Island to Sunnybank Hills across to Ipswich and south to Gold Coast including Tweed Heads South (please refer to our website www.helpemployment.com.au for site addresses and opening hours).

Our commitment is to offer you the best solution-focused Employer engagement model and deliver you with the most suitable employees available in the market.

WoWee provides consistency ensuring the following Employer requirements are met:

- You will have access to our unique Employer focused service to assist you with your staffing needs.
- When you list a vacancy with HELP we will utilise our unique Employer and Vacancy Management Tools.
- You will receive an update within the first 4 business hours of lodging a vacancy with HELP.
- You will receive regular updates on your vacancy every two business days until position is filled.
- You will receive access to a HELP2Placement consultant who will manage a one point of call relationship with your organisation. Your personal one stop consultant is for all your recruitment and on the job support needs.
- You will have access to one-on-one interviewing, group information sessions through to intensive job specific assessments utilising onsite interview and training rooms.





Service Delivery Plan for job seekers

HELP believes employment changes the lives of people by offering independence, self-esteem and social connectedness. You will benefit from our expertise in delivering employment and training services for more than 22 years and assisting job seekers gain meaningful employment.

HELP, as a self-sustaining social enterprise, invests back through innovations like our \$5.25m Transport and Logistics Training Centre in an effort to close the skills gaps and move people into employment.

HELP is passionately committed to creating employment and learning opportunities that support individuals' growth.

You will be able to access our employment and training services across over 35 sites in Queensland ranging from Bribie Island to Sunnybank Hills across to Ipswich and south to Gold Coast including Tweed Heads South (please refer to our website www.helpemployment.com.au for site addresses and opening hours).

HELP offers access to free Wi-Fi, computers, copiers, printers and fax machines for job searching activity across all our sites. You will also be welcome to visit any one of our full-time sites on an Open Day one Saturday per month.

You will have access to our highly innovative and unique **HELP2Work** Service Delivery Model that has been proven to assist job seekers to reach their employment goals and move into work as quickly as possible. Through this model you can expect HELP to deliver quality, consistent employment services designed to help you find and keep a job.

HELP2Work is a "Hub & Spoke" individually tailored model that addresses multiple barriers by utilising **Wheel of Work** (WoW) to engage job seekers and provide guidance through all 5 pit stops of the employment cycle - HELP2Enter, HELP2Assess, HELP2Prepare, HELP2Placement and HELP2Exit.

You can move through each pit stop, or across multiple pit stops, depending on changing individual needs and circumstances over the full term of your employment lifecycle.



Your HELP2work



Your **HELP2Hire Advisor** will:

- Refer you to at least two suitable employment opportunities at every appointment
- Assist with interview techniques, grooming and professional etiquette

Your **HELP2Market Advisor** will:

- Develop tailored marketing and job plans to gain suitable employment
- Market you to Employers who meet your employment and career goals

Your **Community Engagement Officer** will:

- Work with you to ensure you meet the Annual Activity Requirement by participating in Work for the Dole projects that are individualised, safe, provide work-like experiences and are relevant to your employment goals to ultimately improve job prospects
- Visit you onsite bi-monthly as a minimum throughout your Work for the Dole activity

Our focus is ongoing active engagement with you throughout **WoW** based on joint understanding of mutual expectations and obligations as well as our commitment to ensure we treat you fairly and with respect at all times.

HELP believes there is a “job for everyone” and therefore understands the importance that meaningful, sustainable employment plays in the success of individuals.

We will **WoW** you through our specialist staff:

Your **HELP2Support Advisor** will:

- Present you with a Welcome Pack that includes useful and helpful information
- Meet with you on a fortnightly basis to discuss job plans and job activity
- Undertake an initial and ongoing assessment of your personal situation
- Provide up to 30 weeks assistance in your new position

Your **HELP2Educate Advisor** will:

- Discuss your individual training and skills development needs
- Access a range of specialist support to assist you into employment such as tailored programs for Aboriginal and Torres Strait Islander job seekers, Youth job seekers, and Culturally and Linguistically Diverse job seekers

Your **HELP2Search Advisor** will:

- Assist you to prepare your résumé, customise cover letters and job applications
- Research suitable positions and Employers in the market



Page 2

HELP
enterprises

T: 1800 877 545
W: www.helpemployment.com.au

jobactive
an Australian
Government Initiative



You receive professional services when you choose Joblink Plus.

We offer:

- a dedicated staff member who is your one point of contact across the entire Joblink Plus service area
- an in-depth understanding of your needs, skill requirements, your workplace culture, and planning for the future
- access to our onsite interview facilities, services and video-conferencing technology
- recruitment for all kinds of jobs and assistance in accessing government incentives and programmes, including Restart and Relocation Assistance
- workforce planning, analysis of your existing procedures and needs forecasting, for example seasonal and project requirements
- targeted training to meet the needs of identified skill gaps, both current and future, including classroom, onsite and distance learning delivery methods
- local, regional and national level information on labour market trends, regulatory requirements and government initiatives
- extensive experience in the provision of services to other not for profit and community organisations
- access to extensive range of sites. We have part time and outreach offices in towns with as little as a few hundred people, through to full time offices in major centres across the regions we service



You can expect:

- work ready candidates from across the regions we service
- pro-active communication, including quarterly marketing campaigns to tell you about the latest government incentives, an online newsletter, careers expos and regional and local forums to discuss specific needs and challenges in your community
- service at your workplace or from our site
- a Joblink Plus staff member to offer to spend “a day in your business” so we understand your needs
- access to our Human Resources and Workplace Health & Safety Resource Centre
- your future employee matched to your requirements by us assessing their strengths and skills
- use of innovative technology, as well as tried and true techniques, for in-depth interviewing and pre-screening
- our local team to support you for up to six months to retain staff once they have started, including induction where required, mentoring, upskilling and workplace mediation
- a continued commitment to planning and supporting diversity in workplace employment, including Indigenous employment
- a collaborative approach amongst jobactive organisations in order to meet your needs

ABOUT US



We are a caring and progressive performance-driven organisation, providing employment solutions through ethical and sustainable practices. We support and train our team to be industry experts with the resilience to deliver excellent employment services.

Joblink Plus is a not for profit organisation that partners with you and your community to create sustainable employment opportunities. We focus on meeting the needs of both job seekers and employers.

Joblink Plus collaborates with other Community Service Organisations, employers and government departments in providing job seekers with access to specialist support services including personal development through coaching, training and mentoring.

Joblink Plus has successfully delivered employment and community services for more than thirty years. Our current network of sites covers around 60 per cent of NSW including metropolitan, regional and rural communities. We link you to job seekers across the full breadth of our service areas have a continued commitment to supporting smaller communities such as Toomelah and Boggabilla, and populations with high Indigenous unemployment. Our approach to working with Indigenous job seekers is respectful of culture and ability. Our Indigenous staff provide peer encouragement, mentoring, interview assistance and extensive support on the job.

Joblink Plus is committed to ensuring strong governance, structure, management and systems across all aspects of our operations. We hold current certification against the following Quality Standards:

- ISO9001:2008 Quality Management Systems
- NDS National Standards for Disability Services
- AS/NZS4801:2001 Occupational Health and Safety Management Systems
- ISO14001:2004 Environmental Management Systems

OUR NETWORK



Joblink Plus provides access to a local and regional network, including:

- more than 200 service provider and training organisation partners
- integrated support services to achieve the most effective sustainable employment outcome and make sure that the candidate you interview is ready to work
- training partnerships with TAFEs, Community Colleges and other Registered Training Organisations across NSW
- Australian Apprenticeship Support Network and State Training Services to support you when hiring a Trainee or Apprentice
- collaboration with Australian Volunteers International, Headspace, Uniting Care, Lifeline, Partners in Recovery, Drought Relief and more
- relationships with Local Governments that provide opportunities to participate in civil developments and community programmes
- strong participation in Business Chambers and Industry groups that provides opportunities for information exchange
- working in partnership with financial institutions and other businesses to leverage their expertise
- Service Clubs such as Lions & Rotary, providing employment related community activities such as Regional Career Expos, Homeless Connect Days & Youth Week Festivals
- Other jobactive organisations to assist employers with recruitment needs



We are here to support you while you look for a job.

We will:

- contact you as soon as you have registered as a job seeker and offer you the next available appointment (within 24 hours to 2 weeks depending on your location)
- provide one-on-one assistance from a Job Placement Consultant who will ask you about what you are good at, what you need help with, and tell you about jobs that would suit you
- provide you with a specific Individual Job Plan—reviewed at each contact and updated when there is a change in your circumstances—that outlines what activities you will do and how we will support you as you look for work



You have the opportunity to:

- use MyWorkSearch (MyWS), a web-based job search tool you can use at any time. MyWS will send you jobs that match your skills and abilities daily, and has a built-in help centre. It also helps you create stand out résumés and cover letters, and tracks your job applications.
- attend a Job Club for support and advice, providing individual and group activities on how to understand local and out of area job markets, improve your job search and interview skills, use your personal contacts, find jobs that aren't advertised, and access job listings from a number of sources
- receive specific support from appropriately experienced and qualified staff if you are Indigenous, Under 30, Over 50, have a disability or have been out of work for a very long time
- access our extensive range of sites. We offer part time and outreach offices in towns with as little as a few hundred people, through to full time offices in major centres across the regions we service

We are here to support you get a job.

We can:

- provide you with additional help, including transport assistance and referral to support services depending on your eligibility and needs
- do practice interviews with you and approach employers, vouch for you and even come with you to the interview
- depending on your eligibility, identify and support you to receive training that an Employer has told us will help you get the job

You have the opportunity to:

- Participate in Work for the Dole. This program encourages you to develop good work habits, learn new skills and give back to your community. From your first appointment with us we will talk about which project will suit you and provide all the training and support you'll need to make the most of any Work for the Dole activity as part of the jobactive requirements.

We are here to support you to keep a job.

We commit to:

- staying in touch with you when you start a new job through contact on days 1, 3, 5, 10 and 20, and every two weeks after that until you have been in the job for six months
- offering various kinds of support to ensure you can keep working, like workplace visits, coaching, and counselling if you need it

ABOUT US



We are a caring and progressive performance-driven organisation, providing employment solutions through ethical and sustainable practices. We support and train our team to be industry experts with the resilience to deliver excellent employment services. Joblink Plus is a not-for-profit organisation that partners with community and employers to create sustainable employment opportunities for all those seeking individual support.

Joblink Plus collaborates with other community service organisations, employers and government departments to provide you with access to specialist support services, including personal development through coaching, training and mentoring.

Joblink Plus has successfully delivered employment and community services for more than thirty years. Our current network of sites covers 60 per cent of NSW including metropolitan, regional and rural communities. We link employers and job seekers across the full breadth of our service areas, and have a continued commitment to supporting smaller communities such as Toomelah and Boggabilla, and populations with high Indigenous unemployment. Our approach to working with Indigenous job seekers is respectful of culture and ability. Our Indigenous staff provide peer encouragement, mentoring, interview assistance and extensive support on the job.

Joblink Plus is committed to ensuring strong governance, structure, management and systems across all aspects of our operations. We hold current certification against the following Quality Standards:

- ISO9001:2008 Quality Management Systems
- NDS National Standards for Disability Services
- AS/NZS4801:2001 Occupational Health and Safety Management Systems
- ISO14001:2004 Environmental Management Systems

OUR NETWORK



Joblink Plus provides access to a local and regional network, including:

- more than 200 Service Provider and Training Organisation Partners
- support services to help you to be ready to work
- training partnerships with TAFEs, Community Colleges and other Registered Training Organisations across NSW
- Apprenticeship Centres and State Training Services for Trainee and Apprentice opportunities
- a formal partnership with CentaCare across all regions for services including counselling, relationship support, crisis intervention, Indigenous programmes, Settlement Services and mental health services
- collaboration with Australian Volunteers International, Headspace, Uniting Care, Lifeline, Partners in Recovery, Drought Relief and more
- relationships with Local Government to provide opportunities for you to participate in community programs, education, youth, and Work for the Dole activities
- strong participation in Business Chambers and Industry groups that provides opportunities for information exchange with employers, and keeps us aware of where jobs are and are going to be
- working in partnership with financial institutions and other businesses to make the most of their expertise
- careers advice within schools, youth centres, community expos and 'career days'
- a partnership with Rotary for Regional Career Expos, Homeless Connect Days & Youth Week Festivals and a partnership with Lions Clubs to identify Work for the Dole and Over 50's Volunteering opportunities
- Work for the Dole Coordinators and Host Organisations, ensuring you are engaged and challenged, developing work skills that lead to employment
- other jobactive organisations to assist employers with recruitment needs and make sure if there is a job for you, you can access it, even if it's through another jobactive organisation

SERVICE DELIVERY PLAN



ABOUT US

Our Mission

To improve the quality of life of our communities by providing exceptional employment, training and community building initiatives



Jobs Australia Enterprises Ltd is a local, community based not-for-profit organisation with positive brand loyalty throughout New England and Northwest NSW. We have been delivering employment focused services in our communities for over 20 years. We are a well-regarded, high performing organisation which supports the local community and businesses.



Jobs Australia Enterprises Ltd offers a range of programmes to assist employers and job seekers including: jobactive; New Careers for Aboriginal People (NCAP); Seasonal Workers Program (SWP); fee-for-service human resources, recruitment and labour hire solutions (speediestaffsolutions); Backtrack Youth Works; and accredited training (Altitude Training Solutions)



Jobs Australia Enterprises Ltd operates under a certified Quality Management System (ISO 9001:2008) which ensures the following benefits to our stakeholders: higher customer satisfaction, greater quality awareness, improved communication, customer and regulatory requirements are satisfied, and provides a framework for continual improvement.



OUR NETWORKS

We understand that collaboration with other service providers is essential to supporting job seekers into sustainable employment.

Jobs Australia Enterprise Ltd's collaboration network extends to a range of providers such as:

- jobactive organisations;
- Department of Human Services
- Work for the Dole Host Organisations
- Work for the Dole Co-ordinators
- Registered Training Organisations
- Specialist service providers including specialist training, health, youth, Indigenous, migrant and homelessness services.
- Australian Apprenticeship Support Network for Traineeships and Apprenticeships

We will work closely with organisations to develop Work for the Dole projects and volunteer placements that will not only meet their needs but also give them the opportunity to enhance the employability skills of our job seekers.

Jobs Australia Enterprises Ltd has a number of agreements to work with both Service Providers and Community Organisations that assist job seekers to meet participation requirements and training needs and provides not for profit organisations with volunteers.

- You will have the benefit of being supported by a local organisation that has over 20 years' experience in helping job seekers find work in the New England area and surrounding communities.

At our first meeting we will:

- Show you how we will support you to get a job.
 - Commence you into a supported programme that will be tailored to your individual needs.
 - Assist you to develop a quality Résumé. This Résumé will be updated as you gain more skills and experience.
 - Complete a Skills and Abilities assessment that will identify the skills that you have, and match them to available jobs
- If you need extra support, we will conduct an additional assessment at your second face to face appointment. This assessment will be used to create a plan to help you overcome issues such as lack of transport, licences, and qualifications.
 - If you are ready to work we will approach employers about suitable jobs and work experience opportunities for you.
 - You will be supported to access services through different methods including face to face, internet, email, SMS and phone.
 - You will have a Job Plan with clear goals which support you to gain employment. We will work with you to update the Plan as we encourage you to set and achieve goals.
 - If you are Indigenous, mature age, youth or have a disability, we will use tailored support to encourage employers to give you a job. This may include a workshop specially designed to help you to gain skills and confidence that you need to move into suitable employment.
 - We are the only jobactive organisation that delivers the New Careers for Aboriginal People programme (NCAP) in New England and northwest NSW. This programme offers Aboriginal job seekers extra assistance in finding training and employment and also offers employers free recruitment services, mentoring and support for the employment of Aboriginal job seekers registered with NCAP.
 - You will have access to modern self-service job search facilities including free Wi-Fi.
 - We offer a range of great job search programmes to you, including Fast Forward and Job Club. Fast Forward is a highly successful programme where you work in a team to gain the skills you need to be successful in getting a job. Job Club provides one on one support for you to search for, and apply for jobs. Both programmes are delivered in a relaxed welcoming environment.
 - We will provide you with up to 52 weeks of support once you start a job including at a minimum, monthly contact by either phone or workplace visits to identify and address anything that might stop you from staying in the job
 - We will develop suitable Work for the Dole and Work Experience placements for you that match your skills, experience and interests.
 - We have access to additional training for you through our training company, Altitude Training Solutions. We offer training that meets the needs of employers that is proven to increase employment opportunities for job seekers.
 - You have the advantage of being able to access additional employment opportunities through speediestaffsolutions. speediestaffsolutions is our labour hire company that provides staff to employers for both short and long term periods.
 - We are the proud owner of the well-known Backtrack Programme. If you are eligible for Backtrack, you may have access to a specialist youth service that provides education and training that gets you ready for work and helps you find jobs.



Jobs Australia Enterprises Ltd

Trading as

Jobs Australia Enterprises
 speediestaffsolutions
 Backtrack Youth Works
 Altitude Training Solutions



SERVICE DELIVERY PLAN



ABOUT US

Our Mission

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Jobs Australia Enterprises Ltd is a local, community based not-for-profit organisation with positive brand loyalty throughout New England and Northwest NSW. We have been delivering employment focused services in our communities for over 20 years. We are a well-regarded, high performing organisation which supports the local community and businesses.



Jobs Australia Enterprises Ltd offers a range of programs to assist employers and job seekers including: jobactive; New Careers for Aboriginal People (NCAP); Seasonal Workers Program (SWP); fee-for-service human resources, speediestaffsolutions (SSS) who offer recruitment and labour hire solutions; Backtrack Youth Works; and our Registered Training Organisation Altitude Training Solutions.



Jobs Australia Enterprises Ltd operates under a certified Quality Management System (ISO 9001:2008) which ensures the following benefits to our stakeholders: higher customer satisfaction, greater quality awareness, improved communication, customer and regulatory requirements are satisfied, and provides a framework for continual improvement.

OUR EMPLOYERS

- You will have the benefit of being supported by a local organisation that has over 20 years' experience in helping employers with their recruitment needs in New England and Northwest NSW area and surrounding communities.
- We are a "one stop shop" offering a complete range of workforce development solutions including jobactive, labour hire services through speediestaffsolutions and training for new and existing staff through our training company - Altitude Training Solutions.
- Our marketing consultants will engage with you to provide a consistent, high quality, responsive customer service designed to meet your recruitment needs.
- We will provide you with information on the full range of Government incentives that support you to employ eligible job seekers.
- As soon as we become aware that you are having difficulties finding suitable staff, we will undertake a Training Needs Analysis with you so we can develop and deliver training for job seekers that matches the skills and qualifications that you require.
- We have expert staff that can develop and deliver pre-employment programmes for you. These programmes are designed directly with your needs in mind and can offer a range of accredited training modules, certified tickets or licences, and can improve the employability skills of people looking to work for you.
- We will develop strategies to keep job seekers in jobs after they have commenced with you. These strategies will be developed to suit yours and the employee's needs, and will include visits to your workplace. Our structured support will commence within the first 2 weeks of employment and continue for up to 52 weeks.
- We will approach you about available jobs for work ready job seekers and are able to negotiate work experience placements.
- We are the only jobactive organisation that delivers the New Careers for Aboriginal People Programme (NCAP) in New England and northwest NSW. This programme offers Aboriginal job seekers extra assistance in finding training and employment and also offers you free recruitment services, mentoring and support for the employment of Aboriginal job seekers registered with NCAP.

OUR NETWORKS

- We understand that collaboration with other service providers is essential to supporting job seekers into sustainable employment with employers.
- Jobs Australia Enterprise Ltd's collaboration network extends to a range of providers such as:
 - jobactive organisations;
 - Department of Human Services
 - Work for the Dole Host Organisations
 - Work for the Dole Co-ordinators
 - Registered Training Organisations
 - Specialist service providers including specialist training, health, youth, Indigenous, migrant and homelessness services.
 - Australian Apprenticeship Support Network for Traineeships and Apprenticeships
- We will work closely with organisations to develop Work for the Dole projects and volunteer placements that will not only meet their needs but also give them the opportunity to enhance the employability skills of our job seekers.
- Jobs Australia Enterprises Ltd has a number of agreements to work with both Service Providers and Community Organisations that assist job seekers to meet participation requirements and training needs and provides not for profit organisations with volunteers.



Jobs Statewide Service Delivery Plan for Employer

Jobs
Statewide

Jobs Statewide has been delivering **Premium Recruitment Services** to employers for over 30 years. We have a strong market presence with branches located across the local area and also interstate. Jobs Statewide has a strong reputation for delivering an outstanding service to employers and we tailor our services to meet their needs across all industries.

Jobs Statewide is committed to servicing employers by finding the best match of candidates to meet their needs.

