

**Workforce Australia**

Employment Services

Delivered by CoAct Connect and Youth Projects

# CoAct Connect Employer Service Delivery Plan

Detailing the services, support and resources we offer employers to help them build their best team yet.





# With a network of teams in over 350 locations, CoAct is a not-for-profit and one of Australia's most trusted providers of Workforce Australia Transition to Work.

We work in partnership with your local employment services provider who understands your local area and the challenges of recruitment and retention.

Our national team provides them with guidance, resources and accountability. These two teams work together to help you keep the wheels of your business turning.

## **Our central team will point you in the right direction**

To make it easy, our centralised team, the National Customer Service team, recommend the right team to help you. Contact our Customer Contact Line 1800 226 228 (Monday to Friday 8am – 5pm) to get started. You can ask about our services, candidates, wage subsidies, apprenticeships, training opportunities and more.

## **We help your business thrive**

With over 25 years' experience working with small, medium and large employers, we can help you find the employees that are a good fit for your workplace. Understanding your challenges and goals is key.

## **Personalised service starts with a single point of contact**

We take away the hassle of recruitment by doing all the things you don't have time to do. We're driven to simplify the recruitment process by working with you to design a tailored service that meets your organisation's needs. We know you're busy and don't have time to repeat information. So, we assign you one point of contact. Your CoAct Connect Recruitment Partner will work with you throughout, from shortlisting candidates and hosting interviews or the entire recruitment process. Our sophisticated screening and assessment tools ensure the shortlist we give you meets your standards.

Making sure candidates are the right fit for your organisation can be important. If needed, you can access our work experience program before you commit to a job offer.

## **The right financial incentives and wage subsidy advice**

There are many ways employers can benefit from funding. We can help you access financial incentives and wage subsidies for apprentices and trainees. We can also unlock funding for supports. From work experience to qualifications, tools, and workwear, setting the candidate up right is key.

## **Continued support for a solid foundation**

Starting the employment relationship right can help retention. Our support is ongoing to you – and your new employee - for up to six months. This might include on-the-job mentoring, extra training or simply keeping in touch.

If you have specific training requirements, we can design a Workforce Development Program training package. This is done in consultation with you, to ensure you have productive staff.

## **A network approach ensures fast, quality service**

To provide employers with the best possible candidates, we engage with other employment services providers. This is done strategically, to develop coordinated approaches to service delivery. And to meet the needs of those with high-volume recruitment needs.

## **Regional Development Plan**

We work strategically with industry leaders and key regional stakeholders to understand the labour needs in your region, we then get to work to develop a candidate pool of keen people who are trained and ready to hit the ground running so that we can meet the demand in your region.





connect to  
**mentors**  
**training**  
**workshops**  
**local jobs**

## **Compliments, suggestions, or complaints**

What you think matters. We want your feedback - good and bad - to support you (and other employers) in the best way we can.

From time to time, we'll check in with you to ask for your feedback. If you'd like to tell us what we're doing well, or have suggestions to improve our service to your organisation, please first talk to your local CoAct provider first. You can also use our feedback form. Any opinion you have will be considered and may be used to measure performance and improve service delivery standards. Your feedback form is read by a senior staff member and treated with respect and confidentiality. Our feedback forms are found at reception, or available via our Customer Contact Line (1800 226 228 Monday – Friday 8am–5pm).

If you feel you can't talk directly to us, or if you're not happy with how we're resolving your complaint, you can contact the Department of Employment's National Customer Service Line on 1800 805 260 (free call from land lines) or email [nationalcustomerserviceline@dewr.gov.au](mailto:nationalcustomerserviceline@dewr.gov.au).



**Get in touch**

**1800 226 228**

**coact.org.au**