

Workforce Australia

Employment Services

Delivered by AGA

Service Delivery Plan

Employer's Guide

About Us

For 39 year's, AGA has been a leader in workforce participation and community engagement. Our expertise includes working with educationally disengaged youth with diverse circumstances, people with disability, Indigenous people, migrants & refugees.

AGA has an inherent understanding of local labour markets, the industry skills needed, employer workforce requirements, and barriers to workforce participation. We have demonstrated our ability to support highly disadvantaged young people through the delivery of a range of services.

AGA is part of the IntoWork Australia Group, which has operated as a key provider of recruitment, training employment, community and business services across Australia for over 35 years. Since then, IntoWork has expanded into a group of businesses that now operate nationwide. AGA has adopted IntoWork Australia's values and is committed to fostering a positive and productive organisational culture.

We will uphold our purpose through our values:

Collaboration

We grow and build using our respective strengths as a united team.

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aga.com.au

Courage

We show determination to achieve our business goals and objectives.

Innovation

We actively pursue new ideas and implement improved ways of working.

Integrity

We create a culture of honesty, building trust, where our words become our actions.

Respect

Our focus on employer support has seen AGA grow to be a leader in the workforce industry.

Our Transition to Work (TtW) staff will ensure our TtW participants are ready to take on employment roles and responsibilities when they are first employed, utilising our foundation skills, which include:

- Being a reliable employee.
- Responsibilities of an employee.
- Presentation skills.
- How to create their quality job applications.
- Preparing their résumés and interview skills.
- Apprenticeship/Traineeship industry sessions.



How can we work for you?

Our TtW Staff can:

- Assist you in developing your job requirements, which may include training needs.
- Match, pre-screen and assess suitable participants. They can also coordinate interviews.
- Support you and our TtW participants through the placement and months of employment to ensure everything goes smoothly.
- Advertise your roles across multiple digital platforms.

Wage subsidies:

Our TtW Staff will provide you with support and advice how to access government funded wage subsidies for eligible participants.

- Extra Support with pre-training programs.
- AGA can partner with you to develop programs based on your requirements. Pre-training programs assist our TtW participants to meet your specific needs, ensuring they are the right fit for the role.

A pre-training program may include:

- Accredited or non-accredited training in skills and practices specific to your business.
- Licence/ticket training.
- Literacy, numeracy and problem solving assessments.
- WHS training in the use of products or services.

AGA understands that your staffing requirements may fluctuate throughout the year. Our TtW staff can work with you to help plan around your requirements and develop training and recruitment plans to meet your needs.

Continuous Improvement:

All employers are provided with our customer service charter that outlines how you can lodge employer suggestions, compliments or complaints with us or the Department of Employment and Workplace Relations. We value your input as a stakeholder, this contributes to the growth and improve of AGA's services.

All TtW Participants are provided with our customer service charter that outlines how you can lodge participant suggestions, compliments or complaints with us or the Department of Education, Skills and Employment. We value your input as a stakeholder, as this contributes to the growth and improvement of AGA's services.

Contact us:

Phone: 1300 000 242

Email: ttw@aga.com.au

Website: www.aga.com.au

Contact the Department of Employment and Workplace Relations National Customer Service Line on: **1800 805 260** (free call from land lines) or email nationalcustomerserviceline@dewr.gov.au.

If you have any concerns about your income support payments, you should contact Services Australia (<https://www.servicesaustralia.gov.au/>).