Some of the services you can expect from Jobs Statewide are:

- For National and large clients, Jobs Statewide's National Account Manager will assist in overseeing their recruitment requirements in conjunction with the dedicated managing staff member
- Dedicated staff member managing each employer's needs
- Same day servicing protocol for all employers including working with other jobactive providers to fill employers needs if required
- Access to our sites for recruitment and candidate interviewing for small and medium employers
- Off-site recruiting, including assistance with candidate pre-screening, reference checking, inductions and advice on training and available employment incentives
- For large employers Jobs Statewide is available 24/7 for their recruitment needs
- For large employers Jobs Statewide can organise regular Tool Box meetings on their site to assist with resolving any workplace issues and also assist with advice where required
- Reverse marketing of suitable candidate's to match employer needs
- Assistance with locating suitable training for new employees including through linkages with other training providers where applicable and available)
- Contact with employers on the candidates first day at work and tailored post placement support negotiated with the employer to meet their requirements
- Intervention strategies to overcome any issues in the workplace relating to new employees recruited through Jobs Statewide
- Redundancy management assistance if required
- Jobs Statewide will collaborate with other providers to meet the needs of large employers as necessary
- A robust complaints handling processes

Jobs Statewide is certified to ISO 9001:2008 for Quality Management Systems and AS/NZS 4801:2008 for Occupational Health and Safety, and ensures all business is conducted in a fair and ethical manner within the requirements of these standards.

Jobs Statewide Service Delivery Plan for Job Seekers

Jobs Statewide has been very successful in the business of matching job seekers and employers for over 30 years. We have a strong market place presence with linkages to many employers across the local area and interstate. Jobs Statewide has accessible branches across the Adelaide and Sydney metro areas.

Jobs Statewide has a “job first” approach. Our objective is to place our job seekers into ongoing, sustainable employment as quickly as possible. Sometimes this may not be the perfect job, but it will be a stepping stone towards that perfect job.

Once registered with Jobs Statewide, you can expect:

- Access to facilities, including WIFI, job search computers, photocopiers and open access areas
- A “Job First” initial assessment to identify suitable jobs and any barriers to employment will be conducted as part of your first appointment to ensure you are getting the right assistance and support you need to find employment
- Mentoring, career counselling and assistance to develop your vocational skills where needed
- A high level of job search activities including access to in house work preparation courses for eligible job seekers
- Regular monthly contact appointments or where circumstances change
- Intensive case management for job seekers with stronger participation incentives including monthly appointments
- 18-30 year old jobs seekers can access and participate in our Back on Track Programme designed to assist you to regain your confidence, and reassess your skills to re-engage in the workforce
- Long term unemployed job seekers can access and participate in our Purposeful Action Cycle Program that helps you change your current behaviour into a pattern of activity and purpose
- Skills profiling against vacancies in the local labour market
- Referral and matching to current Jobs Statewide employment opportunities including priority matching
- Reverse marketing to employers including employment advocacy
- Access to support services, including interpreters, language literacy and numeracy support
- Assistance with Mutual Obligation requirements, including unpaid work experience and volunteer work
- Ongoing support once you have been placed into employment including intervention strategies to ensure employment is sustained where needed
- A comprehensive complaints handling process
- A flexible service delivery model for all job seekers
- Jobs Statewide has many linkages to other organisations including Work for the Dole Coordinators, NEIS providers, support organisations and training providers across all areas we operate in. We have a dedicated Community Liaison Officer who can link you to community organisations if you require additional support or servicing.
- Jobs Statewide has a comprehensive Community Services Directory listing all local support services and agencies.

Jobs Statewide is certified to ISO 9001:2008 for Quality Management Systems and AS/NZS 4801:2008 for Occupational Health and Safety, and ensures all business is conducted in a fair and ethical manner within the requirements of these standards.

Service Delivery Plan

Commitment to employers

MADEC is a successful not-for-profit organisation with over 25 years experience within the employment services industry, currently delivering jobactive services across six Employment Regions throughout VIC, SA and NSW. MADEC also delivers Disability Employment Services, Harvest Labour and National Harvest Labour Information Services, Indigenous Programs, Labour Hire and is a Registered Training Organisation. This combined expertise ensures detailed knowledge of local labour markets allowing MADEC to effectively implement strategies for you to meet your labour needs.

Labour market needs and networks

MADEC will:

- Work with peak industry bodies, employers, employment providers, support agencies and training providers to expand on our current regional knowledge and develop Regional Labour Market Plans to identify areas of employment growth and skill shortage and respond to the needs of the region.
- Work with Group Training Organisations and Australian Apprenticeship Support Networks to provide you with up to date information and access to these services.
- Provide an induction card service to harvest employers to allow for identification of eligible workers.
- Deliver Industry Specific Work First Program developed to address local employer needs in priority industry areas, matching job seeker skills to your vacancies.

Post-placement services

MADEC will:

- Develop a Post-Placement Support Schedule, including a minimum of fortnightly contacts for a 26 week period, industry training and intervention support where required.
- Visit you on the first day of a job seekers employment, with additional visits on days 3 and 6 subject to job seeker/business need.
- Provide MADEC staff on-site to provide services including recruitment, induction and training.

Employer support

MADEC will:

- Ensure you have access to Business Development teams and Employment Brokers.
- Provide you with direct contact with an Employment Broker to ensure customer relationships are effectively managed.
- Provide an introductory MADEC Service Booklet tailored to the region and industry area, including information on employment services, wage subsidies and incentives.
- Work with you to identify your skill and labour requirements allowing a full understanding of your business needs to provide you with a MADEC Service Offer.
- Draw on labour hire and training capability to provide you with competitive services that meet your ongoing requirements.
- Offer assistance to induct, orientate and provide ongoing support to a new employee.
- Work with other employment services providers to develop strategies to ensure you have access to work ready job seekers.
- Provide you with the opportunity to attend and meet with potential employees during pre-employment activities.

Service Delivery Plan

Commitment to job seekers

MADEC has over 25 years experience within the employment services industry, currently delivering jobactive services across VIC, SA and NSW. MADEC also delivers Disability Employment Services, Harvest Labour and National Harvest Labour Information Services, Indigenous Programs, Labour Hire and is a Registered Training Organisation. This combined expertise ensures knowledge of local labour markets and the ability to assist you to find and keep a job.

Service delivery and self help tools

MADEC will provide:

- All job seekers with an initial face to face interview including a comprehensive Job Readiness Assessment and Introduction to Service, providing information on current vacancies and job search strategies.
- A Résumé Improvement Service via phone and/or electronic contact ie. skype and email.
- Access to additional face to face appointments with a Work Pathways Coordinator during the first 6 weeks of service.
- Minimum 6 monthly re-assessments to ensure service options are current and reflect your individual needs.
- Access to on-site job search facilities and Wi-Fi at no cost to you during business hours at each site.
- Unlimited access to our online self-help resource centre which contains practical guides, tools and templates, frequently asked questions, links to service agencies and job search websites to assist you to find a job.
- Activities to meet your mutual obligations in conjunction with the Work for the Dole Coordinator and other support organisations that will provide a work-like culture.
- Customised support to you including specialist Youth and Indigenous Consultants where relevant.
- Services delivered with the support from Indigenous Coordinators/communities in culturally safe locations.

Customised pre-employment options

MADEC will provide:

- Individualised sessions with Employment Brokers who will commence active marketing when you are job ready.
- A Work First Program - a supported open access job search activity conducted daily (3 hrs per day). Monthly attendance is compulsory for job seekers under 30.
- Access to Industry Specific Work First Program developed to address local employer needs in priority industry areas, matching your skills to employment opportunities in the region.
- A 3 day Passport to Employment (P2E) program to enhance employment opportunities, which all job seekers are required to attend.
- Access to in-house intervention services, including Social Worker individual sessions or group support.
- Services in-conjunction with multiple external support agencies to assist you to overcome identified barriers to employment.
- Access to information on tailored accredited and non-accredited training.
- Vacancy and placement opportunities across a range of industries and businesses.
- Identification of eligibility for your employer to access Wage Subsidy support.

Post-placement services

MADEC will provide:

- Ongoing personalised support to assist you to remain in employment.
- Early intervention support if issues are identified which may jeopardise your employment.





Employer Service Delivery Plan

MatchWorks provides employers with a specialised and trained Employer Solutions Team operating from across all **jobactive** regions. The Employer Solutions Teams are responsible for providing the support that you require for all your recruitment needs. As an employer you will be supported by the Employer Solutions Team closest to you.

MatchWorks has a long term and successful history as an employment services provider focused on improving and enriching the lives of individuals through pathways to ongoing sustainable employment and providing effective recruitment solutions for employers.

MatchWorks delivers jobactive, Work for the Dole Coordinator and Disability Employment Services contracts on behalf of the Federal Government Department of Employment and Department of Social Services. MatchWorks also provides *ReturnToWorkSA Job Placement* services in South Australia.

MatchWorks has been successfully assisting employers with their recruitment needs since 1991 and operates from over 75 sites across Victoria, South Australia and Queensland.

As an employer you can expect to receive the following assistance:

Support to fill vacancies that includes:

- Advertising, pre-screening, and interview and selection support for your vacancies
- Ongoing support from the Employer Solutions Team via phone, online and in person contact
- Commitment to finding the right person for your vacancy requirements
- Ongoing vacancy support should you have multiple vacancy opportunities

Tailored Servicing

- On site workplace visits to support in determining role requirements and training needs analysis
- Easy fuss free linkages with Australian Apprenticeship Support Network providers in your local area
- Identification of appropriate eligible funding options to support you in recruiting a MatchWorks candidate

Links to local business groups and events within their business communities:

- Access to the National Workforce Network to streamline recruitment needs if you are a business operating in multiple locations
- Ability to work with MatchWorks on Industry Specific Projects that can prepare your future workforce needs with pre-employment skilling of future candidates
- Access to local business networking opportunities that MatchWorks establishes or participates in
- Potential to have your business identified and promoted in various media through our regular promotional activities within local communities

MatchWorks will provide **individual tailored support** to employers and job seekers after placement for up to six months

- Ensuring candidates meet the required needs of your vacancy
- On the job support to you through site visits and regular contact
- Identification and assistance with subsequent re-training needs where applicable

Please visit www.matchworks.com.au or phone 1300 132 363 for more information on our services

Job seeker Service Delivery Plan

MatchWorks provides job seekers with a specialised and well trained team operating from across all **jobactive** regions. Providing a support and empowering service, we aim to assist all job seekers to attain a job and keep it, as soon as is possible.

MatchWorks has a long term and successful history as an employment services provider focused on improving and enriching the lives of individuals through pathways to ongoing sustainable employment.

MatchWorks delivers jobactive, Work for the Dole Coordinator and Disability Employment Services contracts on behalf of the Federal Government Department of Employment and Department of Social Services. MatchWorks also provides *ReturnToWorkSA Job Placement* services in South Australia.

MatchWorks has been successfully assisting job seekers to gain and sustain employment opportunities since 1991 and operates from over 75 sites across Victoria, South Australia and Queensland.

.As a MatchWorks client you can expect to receive servicing support in the following areas/activities:

Individual **Assessment and Commencement:**

- Support in preparing a Job Plan that will outline the key strategies and supports that you and MatchWorks will undertake to increase your chances of finding a suitable job sooner
- Assistance from our trained staff to ensure you are commenced into the appropriate service based on your circumstances

Pathways to Employment Reviews:

- Continual reviews of your job search efforts and job readiness skills to ensure you are provided a tailored service to assist you in getting a job
- Ongoing planning, support and referral to local services to assist in addressing issues that are impacting your ability find a job
- Assessment and use of any funding eligibility that will increase your opportunity to get a job including training, tools and equipment and work clothing where appropriate

Employability Skills support:

- Our Job Hubs, located in all full time sites will provide specific training sessions relating to employability skills needed to attain and maintain a job
- Referral support to local Training Organisations for job-related training linked to local labour market
- Accessibility to approved eligible funding to assist you to up skill or attain required work clothing tools and equipment needed to commence employment

Work Experience:

- Specialised support in ensuring that you are matched to an appropriate activity to provide you with work experience, sharpen your work attributes, build skills and enhance confidence. This may include participation in Work for the Dole activities.

Access to job vacancies and created job opportunities:

- Direct approaches to targeted employers to match your skills, abilities and experience
- Referral and access to numerous vacancies that MatchWorks has sourced from local employers
- Support and assistance provided to employers to maximise your chances of getting a job
- Assistance to access computers in full time site Hubs so that you may update your résumé, write cover letters and apply for jobs

Once you have started employment, MatchWorks will provide you with **continued support after placement** of up to six months to ensure the job leads to long term employment. Support provided may include; work site visits, regular contact, face to face support and other available on the job supports.

MatchWorks Full Time offices comprise of individual interview rooms, Job Search Hubs, a reception support area and toilet and kitchenette facilities available to job seekers (office locations and operating hours found at www.matchworks.com.au).



Our Service Delivery Plan - A Guide for Job Seekers

We are focussed on finding you a job as quickly as we can. We will talk to you about what you can do, not what you can't do. With the appropriate support, being employed is the best pathway to independence and success.

What help can you expect?

Initial Contact

- » You will receive a welcome pack at initial contact. If you have a valid email address you will receive this prior to your first appointment
- » If you have additional needs, we will endeavour to pre-arrange special assistance

Assessment

- » We will assess your strengths, transferable skills and challenges to help:
 - Identify suitable jobs
 - Focus on your strengths
 - Plan what support you may need while working
- » We will provide a support team that understands your individual needs, including any cultural and language considerations. For example, where appropriate we will have; Indigenous mentors, multilingual staff, and youth specialists

Engagement and Support

- » We will provide you with appointment reminders through your preferred method of communication
- » Simple ways to record your attendance
- » Flexible services if you live in outlying areas or have specific needs
- » Standard servicing will include group sessions 3 times per week to help:
 - Maintain motivation
 - Develop core competencies
 - Understand workplace expectations
 - Time management, routine and goal setting
 - Practical workplace literacy and numeracy
 - Develop peer support and a sense of team

- » Help identify and arrange (1 month ahead) a suitable Work for the Dole (WfD) activity
- » A mid-point review and monthly phone contact while in WfD

Assistance into Work

- » We will support you to find and place you directly into work
- » Provide access to tools and techniques to help you find your own job
- » Help improve your employability skills through work-like WfD activities
- » Work with local training providers to develop your skills to meet employer requirements
- » Link you to current jobs, tips and resources through industry leading MAX Connect
- » Have jobs visible in our offices via electronic rolling vacancy displays and job alerts
- » Use email, SMS and social media to target job alerts

Supporting You as a Worker

- » We will support you via phone, on-line or workplace visits to help you perform at your best in your new role – even if you find the job yourself

Other support options can include:

- » Help you sustain work through specialised workplace orientated support from our team of Allied Health professionals
- » Contact your new Employer to confirm negotiated supports, inductions and training
- » Assist with communication, expectations, teamwork and feedback
- » Provide you with the MAXAssist App to help you if you are feeling overwhelmed

For additional information please refer to our website: maxsolutions.com.au



Our Networks

We work collaboratively with our employer networks and community organisations to provide you with joint approaches to servicing, innovation and support.

Our Partnerships

Our services are supported by partnerships and strategies with industry leading specialists to improve job outcomes.

Our partners who deliver direct services on our behalf in select locations are:

- BoysTown (youth)
- Rainbow Gateway (Aboriginal and Torres Strait Islander peoples)
- Sureway (regional)

Our local community and employer connections

Our local community and employer connections provide:

- » Broad access to job opportunities
- » Streamlined referrals to community agencies delivering low interest loans (eligibility requirements apply)
- » Access to local support groups to help you stay employed
- » Matching to current and former business people to provide mentoring
- » Links to specialist services and advice from:
 - Whitelion (at risk youth)
 - GROW (peer support for mental health)
 - John Pearson Consulting (Aboriginal and Torres Strait Islander peoples)
 - Lifeline (mental health)
 - Wirrpanda Foundation (Aboriginal and Torres Strait Islander peoples)
 - Multicultural Development Association (diversity)

About Us

MAX Solutions is a national organisation employing more than 2,000 Australians to deliver employment, health, and training services; best known for our work as an Employment Provider - MAX Employment.

Since opening in 2002, we have offered proven solutions to help individuals, businesses and the Australian Government.

We are well positioned to have a positive impact on the lives of Australians delivering *jobactive* employment services from more than 230 locations across Australia. We have a presence in every State and Territory.

Our people are committed to improving the lives of others. We call it 'the MAX way'.

Quality and Ethics

Quality and ethics are the foundation upon which we operate.

We are Quality Assured against AS/ NZS ISO 9001:2008 and against the National Standards for Disability Services.



Our Service Delivery Plan - A Guide for Employers

Our dedicated Employer Team provides flexible and tailored services at no cost to meet your workplace needs.

Our services to you as an employer are scalable and can include:

- » An Employer Business Centre to serve as a single point of contact
- » Field-based teams to develop an understanding of your business
- » An assessment of your vacancies to fully understand your requirements and ensure the best match
- » Tailored levels of support to fulfil hiring needs
- » A dedicated employer hotline **1800 206 346** available during business hours 8.30 am - 5.00 pm
- » Time saving IT based resources
- » Sourcing and screening across a wide network to find the best candidates
- » A local reference group and action plan to capture and meet labour requirements
- » Labour market resources to support local businesses
- » Planning, coordination and availability of industry specialists for major projects and/or seasonal recruitment requirements

Large and Medium Employers

- » Account management and support
- » A single point of contact/coordination with *jobactive* organisations
- » Resource support for your business
- » A branded service package to support your diversity and corporate social responsibility goals
- » Coordination of pre-referral checks, tailored training and on site support
- » Coordination of work preparation programs
- » Initial candidate shortlisting and assistance with selection

Targeted Services for Small Employers

- » Referral of candidates through a single point of contact
- » Field-based staff that understand your needs
- » Flexible meeting options
- » Help with defining position requirements
- » Help with getting new employees up and running

Collaboration and Coordination

- » We will provide a single point of contact with *jobactive* organisations for large projects
- » We will use our national footprint to facilitate relocation opportunities where skill shortages exist

Post-Placement Services

To deliver lasting results we can:

- » Tailor post placement services to your needs and the specific role
- » Provide 'in-work' support to help with induction and settling-in
- » Provide training and advice on managing mental health issues and disability awareness
- » Help connect you to business mentors and support networks
- » Provide our MAX Assist App for support relating to new workers

Tailored Training

We can tailor training packages to assist you with training potential workers

For additional information please refer to our website: maxsolutions.com.au



Our Networks

We work collaboratively with employer networks and community organisations to provide flexible, responsive and innovative services.

Employer Business Centres

Our Employer Business Centres serve as a single regional point of contact and are supported by field-based teams who seek to understand your business and workplace.

Manpower Group

Our strategic alliance with Manpower Group widens the scope of services we offer to support your business.

Industry Bodies and Business Networks

Our links with industry bodies, business networks and government help us to capture and share labour market information and help inform your business planning.

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Our people are committed to improving the lives of others. We call it 'the MAX way'.

MAX Solutions Training

We are a national Registered Training Organisation able to provide vocational, educational and professional training services to support small, medium and large businesses.

MAX Solutions Health

Our multidisciplinary team of registered allied health professionals offer a range of health services to individuals and organisations to improve workplace productivity.

Quality and Ethics

Quality and ethics are the foundation upon which we operate.

We are Quality Assured against AS/ NZS ISO 9001:2008 and against the National Standards for Disability Services.



jobactive Service Delivery Plan



Our Employers

Our Job Placement Team will work with small, medium and large employers to identify recruitment needs and ensure our job seekers are best placed to meet your current and projected needs.

As a member of MBC's Employer Network you will have access to:

- ▷ Recruitment services at no cost to you which will include the advertising of positions, screening of applications and shortlisting of applicants to ensure we are meeting your recruitment needs.
- ▷ MBC's Job Placement staff in your area who will work with you to identify your employment needs and develop plans for future recruitment.
- ▷ pre-employment support from our staff which may include completing skills audits of job applicants, assistance with workplace modifications and customised training for applicants to prepare them for employment.
- ▷ support from staff that is delivered in a timely and effective manner.
- ▷ MBC's office space to conduct job interviews and run training.
- ▷ MBC's secure portal to lodge vacancies and contact MBC Job Placement Officers directly.
- ▷ MBC's database of work ready job seekers, including those looking for full time, part time, casual and seasonal work.
- ▷ support from specialist Indigenous Employment Consultants including providing connections with Indigenous services and local communities in a culturally appropriate manner.
- ▷ support from MBC staff to connect you to business mentors and support services.
- ▷ staff who can assist with pre employment, police and working with children checks.
- ▷ a range of suitable job seekers through our collaboration with other jobactive providers, including the delivery of large specialist projects.
- ▷ post-placement support from our staff which will be negotiated to meet your needs and may include monthly contacts for the first 6 months of the placement, customised training in the workplace, wage subsidies and assistance with the purchase of essential work clothing or equipment.
- ▷ support in the administration of employer wage subsidy claims including Restart, Youth, Long Term Unemployed and Indigenous wage subsidies.
- ▷ support and information in relation to Award Wages, Traineeships and Apprenticeships and training.

Networks

- ▷ We maintain and establish Service Level Agreements or Memorandums of Understanding with organisations to support the delivery of high quality job services.
- ▷ We work collaboratively with other organisations to ensure our job seekers are best placed to meet employer needs.
- ▷ We participate in meetings with stakeholders to discuss and deliver best practice.
- ▷ We participate in meetings with other Employment Services Providers and Work for the Dole Coordinators to discuss and deliver high quality service for stakeholders including job seekers and employers.
- ▷ We maintain collaborative working relationships with service providers in the Illawarra, NSW South Coast, Southern Ranges and the ACT.

About Us

MBC Employment Services has been a provider of Australian Government Employment Services since 1991. Since this time MBC has been empowering individuals to meet their personal and professional goals. We work in collaboration with whole of government, industry, employers, profit and not for profit sector and training organisations to deliver innovative, cost effective and sustainable employment solutions to both job seekers and employers.

We succeed by providing flexible and innovative support that ensures job seekers are prepared and skilled to gain employment. Year after year our consistently high star rating results are a reflection of the high number of job seekers we place into sustainable long term employment.

We are located in 20 service sites across the Illawarra, NSW South Coast, Southern Ranges and ACT regions.

Our Mission: MBC is recognised as a leader in employment services by serving and empowering communities through high quality, innovative services.

Our Vision: To be a nationally recognised leader of excellence in the delivery of employment related services to the communities in which we operate.

Our Values:

Professionalism We deliver high quality services by knowledgeable, skilled and experienced staff.

Commitment We give our best at all the times and maintain high standards in all we do.

Support and Respect Courtesy and respect are the foundations of quality service delivery.

Innovation We ensure we are best placed to deliver services to meet the needs of job seeker and employers.

Excellence We are committed to ensuring professionally trained staff deliver our services.



jobactive Service Delivery Plan



Our Job Seekers

- ▷ MBCs experienced and qualified team of specialist staff will support you in your job search and keep you active through ongoing assistance.
- ▷ Your skills and abilities will be comprehensively and individually assessed during your initial appointment with an Employment Consultant and throughout your time with us.
- ▷ You will be appointed an Employment Consultant who will provide you with integrated case management services to assist you in actively moving from welfare to work.
- ▷ We will develop a Job Plan which outlines short and long term goals to increase your opportunities for employment.
- ▷ Your Employment Consultant will schedule fortnightly contacts in the form of face to face or group appointments to support your job search efforts and work with you to reach your employment goals.
- ▷ Your Employment Consultant will coordinate assistance to overcome issues to employment by referring you to our network of specialist support services.
- ▷ You will have access to assistance during business hours: which are generally Monday to Friday 9am to 5pm. For more details visit our website: www.mbcemployment.com.au
- ▷ You will have access to job search facilities to support your job search including computers, photocopiers, fax machines and WiFi.
- ▷ You will have access to pre-employment workshops to support job search and prepare you for employment. Workshops include resume preparation, job application letter writing, interview skills, cold calling employers, social media and online employment profiles.
- ▷ Your Employment Consultant will actively market you to local employers, advise you about local and out of area labour market opportunities and actively advocate on your behalf to small, medium and large employers.
- ▷ You will have access to a variety of activities including Work for the Dole, training, mentoring, volunteer work and work experience to increase your readiness for work.
- ▷ If you identify as an Indigenous person you will have access to specialist staff to support you in your job search, increase your readiness for employment and be best placed to meet employer needs.
- ▷ We will provide interpreter services if you require this assistance to support you at your appointments with your Employment Consultant.
- ▷ You will have access to suitably trained and qualified Employment Consultants. Our Consultants are trained in providing assistance to a diverse range of job seekers including those who from a Culturally and Linguistically Diverse background, mature aged, youth, parents and people with a disability.
- ▷ Once you find employment we will provide Post Placement Support to assist you in maintaining employment for the long term. Assistance will be individually tailored to you and your employers needs and may include monthly phone contacts, face to face support and mentoring.

Networks

- ▷ We maintain and establish Service Level Agreements or Memorandums of Understanding with organisations to support the delivery of high quality job services.
- ▷ We work collaboratively with other organisations to deliver services to support job seekers in overcoming barriers to employment.
- ▷ We participate in meetings with stakeholders to discuss and deliver best practice.
- ▷ We participate in meetings with other Employment Services Providers and Work for the Dole Coordinators to discuss and deliver high quality service for stakeholders including job seekers and employers.
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Support and Respect Courtesy and respect are the foundations of quality service delivery.

Innovation We ensure we are best placed to deliver services to meet the needs of job seeker and employers.

Excellence We are committed to ensuring professionally trained staff deliver our services.

Service Delivery Plan Employers

At Mission Providence our aim is to work with you, providing reliable, effective employment services tailored to your needs and enabling your business to realise its potential.

About us

Mission Providence is a leading provider of reliable and effective employment services that are tailored to the needs of employers, enabling businesses and employees to realise their full potential.

Formed in 2014, we work with thousands of employers across Australia - from large multi-nationals to small family businesses - across a wide range of industries including retail, hospitality, construction, finance and manufacturing.

Based in over 60 different locations, our staff are equipped to deliver proven best practice to employers, with constant improvement through innovation.

Helping you to find the right candidate starts well before you have a recruitment need. In each region we:

- have a **Workforce Development Plan** to identify in-demand skills
 - maintain a **preferred supplier list of Training Organisations**, and ensure performance is reviewed regularly
 - broker **tailored industry training, work like experiences and skills development activities for candidates**, so that we have properly prepared candidates ready to go, and
 - identify job-ready candidates and complete **industry assessments**, enabling rapid vacancy fulfilment across local industries
- No two businesses are the same, which is why our services are designed to be flexible. When you need to hire staff, we will:
 - give you access to our **employer portal** which will enable you to lodge new vacancies with our team at any time
 - provide a **single-point of contact**, who will discuss your individual needs and determine the level of recruitment support you require
 - **match all potential candidates** against your selection criteria, enabling us to quickly recommend quality candidates
 - respond to you **within 1 work day** of lodging your job vacancy with us. You'll receive **feedback on progress** at least every 2 work days, or at a time that suits you
 - outline any **wage subsidies** or other **value added business services** that may support your business
 - **actively prepare your new employee** for their first day at work
 - develop an **In-Work Support Plan**, to connect you and your new employee with any additional support services needed
 - broker any required **on-the-job training** for your new employee, from our **preferred supplier list of Training Organisations**, and
 - agree a schedule of in **work support reviews** to assess progress and review support needs, with **minimum reviews at 4, 12 and 26 weeks**.
 - Our commitment to a quality service means that where Mission Providence cannot provide the right candidate for your needs, **we will proactively work with other Employment Providers** to meet your needs.

Service Delivery Plan Job Seekers

At Mission Providence our aim is to empower you to find lasting employment and realise your full potential. Once you find work we will support you to make the transition into a job as simple as possible and support you to remain in work. Our Service Delivery Plan outlines the services you can expect from us.

Getting to know you

Induction

When you first start with Mission Providence we will provide you with a detailed overview of what you can expect from our service and the support we can offer.

Interview

We will work with you to understand what you are looking for, your needs, circumstances, goals and aspirations.

Assessments

Participating in assessments will help to identify your skills, competencies and any further support needed.

Personalised Job Plan

We will agree activities to achieve your job goals and to ensure you meet your Mutual Obligation requirements. We will review these after 3 months and then at 6 monthly intervals.

Your Job Search

Regular contact

You will benefit from regular face to face meetings with us. Depending on your circumstances, this will be weekly, fortnightly or at least monthly.

Independent Job Search

You will have access to our job search resources including computers, telephones, newspapers and our onsite Wi-Fi.

Job Seeker Portal

You will have access to an online portal that provides a range of resources and multimedia tools to support you with finding work.



Group Job Search

You will be invited to an encouraging and supportive group environment that helps you improve your job searching and interview skills.

Supported Job Search

Depending on your circumstances, we will provide you with additional one-on-one mentoring, guidance and support to help you improve your job search skills.

Industry assessments

Once you have the right skills, you will have the opportunity to be placed on a fast-track list and given direct access to local job opportunities that require quick turnaround times.

Work for the Dole

Information session

To help you understand more about Work for the Dole and your requirements, you will be invited to attend an information session one month prior to becoming eligible to participate.

We will refer you to an appropriate Work for the Dole activity and support you throughout your participation.

Activities to build work capacity

Work experience

Work for the Dole and unpaid work experience with community organisations will be available to help you build your skills and confidence.

Training linked to employer and labour market needs

If training is required to meet job opportunities, it will be detailed in your Job Plan and we will refer you to an appropriate provider.

Access to specialist services

If required we offer access to specialist services such as counselling, migrant and settlement support, housing and rehabilitation programmes.

Through our widespread connections with the community, we can also provide specialised support to people who face additional challenges including youth, mature age and people with disability.

If you are an Aboriginal and/or Torres Strait Islander person, we can also offer specialised servicing including direct referral or support to culturally appropriate services.

In-Work Support

In-Work Support Plan

When you get a job we will develop an In Work Support Plan to connect you and your employer with any additional support services needed.

In-Work Support may include visiting and monitoring your workplace, identifying any risks to your ongoing employment, and providing access to training as needed.

A commitment to quality

We choose training and specialist service partners that have a commitment to delivering high quality services.

We improve our service through regular industry analysis, feedback and customer satisfaction surveys.

About us

Mission Providence is a leading provider of services that empower people to find lasting employment and realise their full potential.

Formed in 2014, we work together with government, employers, partners and job seekers to help people create better futures for themselves, their families and for the communities in which they live.

Based in over 60 different locations, we are a high performing organisation that provides tailored proven employment support, guidance and opportunities.

Timeline of Support

Getting to know you

The first step is to understand what you are looking for, and understand your skills and ambitions.



Your Job Search

We will provide you with a range of job search resources, tools and tips to assist you with job searching.



Work for the Dole

Work for the Dole includes work like activities to help you learn new work skills and improve your chances of getting a job.



Building your work capacity

We will help you to build your skills and confidence to meet local job opportunities.



In-work support

After you start a new job, we can help you settle in and connect you with any additional services you may need.





jobactive Service Delivery Plan: North and North Western Tasmania

What makes My Pathway different?

At My Pathway, we are a national group whose collective expertise, gained through 22 years of delivering education, training and employment services, enables us to help people who want to work to secure sustained employment.

We have a vision to build stronger communities.

We want to see individuals, families, businesses and communities succeed.

We invest in you, the job seeker.

My Pathway pursues a vision to build stronger communities by investing in you and your development. It is an investment in our most important resource, people. Training and education provide opportunities. They are critical for financial security and shaping health, happiness and life in general for families.

We have everything you need to succeed.

Our business has been designed to provide innovative and simple service solutions. We offer job seekers and employers everything they need, from support programs, education, training, labour hire, apprenticeships and traineeships, through to community support and networks.



Contact us today | 07 4033 3400 | www.mpath.com.au

Department of Employment and Workplace Relations - Documents released under FOI - LEX 1210

about us



about us

We deliver personal service and solutions that work.

We know it is not 'just a job', it is your career, it is your business and it is your life. We stop, listen and create a personalised solution for your needs. We know that everyone is individual. We give you a dedicated Consultant, so that when you call you get someone who knows you.

We know relationships are based on respect.

Relationships, partnerships and cooperation are not just words to us. We have a history and reputation for developing strong respectful relationships and actively collaborating with community, industry, and government at all levels to deliver better, all-of-community focused services.

We are regionally and locally based.

We understand the challenges facing people living in rural, remote and regional Australia. We employ locals, understand local issues and implement localised solutions.

jobactive Service Delivery Plan: North and North Western Tasmania

Our personal service.

At My Pathway, we know it is not 'just a job' to you, it is your career and it is your life. With us you get personalised service and a dedicated Consultant, so that when you call you get somebody who knows you.

We will:

- Conduct on-line skills based pre-assessments
- Refer you to specialist services to help develop your work readiness skills
- Facilitate group sessions providing peer support and encouragement
- Facilitate work preparation, work capacity and work experience activities
- Keep in regular contact, including through texts and e-mailed vacancy bulletins to assist you to find sustained work
- Provide you with access to clothing for your job interviews where appropriate
- Assist with transport to your interview where reasonably required
- When required, we will refer you to an appropriate Work for the Dole activity.

We can get you a job that's right for you.

We work with employers locally and nationally and have a large database of jobs and Employers available in your local area. We will continually liaise with local employers to identify new and upcoming job opportunities.

We will also:

- Provide you with a range of supervised, on-line and self-help activities to help prepare you to meet employer needs
- Facilitate practice interviews, employer specific training, workplace visits and employer presentations
- Market your talents to employers targeting the right job for you
- Create 'taste test' job trials to help you find out what job you want
- Negotiate with employers to access job sharing and flexible part-time solutions providing you with more flexible options.



job seekers

We have everything you need to succeed.

Our whole business has been designed to provide an innovative and simple-service solution. We offer you everything you need with a range of support programs, education, training, labour hire, community support and networks.

We will also:

- Provide access to our services through a variety of technology including our website with 'live-chat' functionality, a 1800 line (cost of a local call) and social media including Facebook, Twitter and LinkedIn
- Maintain offices in Launceston, Devonport and Burnie, George Town and St Helens, with access to our services also available in Ulverstone, Smithton, Flinders Island, King Island, Queenstown, Strahan, Zeehan and Rosebery
- Trial Saturday opening hours (9am-12pm) at our Launceston, Devonport and Burnie offices with a view to a permanent roll-out if successful
- Provide you with an easy to follow map and directions to our office (by email, post or text)
- Provide vacancy displays in each permanent office and assist your job search activities through our self-help facilities with Wi-Fi
- Facilitate access to our services through a range of communication formats including audio, easy English, large print and access to an Auslan interpreter if you require it
- Provide targeted projects and activities that support specific groups such as youth, mature age and Indigenous Australians.

We are there with you at every step of your pathway to sustainable long-term employment because your success is our success.

jobactive Service Delivery Plan: North and North Western Tasmania



We are strategic and we provide a personalised solution that works now and in the future.

At My Pathway, we take the time to understand your business and, using our expert industry knowledge and relationships, work with you to effectively determine the skills and traits your staff need.

We then aim to equip our job seekers with relevant training and coaching to meet those needs.

We aim to remain an integral part of the success of any placement with you, through the provision of real support to both our job seekers and you, the employer.

Our staff will endeavour to assist with any matters that arise following a placement through clear communication with job seekers about your expectations and negotiation with you about any challenges that our job seekers are experiencing.

We are serious about supporting your business and want to get to know your business and understand your total staffing needs.

For our employers, we will:

- Map workforce needs at the individual employer and industry level on a region wide basis based on needs analysis and employer profiles developed by our staff in consultation with you
- Take the time to meet with you and gain an understanding of your business so we can provide better staffing options
- Keep in regular contact with you in a way that is convenient to your business through face to face meetings, phone, email or social media (*continued over page*)

- Provide expert advice and assist you with the completion of paperwork for wage and training subsidies, taking on apprentices and labour hire staff and helping your business utilise available assistance from the Australian Government
- Engage with you through local business networks (for example, working with Industry Associations such as the Burnie, Devonport and Launceston Chambers of Commerce and Industry, Northern Tasmania Development and Advance Burnie amongst others)
- Invite you to present and showcase your business to potential employees at events like Career Expos
- Assist your business in the development of Indigenous Opportunity Policies.

We are committed to helping you find the right person for the job.

We will:

- Assist with the development of job descriptions, screen and filter applications and conduct pre-interviews for job seekers, so you only need to deal with a short list of potential applicants that match your needs
- Provide you with access to interview rooms and template interview scripts
- Endeavour to find you a suitable employee through partnerships with other employment service providers (jobactive, Disability Employment Services, labour hire) if we don't have a suitable candidate
- Collaborate with Registered Training Organisations, apprenticeship service providers, Vocational Training and Employment Centres, labour hire firms and other organisations to assist with your specific needs.

Our service does not stop at the placement of a staff member with you.

We commit to:

- Provide post placement support for up-to 12 months based on job seeker needs
- Support you and your new staff member following commencement of employment
- Collect feedback from you and your new staff member regarding their employment, and work with you both to address any matters identified. This may be done either face-to-face or using technology such as online, email or telephone. We will seek regular feedback from commencement of employment through to completion of post placement support services
- Make group support sessions available to staff to help address any challenges they may be experiencing
- Communicate with you any matters raised by your new staff member and work with you to address them
- Be flexible in how we provide our post placement support so as to not be a distraction to the workplace
- Utilise social media to provide support to staff members employed with you
- Act on your feedback about our service delivery promptly.

employers

jobactive Service Delivery Plan: North and North Western Tasmania

At My Pathway, we have a history and reputation for building stronger communities through the development of effective relationships, partnerships and networks, actively collaborating with community, industry, and government at all levels.

[We value collaboration and actively seek to work with others.](#)

Within our networks, we will:

- Endeavour to establish a collaborative local 'employment services coordinating body' to support employer co-marketing and vacancy sharing
- Co-locate services with community organisations for part-time outreach services to provide a wider network of locations to engage with people looking for work
- Consult interested community stakeholders through our Community Reference Group as well as Government departments and agencies, business groups and Employer Representative Bodies such as the Burnie, Devonport and Launceston City Councils and other local Councils throughout the region, Housing Tasmania, Department of Human Services and Centrelink, and act on their feedback (*cont.*)





networks

- Collaborate with other employment service providers in the region such as other jobactive providers, Disability Employment Services providers and the Australian Apprenticeship Support Network
- Cooperate with training providers, group training organisations and labour hire organisations to develop better ways to meet employer needs
- Work with specialist health, youth, family and other social services such as Cornerstone Youth Services, Headspace Northern Tasmania, Sage Hill Family and Friends, Anglicare, City Mission Launceston, Centacare and Karinya to deliver targeted projects and activities to support the employment goals of people looking for work
- Engage employers through local business networks such as the local Chambers of Commerce and Industry
- Conduct regular surveys and focus groups involving all industry participants to ascertain and respond to feedback on our service delivery
- Commission independent evaluations and audits to assess service impact on performance and value for money.

Service Delivery Plan for Employers

About Us

NEATO has been meeting the needs of Queensland employers and job seekers since 1986. We are proudly Queensland owned and operated.

We operate from over 50 sites throughout regional Queensland and are well placed to meet all of your recruitment needs. We understand the local labour market and will make it our business to understand yours.

NEATO strives for continuous improvement and innovation in everything we do and we pride ourselves on our high performance and integrity.

Why choose NEATO as your preferred recruitment provider?

At NEATO, we provide a professional, tailored recruitment service to meet your needs.

Our experienced recruitment teams will work with you to provide a recruitment solution to meet your business requirements, which may include:

- * writing your job advertisements
- * job or position advertising
- * access to our database and networks
receiving and screening resume's
- * applicant screening and interviews
- * reference checks
- * qualification confirmation
- * providing shortlists
- * access to interview rooms



Service Delivery Plan for Employers

Assistance with Hiring and Training New Staff

NEATO understands how costly it can be to hire and train new employees.



As a result, all of our recruitment specialists are able to help you access jobactive incentives potentially available to you. Our staff will talk you through the requirements as well as submit the applications and process the payments on your behalf. We will even remind you when you are due to receive a payment!

NEATO can also assist in training applicants to meet your needs and work closely with numerous training organisations across Queensland. This allows us to develop and deliver industry specific training

Ongoing Support

NEATO's commitment to quality service doesn't end upon commencement of your new staff member.

We also provide support for the first 6 months after your new staff member starts work. This is very flexible and tailored to the needs of yourself and your new employee.

Support is available on site, over the phone or via email, whenever suits you.

Our Networks

NEATO is an important part of the local community.

We are locals and involved in a variety of community activities. We have established working agreements with organisations such as training providers, apprenticeship centres, pre-employment health assessors and Work for the Dole coordinators.

Our staff also work closely with community based organisations to ensure we are able to access the best services for every section of the community including our youth.

We value your feedback

Your feedback is important to us.

We use the feedback received to improve the services we provide to you and others. We welcome you to pass your feedback on to our local staff or alternatively you can contact our Head Office on

Website: www.neato.com.au

Email: info@neato.com.au

Phone: 1300 786988

Service Delivery Plan for Indigenous Australians

About Us

NEATO has been meeting the needs of job seekers and Employers since 1986. We are proud to be Queensland owned and operated.

We operate from over 50 sites throughout regional Queensland and are well placed to help you find a job. All of our sites are modern, functional and easily accessible whilst being in close proximity to Centrelink.

We employ local people with a genuine interest in assisting you to find employment. Many NEATO staff are Indigenous Australians and all of our staff are provided with extensive training and provide a professional and culturally sensitive service to our Indigenous job seekers.

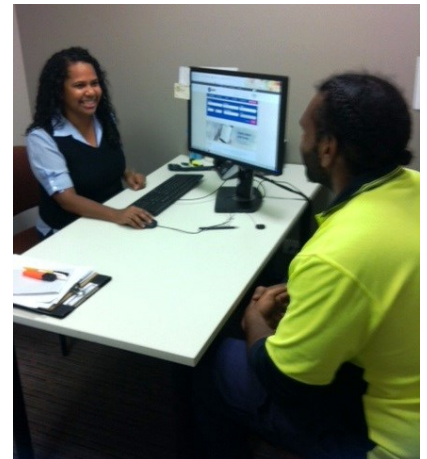
What support we provide

Registering with NEATO means that you will not just work with one person but a dedicated team of people who are experienced, friendly, professional and will listen and treat you with respect. Our staff have an established network of Indigenous community organisations that we will work with to achieve your employment goals.

Your initial appointment with us will be booked within 14 days of being referred to NEATO.

At this appointment we will

- ✓ get to know you and the commitments you have within your family and community
- ✓ work with you to develop a plan to reach your employment goals
- ✓ help you to understand and meet your Centrelink requirements
- ✓ help you to access online resources that will assist you to find a job



After the initial appointment we will contact you every 3 weeks to discuss and review

- ✓ your Job Plan
- ✓ activities that will assist you to find employment
- ✓ available employment opportunities
- ✓ participation in Work for the Dole (where required)

To help you with your job search

- ✓ all of NEATO's sites have free Wi-Fi and computers where you can come in and
 - update your résumé
 - identify and apply for employment opportunities
 - update your details with Centrelink
- ✓ NEATO has experienced local recruitment teams that
 - understand the local labour market
 - identify and advertise job opportunities from all industries
 - help you gain the skills and qualifications needed to get a job

Service Delivery Plan for Indigenous Australians

How we can help after you find job?

Once you have commenced a job, we will continue to provide you with support by contacting you regularly during your first 6 months.

The frequency and best method of contact will be arranged with you taking into consideration your work arrangements.

These contacts will ensure you have a network of support by people experienced to assist you in overcoming any challenges you may face.



Our Networks

NEATO is an important part of the local community.

We are locals and are involved in a variety of community

We have established working agreements with

Indigenous organisations such as training providers,

apprenticeship centres, pre-employment service providers and Work for the Dole coordinators.

NEATO engages with Elders of the community and works with them to deliver training and promote awareness of the services available. Our staff also work closely with community based organisations to ensure we are able to access the best services for every section of the community including our youth.

We value your feedback

Your feedback is important to us.

We use feedback to improve the services we provide to you and others.

We welcome you to pass your feedback on to our local staff or alternatively you can contact our Head Office on

Website: www.neato.com.au

Email: info@neato.com.au

Phone: 1300 786988

Service Delivery Plan for Job Seekers

About Us

NEATO has been meeting the needs of job seekers and employers since 1986. We are proud to be Queensland owned and operated.

We operate from over 50 sites throughout regional Queensland and are well placed to help you find a job. All of our sites are modern, functional and easily accessible whilst being in close proximity to Centrelink.

We employ local people with a genuine interest in assisting you to find employment. NEATO staff are provided with extensive on-the-job training to ensure they have the local knowledge and contacts to provide you with the best service.

What support we provide

Registering with NEATO means that you will not just work with one person but a dedicated team of people who are experienced, friendly, professional and will listen and treat you with respect.

Your initial appointment with us will be booked within 14 days of being referred to NEATO.

At this appointment we will

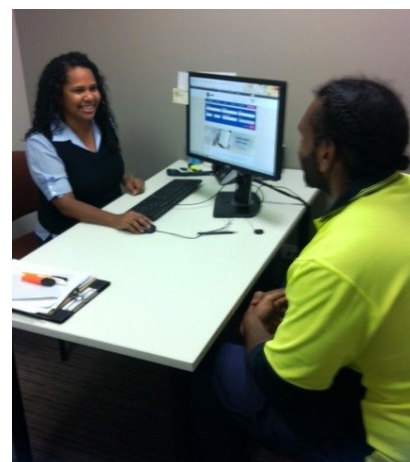
- ✓ get to know your employment goals
- ✓ work with you to develop a plan to reach your employment goals
- ✓ help you to understand and meet your Centrelink requirements
- ✓ help you to access online resources that will assist you to find a job

After the initial appointment we will contact you in a variety of ways, every 3 weeks to discuss and review

- ✓ your Job Plan
- ✓ activities that will assist you to find employment
- ✓ available employment opportunities
- ✓ participation in Work for the Dole (where required)

To help you with your search for work

- ✓ all of NEATO's sites have free Wi-Fi and computers where you can come in and
 - update your résumé
 - identify and apply for employment opportunities
 - update your details with Centrelink
- ✓ NEATO has experienced local recruitment teams that
 - understand the local labour market
 - identify and advertise job opportunities from all industries
 - help you gain the skills and qualifications needed to get a job
 - market-you to new employers



Service Delivery Plan for Job Seekers

How we can help after you get a job?

Once you have commenced a job, we will continue to provide you with support by contacting you regularly during your first 6 months.

The frequency and best method of contact will be arranged with you taking into consideration your work arrangements.

Our Networks

NEATO is an important part of the local community.

We are locals and are involved in a variety of community activities. We have established working agreements with organisations such as training providers, apprenticeship centres, pre-employment service providers, such as youth specialists and Work for the Dole coordinators.

Our staff also work closely with community based organisations to ensure we are able to access the best services for every section of the community including our youth.

We value your feedback

Your feedback is important to us.

We use this feedback to improve the services we provide to you and others

We welcome you to pass your feedback on to our local staff or alternatively you can contact our Head Office on

Website: www.neato.com.au

Email: info@neato.com.au

Phone: 1300 786 988





SERVICE DELIVERY PLAN

About Us

At NORTEC we work to create opportunities and inspire futures by listening to understand and seeking real employment solutions for job seekers and employers. We are a quality-accredited not for profit organisation which has provided employment, training and business advisory services for over 35 years. We deliver services from the western suburbs of Brisbane, QLD down to Forster-Tuncurry, north of Newcastle, NSW.

EMPLOYERS: *As a valued customer, our intent is to provide you with excellent employees.*

- You will be offered a range of recruitment service options to fill your temporary and permanent vacancies with the best people available.
- You can register on our Employer Portal which provides access to current labour market information, industry trends and business advice. You can lodge your vacancies directly through the Portal, or via phone, SMS and email. We guarantee to contact you within 4 working hours of listing a vacancy.
- Vacancies will be listed immediately on NORTEC's internal and other external job boards, providing exposure to a broad range of potential candidates.
- We will talk to you about the skills, competencies and attitudes you are seeking from candidates to best meet the needs of your business. We will ask you how many applications you wish to receive and in what timeframe.
- Our Business Development Officers will provide 3 candidate profiles (unless otherwise advised) summarising candidate suitability. All candidates will be reference-checked prior to job referral.
- Our staff will refer candidates to you within 48 hours and facilitate a job offer within 5 working days.
- We will work with you to understand and support your industry-specific induction processes and expectations to ensure candidates not only meet the requirements of the job but are productive employees in the shortest possible time.
- Our Customer Service Centre will be available between 8am – 8pm Monday – Friday for up to 6 months to support you and ensure your new-hire is meeting your expectations.
- Where a placement does not meet your expectations, our candidate replacement guarantee will ensure we find you a replacement candidate within 5 business days.
- We will seek your feedback through employer satisfaction surveys and invite you to participate on Employer Reference Groups (annually) and Industry Skills Groups (quarterly) to ensure we continuously improve our service to you.
- You will be invited to participate in NORTEC's Job Drive Campaigns, Mini Job Expos, and Business Networking Functions to provide you access to the widest pool of candidates possible.
- We have the ability to add value to your business beyond pure recruitment services and can offer you additional support through our Small Business Support Unit and Training Division if you request it.

For more information visit www.nortec.org.au or call 1800 667 832



SERVICE DELIVERY PLAN

About Us

At NORTEC we work to create opportunities and inspire futures by listening to understand and seeking real employment solutions for job seekers and employers. We are a quality-accredited not for profit organisation which has provided employment, training and business advisory services for over 35 years. We deliver services from the western suburbs of Brisbane, QLD down to Forster-Tuncurry, north of Newcastle, NSW.

JOB SEEKERS: *Our goal is to find you a job as soon as possible. We will do this by providing the following services.*

Welcome Call

Our Customer Service Centre will contact you within 48 hours of being referred to NORTEC to:

- Discuss and answer any questions you may have about your first face-to-face appointment with us.
- Obtain a copy of your résumé and the contact details of your job references.
- Explain how to complete an online form that will tell us about your work skills and job preferences.
- Provide instructions on how to use our website and download job-search apps where you can review the available jobs in your area.
- Explain how to get to our office and who to ask for when you arrive. We may ask you to bring along other information that will assist us in helping you to find work.

Your first meeting with us

One of our Work Advisors will have a conversation with you to:

- Get to know you and understand your current skills, work preferences and goals.
- Agree on 3 relevant activities that will best help you move towards work and get you started on these activities within 48 hours of the meeting.
- Review your résumé and provide advice on how to make it as effective as possible.
- Show you NORTEC's job searching resources and review our current jobs with you.
- Explain your obligations regarding job search and what could happen if you don't meet these obligations.
- We will let you know if you have a requirement to do Work for the Dole. If you do, we will refer you to an activity that will help you gain relevant work experience. We will assist you with any special requirements to participate in this activity e.g. protective clothing.
- We will provide you with Wi-Fi access while in NORTEC's office so you can connect your own computer or smartphone to the internet to assist with your job search.

Before you leave this first meeting, your Work Advisor will confirm your next appointment and let you know how often you will need to attend appointments going forward.

Next steps in your job-seeking journey

- We hope that by genuinely listening to you in the first meeting that you trust us to help you. We will continue our conversations with you over time to understand your situation as it changes and find you suitable work.
- If your circumstances require it, we will work more intensively with you to develop your skills to find work as quickly as possible. For example, we will send you to activities that build your skills for work including unpaid work experience, volunteering opportunities and development of skills that are sought after in your area.
- A Work Advisor will help you with your job search when you are at a NORTEC office.
- We will run job search groups tailored for different groups including the mature aged, young people, and those looking to work in the same industry so they can help each other find work too. We will put you in a group that best meets your circumstances.
- If you are an Aboriginal or Torres Strait Islander, our Indigenous Liaison Officer will be available to help you with your job search, explain employer expectations and assist you with any cultural issues that may be impacting your job search.
- We will identify jobs we think match your skills and will notify you about these via text, email and phone call.
- We will develop a short profile of you which will include your skills and qualifications. Employers like these as they can see quickly whether your skills match their needs.
- We will provide you with up to date information about employer and workplace expectations as well as access to industry-specific inductions, licences and tickets to ensure you have every opportunity to achieve your job goals.
- You will have the opportunity to participate in our Job Seeker Reference Group which meets half-yearly to provide suggestions on ways we can improve our services.

After you start work

- After you start work we will provide you with ongoing support for up to 6 months to assist with any issues that may arise in the workplace. This support might include skills development, mentoring, and financial planning. We will be available to you from 8am to 8pm Monday to Friday.



www.nortec.org.au

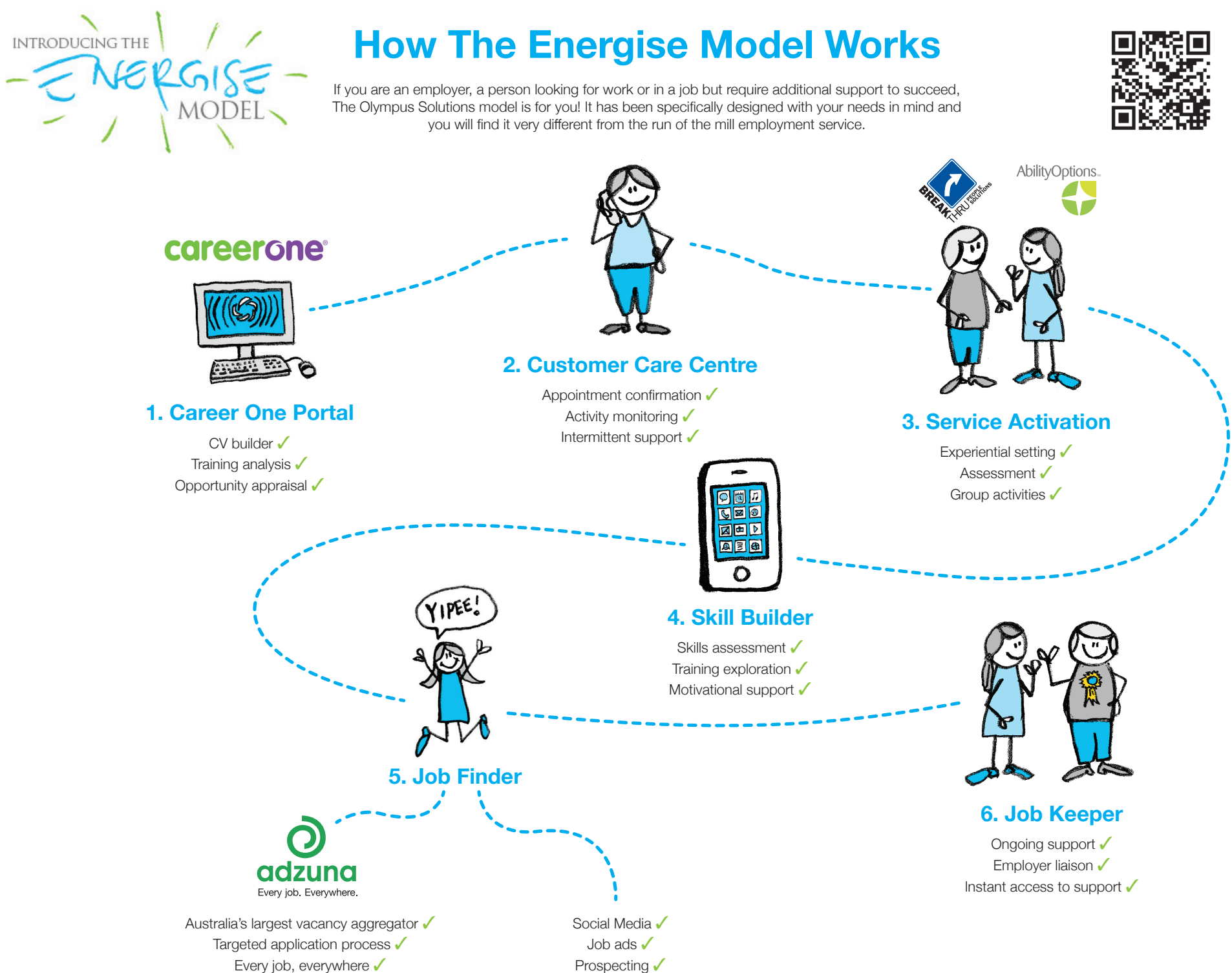
1800 667 832



Who is Olympus?

Olympus Solutions is a community organisation with lots of experience helping job seekers in Sydney and the Central Coast find and keep the jobs they really want. Locally, you can drop into any of our sites at The Entrance, Gosford, Wyong, Bateau Bay, Hornsby, Ryde, Brookvale, Chatswood or Baulkham Hills which are open from 9:00am until 5:00pm or call 1800 447 427 between 8:00am and 6:00pm, Monday to Friday or email info@olympus.org.au for support.

Olympus offers its services using the Energise Model - we show how the model works in the diagram below on a journey from first contact with us to the support offered to you after you have been employed in a job:



As well as having someone at the front door of our offices to make you welcome, we have staff who go door-to-door talking with existing and potential employers about the job that you want. We also work with mainstream job advertisers CareerOne and Adzuna to make sure you get the best chance to apply for the range of jobs you are suited for.

Olympus will keep in touch with you throughout your job search via our Customer Care Centre. Staff may phone, text or email you about your Job Plan and details of your employment.

Our services to help you get a job are in six stages:

1. CareerOne Portal: Register your details on our CareerOne Portal: <http://olympus.careerone.com.au>. Here you can upload your CV. You will also find great tips and advice about how to present your CV as well as job opportunities in your local area.

2. Customer Care Centre: Call our friendly and helpful staff who will set an appointment for you to come into one of our sites so we can meet you and find out more about you. Our Customer Care Centre is also available to offer you intermittent support throughout your job search.

3. Service Activation: We will meet with you to find out what you are good at doing and what job goals you have. We will meet with you twice a month in person to make sure we are both doing what we need to do to get you a job. We will also work with you to make sure that you are doing what Centrelink needs you to do with your job search commitments.

4. Skills Builder: In the Skills Builder phase we will focus on what the employers in your local area are looking for, and what skills you need to get work. We can also show you jobs that interest you in other areas. The CareerOne portal can identify training that may be helpful to you so you can reach your goals and our links with TAFEs and apprenticeship centres will help you explore your training options. When we meet with you, there will be one-on-one support or you could work within groups to help develop the skills you need and motivation for you to succeed. If you are a young person, you can meet and mix with other young people. If you are an Aboriginal or Torres Strait Islander we can connect you with mentors and other people from your culture. If you have a disability you can choose to meet with other people that may share similar experiences to you.

5. Job Finder: We will work with you to undertake a range of things to find work, including computer based searches using our CareerOne portal, and our staff speaking directly with employers to get you a start. We will offer you Work for the Dole (WfD) programs where appropriate to ensure you are work ready and have the required skills. Olympus will help you identify at least five jobs a week you can apply for.

6. Job Keeper: Once you get a job we will work with you and your employer to make sure everything goes smoothly. To do this we will be in contact with you at least once a week for the first twelve weeks of your new job and once a fortnight after that until you have been in the job for six months. This can include meeting with you at the workplace or more flexible arrangements such as phone calls before or after work, texts, emails or social media services we operate through our Customer Care Centre.

Our Networks

We will use our network of employers and community groups to provide employment opportunities, Work for the Dole placements, and health and community services.

Through our National Partnership Team we develop employment opportunities with large national employers and work with other jobactive providers to find opportunities for our job seekers.

For people with a disability, we have a wide network of support for meeting your accommodation, case management and access needs. Our migrant support groups provide programs focussed on improving English language skills and networks. Our Indigenous networks cover all communities in the region and we have good relationships with many local uncles, aunties and elders. Other community supports include Suremploy - a pre-employment screening and injury assessment group, White Lion - a youth support service, and 'headspace' who provide youth mental health and wellbeing support.

You are encouraged to share your experience with us in any manner suitable to you. We take responsibility for meeting the needs of our customers and this approach is at the core of how we operate.

We look forward to working with you!

www.olympus.org.au

About Olympus

Olympus has extensive experience helping employers large and small to identify, manage and meet their labour needs.

Our service partners include CareerOne for labour market intelligence and Adzuna - Australia's largest jobs board aggregator- for job listings.

And then there's our personable staff - all experts in their own right who you can meet in a range of ways including over the phone, face to face or via social media.

Our Expertise

Olympus will help you analyse skill shortage and labour pressure points you may have, including hard to fill vacancies or high turn over roles. We have performed this work previously with employers like those on the extensive North West Rail Link project, Woolworths, Outback Steakhouse and a wide range of small businesses.

Olympus has networks in a wide range of industries and formal agreements with other jobactive providers, group training providers like MEGT, labour hire groups Manpower, Chandler McLeod and Tailored Workforce, local Chambers of Commerce, councils and Sydney Business to provide timely advice and support to source the right people for your business. We will obtain information on jobs, skill shortages and employment trends through our employment partners.

Our Service Commitment to You

So we can quickly respond to your vacancy demands, we will assign an Account Manager to you. Our services are end to end and cover pre-placement services such as screening and shortlisting applications, pre-placement support, facilitating job trials and assistance with settling a new candidate into their role. We can put in place whatever approach works for you.

We will refer suitable candidates within 24 hours of your request.

We will facilitate work experience programs to ensure job candidates are work ready and develop the skills you require and offer other Government initiatives that are right for your business.

We will also advise you on eligibility for wage subsidies for young people, mature aged people, Indigenous people and long term unemployed people. Where it will help you, we can also engage support from other services to ensure the job is a success all round.

Training will be made available to employers and their staff to promote inclusion and cultural sensitivity through Aboriginal and Torres Strait Islander Employer Specialist Pindarri, MDA, White Lion and Sureemploy.

If you are in small business, we know we need to find just the right fit for your next employee and see that the fit works. We will identify and deliver targeted, demand-led training and other workplace support to make this happen. We can also help you to access a network of experts who specialise in Industrial Law, Human Resources, Business and Financial Planning, Market Analysis and Business Technology Solutions.

Our service continues after employment placement, providing you and your new team member with the highest level of ongoing support and training to ensure things work out. We guarantee it. This will include weekly follow up for the first twelve weeks of the placement and fortnightly follow up after that until your new employee has been successful in the job for six months.

Will monitor your satisfaction with our service through our Customer Care Centre.

Contact us on 1800 447 427 or go to www.olympus.org.au to find out more. Our website is an online community for employers including facility to lodge vacancies, provide feedback, access and exchange information.

We look forward to working with you.

About Us

Document 59

QITE is a local community based not for profit organisation which is focused on delivering employment and other services in the Cairns Region. Our head office is based in Mareeba, our staff are locals and our voluntary board is made up of respected industry and community leaders.

QITE has been delivering services to Mareeba since 1987 and to the wider Cairns region since 2009 and have sites located in Mareeba, Atherton, Innisfail, Yarrabah and Cairns. We are proud of this history and are pleased to work with you to meet your recruitment needs.

QITE is expert in the local labour market and can offer employers a one-stop shop for quality recruitment, labour hire and harvest labour services.

Finding Staff

QITE understand the challenges that local business face, in recruiting and maintaining a skilled and productive team. We will provide you with a service which is specific to your business needs.

QITE will work with you to ensure that you find the right person for your team, so you can focus on your business.

To get to know your recruitment needs we can visit your place of business, and work with you to understand how we can assist you.

We can save you time and money by:

- Advertising
- Short-listing
- Interviewing and matching suitable employees
- Providing incentives for eligible employees



QITE will work with you to find the correct employee who has the skills or experience that will suit your business. Our staff are trained to have the knowledge and expertise to be able to offer information on the range of services that we deliver. These services include:

- General recruitment
- Labour hire
- Harvest Labour Services
- Access to Australian Apprenticeship Support Network
- Individualised training packages

Post Placement Support

Once we have found a suitable employee for your business a member of our dedicated Post Placement Support team will get in touch with you within 5 working days and will remain in contact with you for 6 months. Our Post Placement Support team will be able to provide you with advice and support to ensure your new employee remains with your business. We will discuss with you the most suitable method of keeping in contact that suits your business schedule.

QITE are able to offer additional services tailored to your business. For example we can support you to provide a culturally appropriate workplace by sharing our knowledge on cultural awareness.

Our Networks

QITE is a local community based organisation that has been part of the Tablelands and Cairns region for over 25 years. We are committed to building and maintaining strong relationships with other service providers. We will maintain open communication channels with industry bodies, training organisations Indigenous organisations, other jobactive providers, government agencies and local council to deliver the highest quality service to you.

Our staff are active members of many local community groups and the Chambers of Commerce and they know how important it is to work with other organisations.

QITE's stakeholder network is diverse and we link directly with industry bodies, training organisations and other jobactive providers.

- Tablelands QITE horticulture experience has been working with the local farmers providing the skilled staff at time of harvest. Workers are recruited both locally and through the Harvest Labour Service. QITE is a member of the Mareeba District Fruit and Vegetable Growers.
- QITE labour hire has sourced employees for local council positions such as labourers for parks and gardens, waster transfer stations and traffic controllers for road works.
- In the Cairns and surrounding areas QITE works with employers locally and nationally in the tourism industry. QITE has a connection with Voyages Indigenous Tourism Australia and together work to support Indigenous job seeker into employment.
- QITE has partnered with local pharmacies to provide traineeships for job seekers to work in the retail industry.
- QITE worked in conjunction with TAFE to upskill 100+ job seeker to gain qualifications to work in various industries ranging from age care to administration.

The relationships we build within our networks are critical to the delivery of services and we are committed to:

- Always maintaining an active membership of the National Workforce Network
- Maintaining and expanding on our network of registered training organisations and recruitment agencies
- Maintain membership and attendance at Chambers of Commerce
- Capitalise on skill development funding opportunities
- Facilitate programs that provide an effective transition from unemployment to employment
- QITE will identify trends and needs for the business community at large – to prepare for possible staffing requirements.
- Pre-empt industry skill shortages and prepare the workforce for future trends
- QITE will co-ordinate and lead strong and productive links between education and training providers, jobactive providers and industry
- Free subscription to our quarterly e-Newsletter to inform all stakeholders of recent and relevant events and news

We value your feedback on ways that we can better our service delivery, and will always welcome and seek your feedback with a focus on continuous improvement.

Contact us



Phone 1800 354 414
Available Mon – Fri 8:15am to 5:00pm
After hours leave a message

Web www.qite.com

Facebook

Email: mareeba@qite.com

About Us

QITE is a local community based not for profit organisation which is focused on delivering employment and other services in the Cairns Region. Our head office is based in Mareeba, our staff are locals and our voluntary board is made up of respected industry and community leaders.

QITE has been delivering services to Mareeba since 1987 and to the wider Cairns region since 2009 and have sites located in Mareeba, Atherton, Innisfail, Yarrabah and Cairns. We are proud of this history and are pleased to work with you to find employment.



Finding a job

We have a skilled team of locals who will work with you to find a job. We will provide you with a place where you can search for a job, where we provide internet access, computers, dedicated phones, newspapers and job boards. You can also bring your own device and connect to our free Wi-Fi to search for a job.

Your first appointment will be a facilitator-led group session or a one on one interview where we will cover topics such as goal setting, skills and work history. We will then develop a résumé' and an individualised Job Plan which is the first step on your path to employment.

Your next appointment will be booked within 5 days and where you will start on one of these paths.

Go: We will help you to practice for interviews, show you how to market yourself to employers, arrange unpaid work trials that will enhance your skills and match your employment goals. We will refer you to at least 2 jobs at each contact and contact you fortnightly to see how you are going with your job search.

Ready: In this phase you will gain work like skills and experience that can help you find a job. This phase involves Work for the Dole. As you approach this phase we will explain the requirements to you and refer you to an appropriate Work for the Dole activity within 5 days.

Build your skill: We will work with you to enhance your existing skills to successfully progress or change your career path. In this phase you will be marketed to at least 2 employers at each appointment.

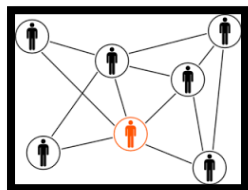
Jobs and training: As an early school leaver you will be required to enrol into a Certificate II, we will contact you fortnightly for the first 6 weeks, and depending on your how your study is progressing we may review your employment plan.



Post Placement Support

Once you have started a job we will get in touch with you within 5 working days and will remain in contact with you for 6 months. Our dedicated Post Placement Support team will be available to provide support and will keep in touch with you and your employer, to check how you are going in your job. If needed we will be able to offer you additional support to maintain your job such as mentoring and transport assistance.

We will discuss with you the most suitable method of keeping in contact that suits your work routine.



Our Networks

QITE is a local community based organisation that has been part of the Tablelands and Cairns region for over 25 years. We are committed to building and maintaining strong relationships with other service providers, Indigenous organisations, government agencies and local council to deliver the highest quality service to you.

Our staff are active members of many local community groups and the Chambers of Commerce and they know how important it is to work with other organisations to support you in securing work.

The relationships we build within our networks are critical to the delivery of jobactive services, and we are committed to:

- Always maintaining an active membership of the National Workforce Network to link you with national employment opportunities;
- Maintaining and expanding on our network of training organisations and recruitment agencies to link you with relevant training and employment opportunities.
- Ensuring that our staff are able to actively participate in network meetings.
- Work with local Indigenous organisations to help our Aboriginal and Torres Strait Islander job seekers to improve their lives, and the community
- QITE worked in conjunction with TAFE to upskill 100+ job seeker to gain qualifications to work in various industries ranging from age care to administration

QITE values your feedback, and welcomes your opinion on how we can improve at any time.

Contact us



Phone 1800 354 414
Available Mon – Fri 8:15am to 5:00pm
After hours leave a message

Web www.qite.com

Facebook

Email: mareeba@qite.com



Service Delivery Plan

Who we are

The Salvation Army Employment Plus is one of Australia's largest government funded employment services, finding quality employees for businesses – at no cost.

Employment Plus provides job seekers with access to specialised training, work experience and a range of support services. We also work closely with businesses across all sectors, finding the right people to fill their needs.

Extended operating hours are offered at selected locations in each Region; staying open until 9pm one evening per week, and 9am-12pm every Saturday.

See employmentplus.com.au/job-seekers for details.

As a not-for-profit organisation, surpluses are directed back into The Salvation Army's social programs – providing relief to the homeless, the underprivileged, victims of disaster and many other local programs that make a difference in people's lives.

Our promise to you

For job seekers we will

- Provide a personalised plan to employment at your first appointment detailing a monthly schedule of agreed activities to support you in obtaining employment and meeting your mutual obligation activities
- Provide you with personalised support in preparing for employment, including where eligible:
 - Employer engagement sessions, introducing you to local employers
 - Interview training
 - Résumé building
 - Training aligned to local labour markets
 - Fortnightly contact through our face to face, online, phone and group services
- Utilise our national partnerships with labour hire organisations to quickly engage and prepare you to meet high demand employment opportunities within your local labour market
- Offer you access to group training, motivational sessions and training webinars
- Offer you access to allied health services and community partners as relevant
- Provide you with immediate access to an online portal which includes tools for managing your job search and training where eligible
- Match you to suitable Work for the Dole activities for skills and experience development
- Link you to apprenticeship and traineeship networks as appropriate
- Offer access to WiFi and mobile device charge stations
- Provide video conferencing or mobile services as appropriate where travel time exceeds 90 minutes or exceptional circumstances prevent you from attending our offices within a week of your referral to us
- Offer extended hours of operation at selected locations in each region; staying open until 9pm one evening per week, and 9am – 12pm every Saturday. See employmentplus.com.au/job-seekers for details

Provide appropriate coaching and training for Indigenous job seekers, including:

Training with strong cultural content covering:

- Health, well-being and work life balance
- Literacy and numeracy
- On-line learning resources

Promotion of training and support to employers covering:

- Workplace diversity
- Closing the cultural gap
- Culturally appropriate mentoring and support through our qualified mentors

Provide appropriate coaching and training for youth, covering:

- Networking
- Career planning
- Goal setting
- Job search skills
- Life skills development

Provide appropriate coaching and training for mature age, covering:

- Assessments to capture transferable skills and career interests
- Local industry training
- Goal setting
- Job search skills
- Intensive job interview training

Provide appropriate coaching and training for job seekers with limited English language skills, including:

- Referral to suitable language programs and community organisations
- Access to interpreters and multilingual staff
- Access to counselling services
- Intensive job interview training
- Job search skills
- Career planning
- Networking

Depending on your circumstances and support needs:

- Provide you and your employer with Post Placement Support during your first six months of employment. We'll stay in touch with you to assist your smooth transition into employment, which might include any training needs or concerns that we can help you with. Support will cover:
 - Weekly contact for first 4 weeks
 - Fortnightly contact from 5 to 12 weeks
 - Monthly contact from 13 to 26 weeks
- Provide you and your employer with access to qualified mentors during the first six months of employment, which might include professional services such as counselling and occupational therapy. Support will be:
 - Weekly for the first 12 weeks
 - Monthly from 13 to 26 weeks
- Provide you and your employer with access to incentives such as career development training, specific skill and license acquisitions

For employers we will

Provide recruitment services matched to your organisation's size and requirements

Account Management

We understand that employers may have diverse needs through factors including recruitment volume or geographically dispersed workforces. To enable efficient services we offer:

- A single point of contact with our professional recruitment staff to oversee your workforce needs
- Tailored training programs designed with you to meet the needs of your workforce
- The confidence that if we cannot meet your candidate needs, then we will engage the support of other jobactive providers on your behalf
- Expertise in taking a detailed job brief that meets your needs, providing you with fast access to suitable, job ready candidates
- On the job training as required for new hires
- On-boarding support as part of the job seeker placement
- Support in gaining wage and training subsidies

- Provide you with Post Placement Support. We'll stay in touch with you to ensure your new employee has a smooth transition into your workforce. Support will cover:
 - Weekly contact for first 4 weeks
 - Fortnightly contact from 5 to 12 weeks
 - Monthly contact from 13 to 26 weeks
- Targeted and intensive mentoring for employers and employees we have placed

Value Add

Our commitment to service excellence extends across a range of additional services based on eligibility:

- Access to an advisory service for basic Human Resources and Industrial Relations advice
- Access to workplace diversity and 'closing the gap' training
- Recruitment and training to meet your ongoing staffing requirements, seasonal spikes and diversity obligations
- Conduct quarterly surveys of employers and job seekers to assess our service delivery effectiveness
- Provide access to Registered Training Organisations and Group Training Organisations to facilitate specialised training for your workforce
- Access to our national jobs board to list your vacancies
- Access to our online candidate board to fill your vacancies
- Assistance with workforce planning
- Events that bring local employers, providers and job seekers together to better understand and meet labour market needs

Our networks

In addition to being able to support job seekers in need via our links to The Salvation Army's welfare and support programs, Employment Plus has developed a wide network of employment service partners to assist both job seekers and employers nationally.

Our partners span multiple areas of expertise, from labour hire, training and recruitment organisations, to allied health and industry peak bodies:

- **Salvo's Stores** will provide 'Work for the Dole' activities with enhanced learning and development activities to improve employment opportunities
- **Australian Industry (Ai) Group** will provide HR/IR support and advice to employers
- **Recruitment & Consulting Services Association (RCSA)**. We will work with fellow member organisations nationally to source business solutions and promote the employment of Australia's Youth. We will also utilise RCSA's professional development services to raise the skill set of our front line staff to better serve the needs of employers
- **APM** (allied health provider) will improve job seeker access to allied health professionals and assist their progress to employment
- **Chandler Macleod** will improve job seeker access to on-hire employment opportunities
- **Hunter, TAS and Chisholm TAFEs** will provide vocational courses

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employmentplus.com.au



Employment Plus

Your Service Delivery Plan

Employers

Sarina Russo Job Access (SRJA) has been fulfilling employers' recruitment needs since 1979. Through our National and Regional Employer Services Teams, SRJA, with you, will identify and understand your needs, fill your vacancies quickly with the right person and provide Personalised Post Placement Support to deliver a sustainable workforce.

Assess, Acquire and Retain - SRJA will work with you to identify and address your workforce needs by:

- Understanding your business, the local labour market and analysing your needs to provide faster, targeted vacancy filling with the most suitable candidates
- Providing comprehensive management using your detailed business profile in SRJA's *Customer Relationship Management (CRM)* system
- Promoting incentives and options available to support your business to grow, such as wage subsidies and targeted training
- Obtaining your feedback and measuring your satisfaction through surveys and visits
- Having industry experts with specific sector-based understanding to help ensure the candidates we refer to your jobs meet your requirements

Place - SRJA finds the right candidates for your business needs by:

- Preparing candidates by designing programmes such as pre-employment and motivational training, licence upgrades and work trials. This allows us to maintain a pool of pre-qualified and screened candidates ready to quickly meet your needs
- Filling vacancies faster, we give you access to SRJA's comprehensive database of job ready candidates to help ensure we find the right person for the job the first time
- Allowing you to choose the way to lodge vacancies, using our App, online, by phone or in a face-to-face visit

Personalised Post Placement Support – We support your ongoing business needs by services such as:

- Providing comprehensive personalised Post Placement Support, for up to 26 weeks, including a plan outlining the method and frequency of any agreed support. Working with you to ensure candidates we send remain in work long-term through interventions such as contacting you on the candidate's first day, intervening quickly if you or the candidate need assistance and assisting the candidate to overcome any practical difficulties such as travelling to work
- Delivering skills gap training, either in your workplace or using SRJA's *Virtual Classroom* online tool. Assisting with matters such as time management, workplace behaviour and facilitating access to allied health professional support services if more complex workplace needs should arise

SRJA engages with employers and works to secure and grow your business through initiatives such as:

- Meeting with peak industry bodies to develop our understanding of future employment and industry needs and advising you of employment trends and strategies to address skill shortages
- Providing cultural awareness training, mentoring and assistance to build understanding and workforce diversity
- Embedding SRJA staff in your workplace for bulk recruitment needs and at peak recruitment times, drafting job advertisements, pre-screening candidates and hosting assessment days if required

- Holding open days, networking events, regular radio spots and our Employer Excellence Awards to promote your business and provide information on available programmes and services
- Helping to build capacity for small business owners by offering relevant training in business, management or commerce and by providing SRJA's *Guide to Employment booklet/USB* which contains advice on incentives, recruitment, human resources, government policies and good news stories
- Partnering with training organisations to provide services tailored to your business needs
- Working with other jobactive providers through quarterly meetings and negotiating and agreeing to servicing arrangements to best suit the needs of employers. For example, providing one lead contact, sharing vacancies, sending the best candidates, setting minimum standards and sharing feedback

Networks

SRJA works with organisations that play an effective role in supporting your labour force needs.

We:

- Identify, establish relationships and collaborate with major labour hire companies and private recruitment agencies to provide a greater pool of job ready candidates to meet your business needs
- Network and develop relationships with industry employer groups and become members of local business networking groups and local Chambers of Commerce to disseminate information, identify opportunities and understand and address your business needs
- Link with the Australian Government, state governments, local councils, business and stakeholders to support development opportunities

About Us

As a global industry leader in employment, training and education the Sarina Russo Group's mission is to provide an employer-led approach to fulfil your business needs. We continually demonstrate an ability to inspire, enhance and empower through education, training, employment and job creation.

The Sarina Russo Group includes:

- **Sarina Russo Job Access (SRJA)**, an organisation delivering:
 - jobactive
 - Harvest Labour Services
 - New Enterprise Incentive Scheme (NEIS) - small business creation including training, business advice and mentoring
 - Disability Employment Services
 - Psychology & allied health professional services
- **Sarina Russo Apprenticeships (SRA)**, in 'Building a skilled Australian Workforce' SRA has supported Australian Apprentices and their employers since 2006
- **Sarina Russo Institute** delivering industry focussed training, mentoring and job placement to meet the skilling needs of industry
- **James Cook University Brisbane** - diploma, undergraduate and postgraduate degree programmes
- **Sarina Russo Recruitment**, premium recruitment providing executive, permanent, temp and contract recruitment services
- **Sarina Russo Job Access (Great Britain)** – delivering high performing employment and training services

Your Service Delivery Plan

Job Seekers

As your jobactive provider, Sarina Russo Job Access (SRJA) will deliver practical job-focused services. You will receive tailored personalised support from your own dedicated Employment Consultant and if you need it, you will receive additional specialised servicing.

SRJA commits to offer the following while you are looking for work:

- **Rapid Engagement** - Contact immediately after your referral from Centrelink to arrange an appointment with us. If appropriate, we will start looking for work for you straight after this initial contact
- Regular face-to-face contact but we also keep in touch by phone, SMS, Skype and email
- Our sites are highly visible with open reception areas, roaming staff to assist you and computers available for your use
- **Assessment** - At your first interview, we work with you to identify your work readiness, conduct a skills assessment and discuss activities for inclusion in your Job Plan. We review your progress at all meetings with us
- Access to your *Digital Personal Profile*. We will make available the SRJA digital online tools to help you connect with jobs, notify employers, record your JobSearch efforts and show your progress in finding work
- **Activate and Place** – Depending on your individual needs, we arrange activities to help you gain employment as soon as possible such as:
 - JobSearch and interview preparation, including 1 day JobSearch workshops
 - Access to SRJA's *Self-Help Centres* with services such as free Wi-Fi internet access, training options, group activities, supervised JobSearch activities and access to job boards to identify available employment opportunities
 - Work-like activities, Work for the Dole, workshops, coaching, training in workplace expectations and specific training designed to meet local employment needs and match available job opportunities
 - Assisting you gain employment through a team-based approach which may include your Employment Consultant, SRJA's *Employer Services Team*, community organisations and allied health professionals
 - If appropriate, participation in SRJA's *9 O'Clock Club* with increased JobSearch delivered from 9am over 2 weeks
 - Specialist assistance through SRJA's in-house psychologists and allied health professionals
- We will schedule a face-to-face meeting with you to talk about your Annual Activity Requirement such as Work for the Dole. SRJA's Work for the Dole Managers find activities that are relevant and work-like to build your skills

Post Placement Support - Once you have started employment and depending on your needs and those of your employer, SRJA will provide support for up to 26 weeks which may include:

- A *Personalised Post Placement Support Plan*, designed with you, including regular contact arrangements and, as relevant, any additional training or support
 - An *In-Job Pack* may be added to your *Digital Profile* with a travel to work plan, a start work checklist and the contact details of your employer and SRJA Consultant
 - Access to SRJA's *Post Placement Collaborate* web-site with tools such as tips for keeping your job and forums to talk to others about their experiences
- Intervening if issues occur, for example, providing access to allied health professional support services, assistance with practical difficulties such as travelling to work and providing skills training
- For your convenience, our sites can open after hours if required, to allow you to access our services

Additional Specialised Servicing where needed, such as:

- Access to intensive JobSearch activities, interview panels with employers, skills testing, accredited training and SRJA's 3 day *Work Readiness* programme
- Your Employment Consultant may work with allied health professionals, as well as specialist or community support organisations to provide further assessment and assistance if required
- If you are not in sustainable employment within 12 months with SRJA, we will increase your appointments and activities and may change your Employment Consultant for a fresh perspective
- If you are an Aboriginal or Torres Strait Islander, SRJA's specialist unit, mentors and partners will engage with Aboriginal and Torres Strait Islander Peoples' communities, build the cultural awareness of employers and provide you with appropriate support before and after you've started employment
- If required, we will provide access to multi-lingual staff or interpreters, assistance with Australian workplace expectations, overseas skills recognition, establishing Australian work history as well as delivering our programmes in other languages and providing translated material on our website
- Helping you with any areas which may prevent you accessing or maintaining employment such as unstable housing, limited work experience, transport, child care or health related matters

Networks

SRJA works with organisations that play an effective role in preparing and supporting you to meet Employers' labour force needs. We:

- Develop *Partnership Plans* to manage relationships with employers, training providers, support groups, disability services, medical practices, specialist and youth services, housing organisations and other programmes to help with your specific needs
- Identify, establish relationships and collaborate with major labour hire companies and private recruitment agencies to provide greater access to job vacancies
- Work with community organisations, health providers, Vocational, Training & Employment Centres (VTECs), Australian Apprenticeship Support Network Providers, Work for the Dole Coordinators, and Registered Training Organisations to give you the best access to support and employment

About Us

As a global industry leader in employment, training and education the Sarina Russo Group's mission is to give you the energy, the motivation and the self-confidence to get that job, keep that job and grow in that job. We continually demonstrate an ability to inspire, enhance and empower through education, training, employment and job creation.

The Sarina Russo Group includes:

- **Sarina Russo Job Access (SRJA)**, an organisation delivering:
 - jobactive
 - Harvest Labour Services
 - New Enterprise Incentive Scheme (NEIS) - small business creation including training, business advice and mentoring
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- **Sarina Russo Institute** delivering industry focussed training, mentoring and job placement to meet the skilling needs of industry
- **James Cook University Brisbane** - diploma, undergraduate and postgraduate degree programmes
- **Sarina Russo Recruitment**, premium recruitment providing executive, permanent, temp and contract recruitment services
- **Sarina Russo Job Access (Great Britain)** – delivering high performing employment and training services

Service Delivery Plan

Job seekers

At Status we believe paid employment is key to leading a satisfying and rewarding life and, as such, we have designed a fresh “Work Culture” Service Delivery model. Our model is work focused with a strong emphasis on understanding Australian Work Culture with three distinct phases based on your individual circumstances:

1. Assessment and Career Planning;
2. Get Work Phase; and
3. Keep Work Phase.

As part of our service we invite you to engage and actively participate with our Work Culture Compact. This is designed to assist participants in our service to gain an understanding of employer’s expectations. This will increase your workplace suitability and increase opportunities for sustainable employment.

We also offer our Work Culture Harmonising program to help you adjust to the expectations of the modern workplace when struggling with the requirements of the Work Culture Compact. You will work closely on a one-to-one basis with your Workplace Advisor who will:

- Be matched to meet your individual circumstances.
- Conduct a strengths based assessment to identify what employment is suitable for you.
- Negotiate a Job Plan to assist you get back into the workforce, reviewed at every fortnightly appointment with us.
- Develop a work potential and work readiness profile within your first two appointments.
- Assist with résumés and cover letters.

The services you can expect from Status are:

- A dedicated Workplace Advisor which will enable a more personalised service.
- Specialised Youth and Mature Aged Workplace Advisors for those participants.
- Access to our Employment Hotspot including free WIFI, beverages, computers for job search and staff assistance.
- Access to Status Connekt social media including ; Job and industry information via Facebook, profiling on our Employee Hot Prospects website and our Status app which has a “chat” function where you can message your Workplace Advisor directly from a smartphone.
- A mobile phone with pre-loaded Status applications where participants are classified as requiring the highest level of service from the Department of Human Services and, don’t own a compatible smartphone.
- Access to our Work Culture Harmonising program which improves workplace suitability, attitude in the workplace, work culture, developing work routines and addressing non-vocational barriers.
- Personalised marketing by one of our experienced Business Development Consultants who will market you directly to employers on your behalf.
- Ensuring you are prepared for work through the provision of essential training, uniform or equipment requirements.
- Receipt of an Employment Commencement Package when you start work which includes tips and advice for addressing workplace issues and building career opportunities.
- Customised Post Placement Support that is tailored to the needs of you and your employer which may include; visits to your workplace, at our office, over the phone, email or via Status Connekt social media.
- Access to our dedicated in-house Work for the Dole Coordinator to assist with quality placements that are employment focussed.

If you are a Holden employee or work for a company linked to the auto industry please ask about assistance that may be available as a jobactive participant or alternatively from the SA government. We can assist and advise on additional assistance that may be available to you.

We are open 9am – 5pm Monday to Friday. We are keen to help you get back to work!

Level 1
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Service Delivery Plan

Employers

Status has been highly successful in assisting employers across Adelaide for over 25 years. We work with your future employees from a wide range of industries and backgrounds who are actively looking for employment. Our services are at no cost to you and all of our prospective employees experience our “Work Culture” delivery service which outlines your expectations as an employer.

When we recruit for you, we take the trouble to find out how your business operates so that we can match applicants to best suit your needs. At Status we:

- Employ a team of dedicated Workplace Advisors who specialise in promoting work ready employees to meet your business needs.
- Have Business Development Consultants on the road from Noarlunga in the South, Port Adelaide in the West and Gawler in the North, always available to discuss and develop recruitment strategies to meet the needs of your business.
- Promote your vacant positions via our Status app to our database of “matched” work ready employees.
- Provide you with expert advice and administrative assistance on accessing Australian Government wage and training subsidies.
- Assist you with the recruitment process by including the use of our offices at no cost to you to conduct interview and information sessions, reference checking, pre-screening and advertising.
- Ensure your new employee is ready for work through the provision of essential training, uniform or equipment requirements.
- Utilise our in house database to match potential employees within minutes.
- Provide you with a dedicated account manager who is your single point of contact.
- Provide you with a list of suitable applicants within 1 hour.
- Use both our networks and other jobactive providers to find your next employee if we do not have suitable applicants on our database.

Our Employee Hot Prospects (EHP) website enables you to search for your next employee online or from a smartphone via our EHP app. Search by skillsets, qualifications, industry experience, suburb or distance from your business.

The selection criteria that will identify your next employee is online at your fingertips. This innovation won Status the 2009 National Award for Best Website and Best Web Strategy Australian Communication and Information Technology from Connecting Up Australia.

Once you have recruited through us, we then follow up fortnightly with post recruitment support to make sure that the placement is a success. If any issues occur, we are always on hand to assist both you and your new employee via:

- Onsite workplace follow up visits tailored to suit your workplace.
- Mentoring and coaching with your new employee.
- Assistance with on the job training.
- Job redesign and workplace modification information.
- Support for you and your employee as long as required.

At Status we are passionate about developing long term relationships with our employers. We invite you to join our annual Footy Tipping Competition, join us for hosted networking functions, and attend major sporting and entertainment events - including exclusive access to the Audi Stadium Club at the redeveloped Adelaide Oval.

Please contact one of our offices to discuss your requirements.

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Service Delivery Plan

Networks

We understand the importance of building productive partnerships with other services. Our Business Development Consultants connect with community agencies that provide wrap around services and referrals to our program, which is one of our key marketing strategies.

Status has been a strong advocate in communities across Adelaide, providing immediate links for referrals and marketing. We have formal partnership arrangements with complementary organisations, including:

- Don't Overlook Mature Expertise (DOME), a training and recruitment organisation providing assistance for mature aged clients (40+).
- Salvos Stores, for placement of Work for the Dole participants into volunteer positions where a variety of retail skills are taught.
- Allity, for the provision of, and participation in, quality work placements to ensure that Status students achieving the Certificate III in Aged Care are suitably qualified and meet the needs of industry.
- Dress for Success Worldwide, providing corporate suiting for women re-entering the workforce along with training, mentoring and support programmes to ensure success at work.

We are always looking to partner with likeminded organisations that provide mutually beneficial outcomes for our client groups.

We actively collaborate with other jobactive providers to share vacancies and source employees for business that enables a greater pool of potential employees and access to a wider range of services.

Status is a Registered Training Organisation and also a SA Government accredited 'Work Ready' training provider. We provide training in areas including Business Administration, Retail, Children's Services, Aged Care and TAE. We also deliver nationally accredited employment preparation programs for people looking to join the workforce.

Status is also a major provider of the Australian Government's Skills for Education and Employment (SEE) in South Australia. This program assists people with literacy issues as well as migrants whose first language is not English. The focus of the SEE training is to equip students with the skills to gain employment.

During our 25 year history as a local training and employment organisation, we have assisted literally thousands of South Australians into the workforce by providing case management and employment counselling services, training for job seekers that meet industry needs, and high quality recruitment services to employers.

Status enjoys strong relationships with other training providers, industry groups, government departments, Department of Human Services and local employers. These complement our involvement with community support groups, welfare agencies and mental health specialists.

We are a dynamic South Australian organisation that is proud to continually receive high ratings by the Australian Government for assisting job seekers into work, as well as community projects that have received Prime Ministerial awards.

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Service Delivery Plan

About Us

Status Employment Services is an independent specialist provider of recruitment, training and Australian Government Employment services. We offer over 25 years' experience and are widely regarded for our dynamic, innovative approach to assisting our customers.

We currently deliver DES – DMS services from 6 sites across Southern (Noarlunga and Oaklands Park), Western (Kilkenny) and Northern Adelaide (Salisbury, Modbury and Elizabeth). Due to our 5 star success we have expanded from two sites in Southern Adelaide (2010) to our six current sites.

We have also been successfully contracted to deliver the new jobactive contract across the Northern Adelaide employment region from six locations including; Port Adelaide, Kilkenny, Modbury, Salisbury, Elizabeth and Gawler.

Status has extensive experience in a number of key manufacturing and service industries, as well as the retail sector. We deliver a range of tailored employment and training opportunities that include:

- Vocational courses and personal development training to job seekers through our Registered Training Organisation.
- Language, Literacy & Numeracy assistance to disadvantaged people across the Adelaide metropolitan area through the Australian Governments Skills for Education and Employment Program.
- The South Australian Governments "WorkReady" program.

Our services are work focussed and assist our clients back into the workforce, and we have long standing relationships with both small and large local employers in a broad range of industries.

We are not a large national company; rather we are a local boutique agency that provides individual one-to-one services to both our clients and employers. We are proud to have achieved excellent results and to be recognised by the Australian Government as a high performing training and employment services provider serving the needs of the community of South Australia with distinction.

Status is also an ISO 9001 Quality Accredited organisation and certified under the National Standards for Disability Services.

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Skill Hire is an Australian owned company providing professional employment and training services throughout Western Australia and South Australia. Our branches are part of the local community, drawing on this relationship to tailor solutions that work for businesses requiring local labour market knowledge. In addition to jobactive, Skill Hire offers a variety of options when recruiting or looking for employment including Labour Hire, Permanent Recruitment and Group Training.

Our values are important to us and we aim to incorporate these in all that we do:

- **Passion** - *Employing and Training passionate people*
- **Responsibility** - *Accountable for everything we do*
- **Integrity** - *Consistently fair, honest and respectful*
- **Determination** - *Committed to success*
- **Enterprise** - *Innovative and Resourceful*

Skill Hire is a "One Stop Shop" for Recruitment, Labour Hire, Group Training and jobactive services. With our experience we understand the recruitment needs of a range of industries and match job seekers to meet your business needs.

Skill Hire deliver a specialist employer servicing team comprising of case managers, sales officers and labour hire, recruitment or group training advisors. Employers are best matched to a designated specialist who coordinates their services.

Available Employer Services

Staffing

- A range of recruitment solutions including contract staffing and recruitment support
- Vacancies lodged on Australian Job Search (jobsearch.gov.au) and social media within 24 hours and regular contact to update on progress in recruiting to fill positions
- Vacancy management from initial recruiting through to regular follow up on-site post placement
- A computer recruitment system that best matches employer needs for quick and accurate referrals
- The opportunity to assess potential employee's work skills using contract staffing or work experience placements prior to making an employment commitment
- Wage subsidies where applicable to support with employee costs
- 26 weeks Post placement support including regular face to face contact in the first 4 weeks, on-site mentoring and further training and development if required
- Monthly employer surveys to check that needs are being met which input into Skill Hire's continuous improvement programs

Apprenticeships & Skill Development

- Group Training services for apprentices and trainees including all administration and payroll functions
- A Registered Training Organisation that will design and deliver custom made training to fit your individual business and employee needs
- OH&S training and consultation to meet your needs and budget
- Free safety assessment and audit of your business

Indigenous & Other Services

- Indigenous recruitment and retention support
- Customised pre-employment training to meet your business needs
- Delivery of cultural awareness training
- Payroll services including workers compensation, superannuation and payroll tax

Our Networks

- Long term established relationships with our local communities and service providers that will allow us to better prepare our candidates to suit the needs of your business
- Detailed knowledge of training options across construction and industrial markets with our own Registered Training Organisation specialising in carpentry & bricklaying
- Australian Brick & Block laying Training Foundation (ABBTF) & Construction Training Fund (CTF)
- Members of local Chambers of Commerce to provide us with early knowledge of future prospects in the region that will then allow us to prepare our candidates for those opportunities
- Extensive networks with local industries to help provide relevant, quality staff for your operations
- Acquisition of NARA Training & Assessing for extensive RTO scope & services
- Preferred supplier for John Holland in WA, NT & SA
- Preferred supplier for Herald Building & Geraldton Building Services & Cabinets
- Service Agreement with Cleanaway Recycling plant
- Extensive local labour market knowledge in each of our regions
- On behalf of the government deliver jobactive, Remote Jobs & Communities Program (RJCP) and Work For the Dole (WFD) contracts
- Positive working relationships with other employment agencies allowing us to collaborate to provide you with the right candidate to fit the needs of your business
- Regular & direct liaison with WFD Co-Ordinators for work experience opportunities

Skill Hire WA Pty Ltd is certified under the AS/NZS 4801 Industry Standard and ESIS – Employment Services Industry Scheme.

Skill Hire is an Australian owned company providing professional employment and training services throughout Western Australia and South Australia. Our branches are part of the local community, drawing on this relationship to tailor solutions that work for businesses requiring local labour.

Our values are important to us and we aim to incorporate these in all that we do:

- **Passion** - *Employing and Training passionate people*
- **Responsibility** - *Accountable for everything we do*
- **Integrity** - *Consistently fair, honest and respectful*
- **Determination** - *Committed to success*
- **Enterprise** - *Innovative and Resourceful*

Skill Hire enhances its jobactive services by offering a “One Stop Shop” for Recruitment, Labour Hire, and Group Training and ensures that you are well prepared to meet the needs of employers and enter the workforce.

Skill Hire deliver specialist Job Seeker services through its team of case managers, job search/sales officers, and career advisors. Job Seekers will be best matched to a designated specialist who will coordinate their services.

Job Seeker Services

Assessment & Assistance

- A comprehensive initial assessment that identifies your employability skills and directs you to the most appropriate consultant to match you to employment opportunities
- Development and review of your individual Job Plan
- Provision of a Job Diary to accurately track job search and activity commitments
- Monthly contact maintained that meets your needs
- Flexible service delivery including use of modern technology to help you meet your appointment obligations
- Access to Job Club to develop employability skills and establish individual goals and then assist you to achieve those goals
- Specialist services for job seekers including an Individual Needs and Employment plan to address barriers to employment and referral to key services to address barriers to employment, such as mentoring and support for Indigenous Job Seekers
- Interpreter services when required and disability access to office locations across regional WA

Skill Development & Employment

- Referral to Skill Hire’s Contract Staffing and Recruitment Service
- Access to temporary and permanent positions through labour hire placements
- A computer recruitment system that matches your skills to the needs of employers
- Access to our Registered Training Organisation accredited short courses, trades training and upskilling
- Opportunities for work experience placements to develop job ready skills and provide work like experiences, including Work for the Dole Activities
- Assistance to secure employment through wage subsidies, work clothing or employer identified training
- Post placement support for you and your employer for up to 26 weeks after you commence employment and settle in to the workplace
- Targeted apprenticeship opportunities for youth

Our Networks

- Long term established relationships with our local communities and service providers enabling us to refer you to the most appropriate service to assist you with your barriers to employment and better prepare you for local employment opportunities
- Positive working relationships with other employment agencies that will allow us to collaborate to meet the needs of local businesses
- Regular & direct liaison with WFD Co-Ordinators for work experience opportunities
- Detailed knowledge of training options across construction and industrial markets with access to Apprenticeship opportunities
- Members of local Chambers of Commerce giving us access to future development information & awareness of local opportunities.
- Extensive networks with local industries to help provide relevant, quality staff for their operations and provide you with access to future prospects & development opportunities in your region
- Memorandums of Understanding with Centrecare, SMYL, Goldfields Community Alcohol & Drugs Service and Great Southern Personnel.
- Sub-contractor service agreement with Southern Aboriginal Corporation

Skill Hire WA Pty Ltd is certified under the AS/NZS 4801 Industry Standard and ESIS – Employment Services Industry Scheme.

Let us do all the work required to find you quality staff while you get on with the business of running your business!

St Laurence's MyWORKoptions suite of services delivers employers a fast, efficient recruitment service at no cost to you, and job placement support that meets the need for reliable employees with the right set of skills, experience and attitude to deliver their business.

We have a proven, outcome driven reputation for assisting a wide range of businesses in regional and rural Victoria across many sectors including manufacturing and processing, agriculture, retail, hospitality, administration and customer service. We have a pool of potential employees to cater to the needs of large, medium and small organisations.

We offer a range of generous Government financial incentives for eligible job seekers and can assist with funding training in the workplace.

Our service commitment to you is to:

- allocate a dedicated Employment Development Officer who will spend time with you to ensure a thorough understanding of your business including seasonal peaks of demand
- give you time saving vacancy lodgement options through our website and smart device software MyWORKAPP
- assess your vacancy and advise you within 24 hours if we have suitable candidates on our data base
- provide space in our offices for you to conduct and attend interviews and follow up on any questions you have regarding job seekers
- conduct résumé checks and police checks where required
- arrange trial periods so that you can assess a job seekers skills and suitability on the job
- provide casual staff for short term and seasonal placements
- organise wage subsidies for eligible job seekers
- provide funding assistance for eligible employment related training e.g. licences and tickets and for work related tools and equipment for eligible job seekers
- work with other local employment providers to meet your workforce needs
- provide on-going placement support for job seekers through the MyWORKoptions Employee Assistance Program – pre-commencement induction / workplace mentoring and coaching
- keep you connected and informed of local labour market conditions impacting your business through the MyWORKoptions quarterly e-newsletter and quarterly forums
- seek and use your feedback to enhance our service to you
- promote your business through our quarterly MyWORKoptions e-newsletter
- take the time burden and distraction of recruitment away from you. We will also take care of all the paperwork!

We keep you involved in the process as much as you tell us you want to be. This is a partnership and we will be available throughout the recruitment and placement processes to support your new employee.

At a St Laurence office you will find a friendly, professional team of staff who will guide and coach you through your journey to find and keep a job.

We know sometimes this journey can be tough.

We will listen to you to understand your employment goals.

We will use our extensive contacts with local employers to help you find the best possible job. And, we will give you the support you need to keep a new job.

Together with our specialist health, training and welfare service partners we make certain you have the right services you need to be 100% job ready to kick start your new career.

Our commitment is to help you by:

- matching your skills and experience to the job types available within the local area using our **MyWORKOptions** Jobs Matrix tool setting job goals and coach you to achieve these goals
- linking you into weekly Job Search groups
- finding jobs by sending you job alerts and appointment reminders to your smart phone through our **MyWORKAPP**
- checking your progress via Skype, if you are in a remote location and it is difficult to get to our office
- providing training in how to write a résumé, how to do well in a job interview, how to manage your time when working and more
- finding relevant training (accredited & non-accredited) that gives you a better chance of getting a job
- arranging access to relevant Work Experience and Work Trials with local employers
- providing (for first time workers) our **MyFirstWork** program which offers more support and actual workplace visits
- providing access to our **MyWorkSpace** office with Wi-Fi, PCs, printers and phones, at no cost to you
- giving access to extra support if you are an Indigenous, Mature Aged, Sole Parent, Disability or a Youth job seeker
- assisting you into suitable Work for the Dole Places through close collaboration with Work for the Dole Coordinators
- working with employers on job placement and job re-design to ensure you are the best fit
- providing you an on the job buddy (someone who partners with a new employee) and After/On the Job Support if you need it
- assisting you to understand any government incentives available to help you find a job and keep it.

Your Success is Our Success

workforce.

“We will find the right person to meet your workforce needs.”

EMPLOYERS

About Us

Sureway Employment & Training is a regional jobactive organisation, specialising in meeting employers needs. With over 90 sites across regional NSW, VIC and SA, our strength is our understanding of rural, regional and remote labour markets. Sureway is part of a wider group of jobactive organisations enabling us to access candidates across Australia and making us the right team to find the best person for your business.

Our Communities

Sureway continues to be an essential part of the communities we've worked in for over 20 years. We are passionate about supporting local employers. We understand employer's workforce needs and work with our partners to build tailored strategies and solutions.

We understand that within each community we are a part of, there are varied labour markets and industry challenges. We will support employers by:

- leading the development of a Regional Skills and Employment Network to support the long term workforce needs of the community
- circulating informative email and social media communications promoting opportunities for employers
- running webinars and other content focused on topics impacting regional employers
- providing multiple ways to access our service, including online and self help tools

To help you find the right person we

- provide an industry specialist account manager who will:
 - introduce you to Sureway and explain how we will support you;
 - work with you to understand your current and future workforce needs including cultural fit; and
 - tailor our services to meet your workforce needs, including interfacing with other agencies

- provide shortlisted work ready candidates in your industry
- arrange opportunities to meet candidates
- manage your vacancies, including screening applicants and assisting in interviewing potential candidates
- provide a full list of available subsidies and incentives
- assist with licenses, training and pre employment checks and medicals
- arrange for a Sureway staff member to be on site in periods of high recruitment
- advertise your vacancies through our network
- provide office space for interviews
- provide assistance to consider workflows and role redesign

To support you and your employee we

- work with you and your employee to develop a comprehensive employment support plan as soon as they start work
- provide access to Sureway's support call centre Monday – Saturday from 7am to 7pm so you can access support when you need it
- provide a dedicated staff member who will contact you directly during your employee's first month to assist you in the initial phase of settling a new staff member into your business
- provide onsite support for up to six months
- arrange ongoing training
- assist with licenses, clothes and tools your employee needs to perform their role
- help you with subsidy and incentive administration

How you can provide feedback

- email: feedback@sureway.com.au
- call: 1300 305 365
- visit: sureway.com.au
- social media:    Sureway Employment & Training
- participate in our surveys

employment.

“We will help you to find a job as quickly as possible and support you to keep it.”

JOB SEEKERS

About Us

Sureway Employment & Training is a regional jobactive organisation, specialising in helping people find work. With over 90 sites across regional NSW, VIC and SA, our strength is our understanding of rural, regional and remote labour markets. Sureway is also part of a wider group of jobactive organisations enabling us to access vacancies across Australia and making us the right team to help you find employment.

Our Communities

Sureway continues to be an essential part of the communities we've worked in for over 20 years. We have developed extensive labour market knowledge, allowing us to source local vacancies and build strong relationships with employers. We understand employers' workforce needs and work with our partners to build tailored strategies and solutions to provide you with opportunities in your local community.

Within each community, we work with youth, Indigenous and mature aged job seekers. We support these clients by:

- running Sureway's 'Youth Force' program which focuses on job seekers who are not yet job-ready and aims to address non-vocational issues
- providing access to youth mentoring programs
- continuing to run Sureway's Indigenous trainee program
- appointing specialist staff and Indigenous mentors
- promoting the Restart Wage Subsidy for mature aged clients directly to employers
- providing access to programs that update mature aged client's skills

To help you find work we

- provide a concierge who will introduce you to Sureway, explain how we will help you and assist you in applying for jobs
- provide you with access to MySureway Client Portal at your initial appointment, an electronic tool that will:
 - help you to identify your strengths and transferrable skills;
 - identify vacancies in your area and your industry of interest; and
 - assist you to create an electronic marketing profile and in applying for jobs

- will promote you to employers by allocating you an industry specialist on commencement who will:
 - arrange workplace training to allow you to demonstrate your attitude and skills directly to employers;
 - arrange promotional activities including work trials, work experience placements and activities that bring you and employers together such as workplace tours
 - will further develop your work skills by arranging:
 - pre employment training to prepare you for the workplace;
 - foundation skills training; and
 - accredited training
- will link you with a Personal Change Agent who will work intensively with you for four weeks, to support issues that need stabilising as they arise
- will send suitable vacancies directly to you from commencement with Sureway
- will hold an individual progress discussion every six months to agree on actions to get you into work
- provide self help tools, including the MySureway App, to assist you in your job search
- give you monthly reminders to assist you to meet your mutual obligation requirements

To help you keep your job we

- work with you and your employer to develop a comprehensive employment support plan as soon as you start work
- provide access to Sureway's support call center Monday – Saturday from 7am to 7pm so you can access support when you need it
- provide a dedicated staff member who will contact you directly during your first month to ensure you settle into your workplace
- provide onsite support for up to six months
- arrange ongoing training where needed
- assist with licenses, clothes and tools you need to perform your role

We expect you to

- be committed to your Job Plan including attending all appointments
- treat our staff with respect
- dress and behave appropriately in our offices
- use appropriate language in our offices
- be on time and ready for work
- contact us if you are unable to attend your appointment

How you can provide feedback

- email: feedback@sureway.com.au
- call: 1300 305 365
- visit: sureway.com.au
- social media:    Sureway Employment & Training
- participate in our surveys

JOB PROSPECTS

Job Prospects is part of SYC, a community based not for profit organisation delivering employment, training, youth and community services. Established in 1958, SYC has helped three generations of people to find a safe place to sleep, develop new skills, gain and sustain employment, finish school and reconnect with their families.

SERVICES FOR EMPLOYERS

A dedicated contact number and a personal Account Manager will be your point of contact with Job Prospects. Your Account Manager will meet when and where suits you. Our Account Managers understand employers and will become the expert on your business, workforce and recruitment needs so you get the employees you need, when you need them.

We can manage everything from major recruitment campaigns and outplacements to the recruitment of your first employee. We work together with recruitment agencies and other jobactive providers so we can meet all your employment needs, however big or small.

Job Prospects' **Business Support Services**, available via our Employer Portal, will connect you to expert business assistance, such as:

- Hiring basics,
- Marketing,
- Business planning,
- Safety training, and
- Superannuation.

Our HR Consultant recruitment solutions include:

- Drafting job descriptions,
- Advertising positions,
- Screening candidates,
- Interviewing applicants, and
- On-boarding new employees.

Skills2Employment programs find, skill up and match applicants to your business needs. With you, we design a program that can include applicant screening and interviewing, accredited training and licences, short work trials, safety training, work clothing and tools and your induction process.

Workforce Development Services plan and manage your demand peaks, while networking events and industry briefings keep you connected to your local business colleagues.

Our assistance doesn't stop once your new employees start. We offer 26 weeks of post recruitment support for every job seeker we place. Job Prospects will keep in touch when suits you to make sure you're satisfied, and our ongoing support can include:

- Assistance to address performance issues,
- On-job mentoring,
- Employee coaching, and
- Extra skills training.

NETWORKS FOR EMPLOYERS

Job Prospects works collaboratively with other organisations and businesses to meet your recruitment needs. Our partners include recruitment companies, jobactive providers, business associations, industry bodies, chambers of commerce and government. We are establishing new networks every day so that you:

- Benefit from information we gather about new business opportunities in your local area,
- Get the right staff with the right qualifications when you need them, and
- Have access to professional business support services.

For more information on our services please visit our website jobprospects.com.au



JOB PROSPECTS

Job Prospects is part of SYC, a community based not for profit organisation delivering employment, training, youth and community services. Established in 1958, SYC has helped three generations of people to find a safe place to sleep, develop new skills, gain and sustain employment, finish school and reconnect with their families.

SERVICES FOR JOB SEEKERS

We'll be in touch before your first appointment to welcome you to Job Prospects, explain our services and let you know where and when your appointment is.

At your first appointment, you'll meet your Employment Consultant. They will find out more about you by discussing your interests, skills, abilities and work history so we can get you into work quickly.

You and your Employment Consultant will make a Job Plan that's unique to you. It will include your job goal, and what needs to happen to make that goal a reality. We'll connect you with the support, services and training you need to find work.

Seeing you monthly will keep your Job Plan on track, and we'll be in touch using phone calls, emails and SMS more often depending on your job goals and your needs. Regular reviews make sure job goals are progressing and you're getting the help you need to find work.

Through **Fast Track** services we'll give you advice and information on finding jobs that match your skills and experience; helping you understand local industries, find jobs that haven't been advertised, market yourself to employers and access support to relocate.

Our **Skill Up For Work** services make sure you're ready for work – together, you and your Employment Consultant will work out which ones are right for you. These include:

- Helping you brush up on the skills all employers want – great communication, negotiation, team work and digital literacy.
- Making sure you stand out at interview, write great job applications and know how to use social media and personal networks to find work.
- Organising work experience and Work for the Dole opportunities to get you back into good work habits, gain referees and know what local employers are looking for.

Our specialist **Elev8** programs help you deal with personal or family issues and keep you motivated.

Active Job Search Zones at every site provide no cost Wi-Fi access, job search tools, computers and printing facilities. You can drop in anytime during business hours and our Customer Service Officers are there to help if you're not sure how something works or if you get stuck.

MyJob Online offers information, training, e-job boards and résumé / cover letter builders. MyJob Online services are available to you at any of our sites, as well as via smartphones and anywhere you can connect to the internet.

Once you've got work, we'll stay in touch with you to make sure everything is going okay. During the first 26 weeks in your job we can help you get extra training, make a career plan and deal with problems at work or at home so you keep your job.

NETWORKS FOR JOB SEEKERS

Job Prospects works with many organisations in your local community so you can have the help you need.

Together with our partners, we will get you ready for work, help you find a job and stay in work.

We can connect you with services such as child care, literacy and numeracy training, doctors, psychologists, family support services and money management.

For more information on our services please visit our website jobprospects.com.au





EMPLOYER SERVICE DELIVERY PLAN

Your business is important to us.

We recognise your needs and seek to provide a high standard of customer service to meet those needs.

We will help you to recruit the right staff by providing a range of flexible options.

Our commitment to you:

We will always strive to ensure a professional, responsive and tailored service.

Experienced and trained service staff will be assigned to meet your needs.

You can lodge vacancies with us online at our website at any time or by phoning your nearest TURSA office during business hours, and we will ensure an efficient response to assist you to secure your new employee rapidly.

When you lodge a vacancy with us we will:

- ❖ Assign a **Business Liaison Officer** to work with you
- ❖ Establish your particular recruitment requirements – which may include
 - tailored pre-employment training relevant to your needs
 - screening of applicants
 - provision of private interviewing facilities
 - access to Skype applicant interviewing facilities from any TURSA location
- ❖ Discuss the specific job tasks, responsibilities and work conditions to be addressed
- ❖ Explain our services
- ❖ Develop a servicing plan with you
- ❖ Provide you with direct contact numbers – including after-hours mobile contact
- ❖ Check with you regularly to discuss the suitability of referrals.

Other Support

- Access to the TURSA WorkSkills Investment Fund for *eligible placements*
- Linking to apprenticeship and traineeship information and contacts
- In some instances, TURSA may not be able to provide suitable staff. Therefore, we will work collaboratively to access other employment providers to ensure the best choice of suitable applicants to meet your business needs.
- We have a free *Employer Information Kit* that gives you a wealth of recruitment information including sample interview questions and tips, free sources of business and human resources advice, and details of available financial assistance.

Post Placement Support

We will provide support through **Business Liaison staff** who will develop individual employer and job seeker *Employment Support Plans* which will specify:

- ❖ Contact and Mentoring arrangements - When your new employee starts we will contact you on an agreed frequency to see how they are progressing and whether we can assist if any concerns arise
- ❖ Support to be provided to develop a *Workplace Workmate/Buddy system* including training of relevant staff members to assist in participant induction, mentoring and retention.

TURSA has strong linkages with local *Chambers of Commerce* that are able to provide business and employment related resources, website referrals or employer advice services. Many of these *Chambers of Commerce* have regular networking events that may provide you with mentoring from other local business operators in your area. If you are not a member of a Chamber of Commerce we may be able to financially help you to become a member.

TURSA will continue to be actively involved in relevant Industry Forums and will analyse employment trends in consultation with you to prepare job seekers for emerging job opportunities.

This consultation will include invitations to business breakfasts, networking events and forums.

To make sure we have been providing you with a quality service we will also contact you to receive your feedback.

Should you have any questions, suggestions, concerns or feedback please feel free to speak to the Manager or lodge a feedback form available on the TURSA website.

www.tursa.com.au



JOB SEEKER SERVICE DELIVERY PLAN

TURSA believes that all job seekers have the potential and individual strengths to gain employment. We will help you achieve this goal by providing a range of work preparation and placement options through our **WorkFirst** initiative.

Our commitment to you:

We will strive to ensure you are treated with dignity and respect.

On your first meeting you will be assigned a designated trained *Employment Adviser* who will:

- ❖ Explain our services and your obligations
- ❖ Provide you with a job seeker Information Kit
- ❖ Assess your employment skills, strengths and any barriers
- ❖ Develop with you a Job Plan designed to achieve employment as soon as possible
- ❖ Give you log on access to our *job seeker Intranet*
- ❖ Refer you to further information, resources or other TURSA staff e.g. marketers who can work with you to increase your employment skills and opportunities.

Each working week we will contact you to check how your JobSearch is going. You can choose email, phone, Skype or call into the office. This may simply require you to update your personal page with your job seeking efforts.

JobSearch facilities, including computers, Wi-Fi, photocopiers, and private interview rooms are available to you 8.30 am to 5pm 5 days a week. If you need to access Skype for job interviews this can be arranged in a private setting.

To assist you we will provide **regular scheduled information sessions and workshops** such as self-employment, job applications, employability skills, financial management such as budgeting and on line calculators to work out your income entitlements, taxation thresholds etc.

Other service options include assistance to relocate to take up a job, work experience, volunteering, training and information about any wage subsidies or return to work incentives eligibility.

After 6 months we will formally review your progress and may reallocate you to another *Employment Adviser*.

At twelve months if you have not secured suitable ongoing employment we will work with you to allocate you to another *Employment Adviser* to assist you.

TURSA will provide individualised services and support to you relevant to your circumstances. We will seek to provide an effective service for all job seekers including Indigenous clients, people with disabilities, single and partnered parents, long term unemployed job seekers, young persons, mature aged persons, people from culturally and linguistically diverse backgrounds, and early school leavers. We also have specialist advisers who can assist Indigenous job seekers.

To make sure we are meeting your needs, from time to time you may be contacted to discuss your feedback on what your views are about our services.

If you are assessed as a job ready job seeker:

- ❖ We will organise **monthly** contacts
- ❖ **At 3 months** you will participate in a group interview and information session and will then meet fortnightly with your *Employment Adviser*.

If you require additional assistance to become job ready:

- ❖ **Each fortnight** we will meet with you
- ❖ **In weeks 5 and 6**, we will provide those eligible job seekers requiring the most assistance an *Employment Workshop* for 3 days each week for 2 weeks
- ❖ **After 2 months** we will provide a half day **Job Shop Activity** for you to attend every week

We will provide you with a **Career and Skills Assessment**.

We will provide work like **Work for the Dole** places.

When you secure a job we may be able to assist you with such things as clothing, fares, licencing tickets directly related to your employment and ongoing advice and mentoring. TURSA will offer assistance to you with maintaining your new job by arranging access to non-vocational support where needed such as accommodation, transport, drug and alcohol or counselling support.

Our Customer Feedback and Privacy Policies are available on the website and hard copies at each office – please request to view a copy.

Should you have any questions, suggestions, concerns or feedback please feel free to speak to your *Employment Adviser* or use the feedback form on the *TURSA website* and at the front counter.

www.tursa.com.au

ABOUT VERTO...



- VERTO is your local employment and training specialist with over 30 years' experience in Central West NSW. We are a community owned and not-for-profit company offering you a one-stop-shop employment and training service solution. We work closely with local service providers in your community so we can achieve the best outcomes for you.
- VERTO is certified and accredited to both the International Quality Standard ISO 9001 and the Disability Service Standards and follows the Department of Employment's Quality Assurance Framework. This means the services you receive from VERTO are measured against high quality standards.
- VERTO has 13 Workforce Development Offices in your local area and we can assist you from any of these locations. (Bathurst, Blayney, Condobolin, Cowra, Forbes, Gulgong, Kandos, Lithgow, Mudgee, Oberon, Orange, Parkes and West Wyalong).
- VERTO has a team of marketing and communication specialists who publish and distribute success stories to local newspapers, radio and national and local TV networks. We promote local employers, community partners, successful placements, local events, Work for the Dole activities, sponsorships and the positive results of our government funded employment and training programmes.
- VERTO has a dedicated Learning and Development team committed to continuously training our employees (e.g. cultural and disability awareness training) to ensure you have access to the best Workforce Development Consultants in the industry.
- VERTO uses a Continuous Improvement Strategy to ensure we are always improving the quality of our service offering to you. We will continuously incorporate innovation and continuous improvement in employer engagement at a local level throughout the contract. We have a dedicated Quality Assurance and Risk team and engage external auditors in order to minimise risk to stakeholders and to ensure a quality operation.

ABOUT OUR NETWORKS...



- We will actively identify new opportunities and partnerships to expand our network and service offerings to provide long lasting benefits to our communities, customers and all government stakeholders. Our management team and Workforce Development Consultants will regularly engage with key local stakeholders.
- We will enter into formal agreements with local service providers, jobactive organisations, Work for the Dole Coordinator organisations, employers, support organisations and training companies to create better outcomes for our communities. We will clearly communicate our shared goals, roles and responsibilities and ensure all customers and stakeholders are considered in all of our decisions.
- We will host and facilitate local stakeholder networking, Chief Executive Officer meet-and-greet sessions and information forums to introduce you to local businesses, to help raise the profile of your company within the industry and local community, and to collect different ideas on local labour market issues and solutions.

OUR SERVICE DELIVERY PROMISE TO EMPLOYERS...

- We will build long lasting relationships with you by developing a knowledge of your organisation's history, services, practices and key personnel via our Business Needs Analysis process to identify how we can best assist you to recruit and skill your work force.
- We will tailor a Workforce Development Plan to ensure our specific commitments to you are clearly stated. We will document local workforce development strategies and work with local training providers to up-skill job seekers with the skills specifically identified by you.

- We will support you via VERTO's range of services such as our Australian Apprenticeship Support Network, Community Support Services and Registered Training Organisation, so these services can assist you to develop your business and your work force.
- We will have a dedicated Aboriginal Services Coordinator servicing the Central West NSW region. This consultant will be available to assist you with an Indigenous Employment Strategy and mentor your new Indigenous employees.
- We will provide you with the best assistance when recruiting, including access to interview facilities, Wi-Fi, template interview scripts and targeted training solutions, at no cost to you.
- We will assist you, depending on your circumstances and eligibility, to access wage subsidies and other incentives to assist with the initial cost of training and induction of your new employee(s).
- We will assist large employers with your recruitment needs by working with you to develop tailored pre-employment training plans and to offer the possibility of having a dedicated VERTO employee co-locate on your premises to support the process.
- We will open on Saturday mornings (9am-12pm) at selected Workforce Development Offices to offer you greater flexibility and availability to our services.
- We will provide you with our Employer Service Guarantee and take time, cost and distraction out of the recruitment process by providing services to support your needs (including shortlisting, interviewing and reference checking), and providing access to professional interview facilities.
- We will provide an individualised Employment Support Plan once a job seeker has commenced work with you, and our trained Workforce Development Consultants will support you and your new employee for six months after commencement via phone and on-site visits. Support may include access online support, additional training, wage subsidies and assistance by our Australian Apprenticeship Support Network service to you assist you immediately after your employee has commenced.
- We will actively work with other jobactive organisations, Disability Works Australia, Vocational Training Employment Centres and Disability Employment Service providers, labour hire firms and training companies to ensure you are provided with coordinated access to the most suitable person for your business.
- We will host and facilitate local employer networking and information sessions to introduce you to other local businesses, to help raise the profile of your company, and to share the latest industry and labour market information with you.
- We will conduct quarterly employer surveys to gather up-to-date information about the Central West NSW labour market and the future training and employment needs of local businesses.
- We will seek feedback on employees we refer to you and have a feedback and complaints process in place in order to make continual improvements to our services for you.



ABOUT VERTO...



- VERTO is your local employment and training specialist with over 30 years' experience in Central West NSW. We are a community owned and not-for-profit company offering you a one-stop-shop employment and training service solution. We work closely with local service providers in your community so we can achieve the best outcomes for you.
- VERTO has 13 Workforce Development Offices in your local area and we can assist you from any of these locations. (Bathurst, Blayney, Condobolin, Cowra, Forbes, Gulgong, Kandos, Lithgow, Mudgee, Oberon, Orange, Parkes and West Wyalong).
- VERTO has a dedicated Learning and Development team committed to continuously training our employees (e.g. cultural and disability awareness training) to ensure you have access to the best Workforce Development Consultants in the industry.
- VERTO ensures we are always providing the best possible customer experience and improving the quality of our services so you feel well supported when finding a job.
- VERTO is certified and accredited to both the International Quality Standard ISO 9001 and the Disability Service Standards and follows the Department of Employment's Quality Assurance Framework. This means all the services you receive from VERTO are measured against high quality standards.

ABOUT OUR NETWORKS...



- We will actively identify new opportunities and partnerships to expand our already significant network in the Central West NSW region to provide mutual benefits to you, our communities and all government stakeholders. Our management team and Workforce Development Consultants will regularly engage with key local stakeholders to ensure the best opportunities and services are delivered directly to you.
- We will enter into formal agreements with local service providers, jobactive organisations, Work for the Dole Coordinators, employers, support organisations and training companies to work together to create better employment outcomes for you. We will clearly communicate our shared goals, roles and responsibilities and ensure you are considered in all of our decisions.
- We will have a dedicated Work for the Dole Consultant in the Central West NSW region. Our Work for the Dole Consultant and Workforce Development Consultants will identify suitable work-like activities in small and large businesses that give you the skills you need to get a job.

OUR SERVICE DELIVERY PROMISE TO YOU, THE JOB SEEKER...

- We will contact you within 24 hours of you selecting or being referred to VERTO to explain our services, arrange an appointment, and assess your skills and abilities to assist you to get a job as soon as possible.
- We will host a 'Welcome to VERTO' session when you commence with us where you will meet your local Work Force Development Team and we will contact you every fortnight to assist you to prepare for, and find a job quickly.
- We will provide you with choices for how you meet with us, including electronic, telephone and face-to-face communication and accessible locations ensuring you get regular access to your VERTO Work Force Development Consultant. Our modern Workforce Development Offices will have Wi-Fi, at no cost to you, private meeting areas, training rooms, access to a job interview clothing library and vacancy displays.
- We will provide you with access to our exclusive online VERTO Job Seeker Portal where you can search for jobs, access interview and résumé writing tips, job vacancies and get up to date employment information for your area.

- We will assess your needs to ensure the services you receive from VERTO are personally tailored so we can better match you to suitable jobs. Depending on your eligibility and circumstances, we will be able to access Australian Government funding, (including the Employment Fund) to support you.
- We will review your individually tailored 'Job Plan' at least once a month to ensure we always have the most effective strategies in place to help prepare you to find and keep a job.
- We will have a dedicated Aboriginal Services Consultant servicing our sites within the Central West NSW region who will work with the local community and employers to assist Indigenous people to find long term employment. Services will include mentoring, training, introductions and referrals to culturally appropriate services and employers (in liaison with our partner organisation My Pathway).
- We will use our other VERTO business areas including our Australian Apprenticeship Support Network, Community Support Services and Registered Training Organisation to help you find and keep a job.
- We will match you to a choice of suitable job opportunities, approach employers on your behalf, assist you to apply for jobs, create an up-to-date quality résumé, and where eligible, assist with interview clothing and transport to help you to get a job quickly.
- We will, depending on your individual needs and eligibility, promptly involve you in a variety of activities and training to improve your experience and skills and make you more competitive in your chosen area. These may include:



- training courses which provide skills that employers need;
- numeracy and literacy and job search training courses;
- unpaid work experience and referrals to Work for the Dole activities;
- participation in activities and courses that increase your experience; and
- referrals for assistance with medical, personal, social, family and/or health issues.

Depending on your eligibility and circumstances, access to these additional services may be available to you for up to six months after you get a job.

- We will open on Saturday mornings (9am-12pm) at selected Workforce Development Offices to offer you greater flexibility and availability to our services.
- We will work with other jobactive organisations across Australia to ensure you are provided with access to the greatest number of available vacancies that best suit you.
- We will have services in place to meet the individual needs of all job seekers. This will include prompt referrals to work focused activities and services aimed to the specific needs of people with disability, Indigenous, youth, mature aged, single parents and under 30s.
- We will provide outreach services, and social media and online support to offer you greater flexibility and availability to our services.
- We will provide you with an individualised 'Employment Support Plan' after you get a job, and provide monthly contact at a minimum for up to six months to help you to succeed once you have commenced work. We will provide after-hours support if required, access to the Employment Fund (depending on eligibility) and if during this time you lose your job, we will assist you to find another job.
- We will conduct quarterly job seeker surveys and have a complaints and feedback process to identify how we can improve our service for you.

Above all, we will be honest, transparent and act with integrity in all of our dealings with you.



About WDEA's Service to job seekers

Western District Employment Access (WDEA) has been providing quality individualised employment services to job seekers in Western Victoria since 1989. Commencing as a small agency in Warrnambool, WDEA's commitment to the delivery of quality services has resulted in a growth of its suite of employment services across 25 locations in Regional Victoria.

Job seekers

WDEA is committed to providing quality services to all job seekers that use our services. WDEA's well trained staff will work with you in your search for employment. Our service includes:

- ✓ Providing you an initial face-to-face interview with an experienced staff member to explain our services, assess any immediate needs, and assist you to commence your search for employment
- ✓ Linking you to an Employment Consultant based on your needs, which may include specific Youth, Indigenous or Cultural and Linguistically Diverse Employment Consultants in areas of high need
- ✓ Delivering information or advice on other services that can assist your individual needs
- ✓ Minimum monthly contact to support your job searching activities and referral to appropriate Work for the Dole activities where required
- ✓ Minimum monthly face-to-face contact if you are under 30 years of age
- ✓ Identifying and developing your skills, and matching you to employers job requirements
- ✓ Helping you to build your skills, prepare for employment and help you plan your pathway to employment
- ✓ Advice on your eligibility for financial assistance to help you gain and keep a job
- ✓ Ongoing assistance after you have started a job for up to 26 weeks

Our networks to assist job seekers

As a long standing community-based organisation, WDEA has established strong linkages across the regions we service. We understand the importance of engagement and collaboration with other service providers and key stakeholders within our communities. To assist our job seekers engaging with our services, WDEA will:

- ✓ Work with other employment providers and Work for the Dole Coordinators to maximise opportunities for you
- ✓ Maintain information on other services that may assist you through a community awareness campaign
- ✓ Actively participate in community events, projects and forums to value add to our services

About WDEA's Service to Employers

Western District Employment Access (WDEA) has been providing quality individualised employment solutions to businesses in Western Victoria since 1989. Since then, WDEA has grown to become one of the largest community and employment service providers in the region, employing over 300 people across 25 locations in Regional Victoria and South Australia.

Employers

WDEA recognises the importance of developing strong connections with local businesses, understanding your needs, and providing effective and efficient solutions to help meet your recruitment needs. WDEA provide a range of services to assist employers including:

- ✓ Marketing the full range of services available to business through face-to-face on-site visits
- ✓ Optional subscription to WDEA's quarterly business newsletters
- ✓ Delivering high quality recruitment services, including:
 - On-site coordination of large scale recruitment
 - Candidate matching
 - Advertising options for your job vacancies
 - Handling all application enquiries, collation of applications, and administration
 - Organisation of interviews and facilities to conduct interviews if required
 - Notification to unsuccessful candidates
- ✓ Providing information on Australian Government financial incentives to assist the employment of eligible job seekers
- ✓ Tailored ongoing services after placement for eligible job seekers for up to six months
- ✓ Providing linkages to training and Australian Apprenticeship Support Network providers to assist in the growth of your workforce capabilities
- ✓ Assistance in the development of an Indigenous Action Plan if requested
- ✓ No cost access to WDEA's HR Department and HR Tool Kit for small business
- ✓ Access to WDEA's Industry Plus model of recruitment for specified industries

Our Networks to assist Employers

WDEA places a heavy emphasis on building networks within our communities to benefit our services to employers. To continue to maintain and grow our networks, WDEA will:

- ✓ Participate in structured meetings with a range of other employment service providers, including jobactive organisations, Work for the Dole Coordinators and Labour Hire Organisations, to provide the best range of services for local businesses
- ✓ Engage with internal and external registered training providers and Australian Apprenticeship Support Network providers to build solution based opportunities for industry
- ✓ Support industry peak bodies, local government, and community organisations to raise awareness of the services we deliver to local employers
- ✓ Administer WDEA's charitable trust fund to assist individuals and other organisations within our communities to assist those living with disability or disadvantage

WISE Employer Service Delivery

WISE Employment provides a range of employment services to small, medium and large employers. Your WISE Account Manager will work with you to understand your business and recruitment needs. With access to a large pool of job-ready candidates who have skills to match your business your Account Manager will help you find the right staff to help your organisation succeed.

How we can help you

Understanding your needs

Your WISE Account Manager will be your single point of contact and will have an in-depth knowledge of your local labour market. They will:

- provide expert advice throughout the recruitment and hiring process
- work with you to anticipate and respond to current and future recruitment needs.

Help you find the right staff

We will:

- meet with you to gain an understanding of your business and your staff needs
- prepare a brief job description, if required
- help you register a job vacancy on the Australian JobSearch database (www.jobsearch.gov.au)
- screen applicants, match their skills and knowledge to your business and refer a shortlist of suitable candidates
- arrange interviews at your premises or our office, whichever you prefer
- provide two reference checks for your preferred candidates
- conduct police checks and working with children checks for your preferred candidate upon job placement, if required
- help you hire the successful candidate and provide advice on induction programs, mentoring, workplace and equipment modifications if required
- provide online Workforce Compliance Training if necessary for your new employee in their job
- access the provision of any wage subsidies for suitably eligible job seekers

WISE Training Services

As a Registered Training Organisation (RTO #6653), WISE can work with employers and other RTOs to deliver industry specific training to provide job-ready recruits with the skills that you need to fill available vacancies.

Ongoing support for you and your new employee

Your assigned Account Manager can provide on-site support and training to help you and your new employee settle in and make the job match a success. In the event that things go wrong, they will also be your first point of contact for support.

If a candidate requires additional assistance to keep the job we will assign a specialist In Work Support Consultant for up to 26 weeks from the date of placement to help in the following supports:

- develop individual support strategies for you and your employee
- provide training or advice on workplace diversity, awareness and support (e.g. mental health, people with disability and Indigenous people)
- workplace assessments and review of workplace duties to ensure the roles are within a candidate's capability
- assistance and advice in accessing Job Task Analysis and tools (e.g. memory prompts, visual and written task lists), ergonomic workstation review, workplace modifications such as manual handling equipment, anti-fatigue matting through Job Access (if eligible)
- counselling and mediation where there are issues impacting on the employment placement

Additional support

We also offer:

- access to a Fairwork Advice hotline through a one-off 30-minute consultation with workplace relations lawyers McKean Park (or its affiliates), at no cost to employers—valid for 26 weeks after job placement
- invitations to attend Occupational Health and Safety briefings by McKean Park Lawyers (or affiliates) on key topics of interest—such as, Balancing Commercial Objectives and Safety, Best Practice Workplace Management, Discrimination Updates, Bullying, Performance and Reasonable Management, and Termination and Preventing Unfair Dismissal Claims
- the opportunity to opt into a quarterly newsletter for employers with news and information about government incentives such as wage subsidies, staff training and workforce and management tips
- invitations to participate in a regional Job Expo matching local candidates to local jobs with local businesses
- WISE Occupational Rehabilitation Services is a national allied health service that offers injury management, return-to-work services, workstation assessments and rehabilitation counselling. The team consists of psychologists, social workers, rehabilitation counsellors and occupational therapists

Support to diversify your workforce

WISE will provide support for employers to recruit staff from diverse backgrounds, including people with disability, mental health issues, Indigenous, recent arrivals, stay at home parents and mature age workers. We offer intensive support and assistance through targeted wage subsidies and other incentives that can support any additional training needs, such as onsite mentoring and specialised training (e.g. mental health training and cultural training) for employers and their staff.

To further support employers, WISE's local established partnerships with Indigenous organisations will help develop and support flexible and innovative solutions to support the employability of Indigenous job seekers. Through WISE's Indigenous Career Development Consultant and formal partnerships with local Vocational Training and Employment Centres, we will connect Indigenous job seekers to jobs and support their vocational and non-vocational capabilities.

Contacts

For more information about our Employer Services:

<http://www.wiseemployment.com.au/en/employers/>

For more information about WISE Employment or to contact us:

<http://www.wiseemployment.com.au/en/contact-us/>
Free-call WISE Employment 1800 685 105

WISE Job Seeker Service Delivery

If you have been out of work for years, months or days, WISE Employment will support and empower you to find suitable paid employment and increased self-reliance. Regardless of your background and circumstances our passionate and skilled staff will listen and help you to develop and implement your tailored Job Plan.

What you can expect from us

We are here to help you get employment by providing you access to job search facilities (Self Service Zone); local job opportunity information; employer links; work experience and advice on training, language and literacy assistance.

Preparing for your job search

If you choose WISE we will:

- help you identify your job strengths and needs with a personalised assessment
- work with you to develop your own Job Plan, outlining employment goals, schedule of contacts, type of appointments, your mutual obligation responsibilities
- provide a Job Ready Kit with information on local employment opportunities, useful fact sheets and job search advice
- remind you of upcoming appointments via phone call or SMS

Searching for a job

Once we have established your personal Job Plan, we will then help you:

- develop the skills you need to search for a job
- identify suitable local, regional or national employment vacancies, based on your skills
- access self-help tools including the Australian JobSearch database (www.jobsearch.gov.au) and seek.com employment databases where you can create a job match profile and résumé, access an instant job list, create a job list alert and view your application history
- create a personal email on a no cost web-based service (e.g. Hotmail, Gmail)
- learn about cyber safety and simple steps to protect your personal information online

The Self Service Zone

The Self Service Zone is a self-help area with PCs, information boards, no cost Wi-Fi, telephone, fax, scanner and photocopier where you can do your own job search.

WISE staff are available to assist all job seekers who require more assistance.

Personalised support

We also provide intensive and tailored assistance for job seekers requiring additional support. If you need additional assistance, we can:

- provide extra help with your Job Plan and personal assessment to identify suitable training and activities in areas where you need to develop
- connect you with local education and training providers
- where appropriate, provide referrals for emergency assistance including medical care, crisis accommodation, emergency food and hygiene packs
- help you access our national Occupational Rehabilitation Services team of qualified psychologists, occupational therapists and rehabilitation counsellors. The WISE Occupational Rehabilitation Services team may also work closely with you to provide assessments and counselling to achieve career goals
- if you are an Indigenous job seeker you will have access to the support of a dedicated Indigenous Career Development Consultant in your area, as well as benefit from WISE's partnerships with local Vocational Training and Employment Centres

Regular contact

We will contact you at least once a month to find out how your job search is going, help you identify potential job matches and to schedule your next appointment.

If you require more intensive support, we may contact you more frequently, and as often as daily. The type of contact will be agreed and recorded in your Job Plan and could be face-to-face, phone, email or by Skype.

Work for the Dole

We will match you to suitable Work for the Dole placements arranged through local Work for the Dole Coordinators and Community Host Organisations. Your Work for the Dole activity will give you valuable work experience and will help you meet your mutual obligation requirements as applicable.

Support once you've started a job

Once you have started a job, we will support you and your employer to ensure that your job is going well. Your WISE Account Manager will be your main point of contact once you start your new job.

They will:

- develop a Wellness Plan with you (where necessary) to take into account where extra support is required on issues that may impact on work performance, strategies, adjustments, early interventions and an emergency plan
- maintain regular contact – weekly contact in the first four weeks of your job, decreasing progressively to fortnightly and eventually monthly until you reach 26 weeks

In the event that your job becomes at risk and more intensive support is required, our In Work Support Consultants (IWSC) will offer both you and or your employer assistance to best help you succeed. This may include out of hours and off-site support to you, mediation assistance with your employer and additional job related training.

Additional services

Eligible job seekers may want to feature in a 'Me in a Minute' video (depending on qualifications and industry). With our guidance and support, you'll be able to create a 60-second video that you can choose to share via professional networks (e.g. LinkedIn). With your consent, the video can also be provided to potential employers. It's a great way to make an impression and show prospective employers how ready and willing you are to take on that job.

As a Registered Training Provider, WISE Training Services can work with employers to develop tailored training that will give you the skills to meet the needs of industry specific employers.

Contacts

For more information about WISE Employment or to contact us:

<http://www.wiseemployment.com.au/en/contact-us/>
Free-call WISE Employment 1800 685 105

Service Delivery Plan - Employers

Our commitment to you.

Workskil Australia commits to providing employers quality candidates for employment by:

- Providing one dedicated Workskil Australia staff member to be an available contact point and to understand your business.
- Providing appropriate job referrals to you within 24 hours of lodging vacancies and communicating the status of your vacancy ongoing
- Provide access to a regional pool of candidates through our membership of Regional Workforce Networks and agreements with local jobactive organisations in each region to assist with larger scale recruitment.
- Providing access to a national pool of candidates through our membership of the National Workforce Network to cater to state and national recruitment processes or diversity recruitment initiatives.
- Inviting you to employer events and marketing services which will improve your knowledge of human resource practices, the benefits of diversity in the workplace and Workskil Australia services.
- Providing pre-screening services at no cost such as police checks, health assessments (including drug/alcohol testing, psychological and medical).
- Undertaking referee checks on your behalf, with a written report provided for bulk recruitment (over 5 vacancies at once).
- Developing tailored pre-employment programs to improve the quality of candidates at your request, which may include the achievement of tickets, licences, accredited training and job awareness.
- Offering Restart, Youth and Long Term Unemployed Wage Subsidies to you for eligible placements with a view to creating sustainable employment for job seekers who may require additional assistance in the work place.
- Assisting in the set-up of apprenticeship or traineeship opportunities by minimising administration requirements.
- Induction, vocational support and mentoring for you and your new employee/s for six months to ensure the placement is a success.

Service Delivery Plan - Employers

Our Network.

Workskil Australia commits to working with a range of organisations to ensure high quality employment services to employers. These relationships include:

- A lead member of the National Workforce Network, a nationwide group of jobactive organisations to facilitate access to candidates and assist with diversity recruitment nationally;
- Relationships with other jobactive organisations, the Australian Apprenticeship Support Network, labour hire, group training organisations, Indigenous employment programmes and registered training organisations to facilitate pre-employment support to candidates.
- Arrangements with health related organisations who can organise pre-employment testing.
- Not-for-profit and government agencies who are eligible to host Work for the Dole activities.

About Us.

Workskil Australia is a national not-for-profit organisation which has been in operation for over 30 years. The organisation delivers employment, disability, youth, health and Indigenous services to the community with our mission to improve social and economic independence for our customers. Workskil Australia is quality accredited in ISO: 9001, the Employment Services Quality Accreditation and the Disability Services Standards and prides itself on delivering outstanding service to the communities in which we operate.

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Service Delivery Plan - Job Seekers

Workskil Australia commits to placing job seekers into sustained employment by:

- Having an employment site in your local area that has disability access, available free Wi-Fi, computers, internet access, telephones, newspapers, photocopiers and printers you can use to assist you in finding employment at any time during 9-5pm Monday to Friday. Interpreter services will be engaged where required.
- Assigning a Workskil Australia Employment Broker or Consultant based at your employment site that will assist you to find employment.
- Allocating young job seekers (under 30) and Indigenous Australian job seekers a specialist worker to better support your employment requirements.
- Undertaking a Comprehensive Interview and Induction upon commencement into jobactive within 5 days of referral to Workskil Australia
- Providing access to 'Career Guidance' software which will assist you in determining the right job for you
- Providing one organisational phone number you can call to assist with appointment scheduling, and queries from 7am to 7pm, Monday to Friday
- Preparing a high quality résumé within four weeks of commencing jobactive.
- Individually contacting you at a minimum every month.
- Ensuring you participate in two hours per week of quality Job Search or Job Matching sessions.
- Referring you to quality specialist services to address non-vocational issues you may be experiencing.
- Providing on-site counselling services for those who require additional one-on-one support
- Providing a range of diverse, quality Work for the Dole and Unpaid Work Experience or Voluntary placements which are safe and cater to skills requirements in your local area
- Individually contacting you once placed into employment or education at least once every month for a 26 week period to support your placement
- Providing transport to our sites or your Work for the Dole activity where necessary.

Service Delivery Plan - Job Seekers

Our Network

Workskil Australia commits to working with a range of organisations to increase job outcomes for you. These include relationships with the following organisations in each Employment Region:

- English language and numeracy-literacy providers;
- Labour hire and group training organisations;
- The Australian Apprenticeship Support Network;
- Registered Training Organisations for training;
- NEIS Providers for small business opportunities;
- Green Army providers for opportunities for young people;
- Health (physical, mental and intellectual), justice, drug/alcohol, housing, welfare, domestic violence and youth service providers;
- Work for the Dole Coordinator Services to facilitate quality Work for the Dole Activities;
- Indigenous employment programs;
- Not-for-profit and government organisations who are Work for the Dole Host Organisations; and
- Melbourne City Mission (in Victoria only) to support young people with employment.

About Us

Workskil Australia is a national not-for-profit organisation which has been in operation for over 30 years. The organisation delivers employment, disability, youth, health and Indigenous services to the community with our mission to improve social and economic independence for our customers.

Workskil Australia is quality accredited in ISO: 9001, the Employment Services Quality Accreditation and the Disability Services Standards and prides itself on delivering outstanding service to the communities in which we operate.

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