

TRANSITION TO WORK EMPLOYER SERVICE DELIVERY PLAN



ABOUT OUR PROGRAM

Mai-Wel is focused on providing opportunities and partnerships that offer training and employment outcomes to support the young people we assist in the community. Our team understand the importance of working closely with employers to provide quality new staff.

Mai-Wel is focused on delivering innovative approaches to engage young people in employment, to enable a bright and productive future for each individual. Our local employer knowledge has been developed over our 20 years of delivering employment services. Our Transition to Work sites are located at Maitland, Cessnock, Singleton and Kurri Kurri, providing a quality service to employers looking for motivated, work-ready young people to join their team.

RECRUITMENT

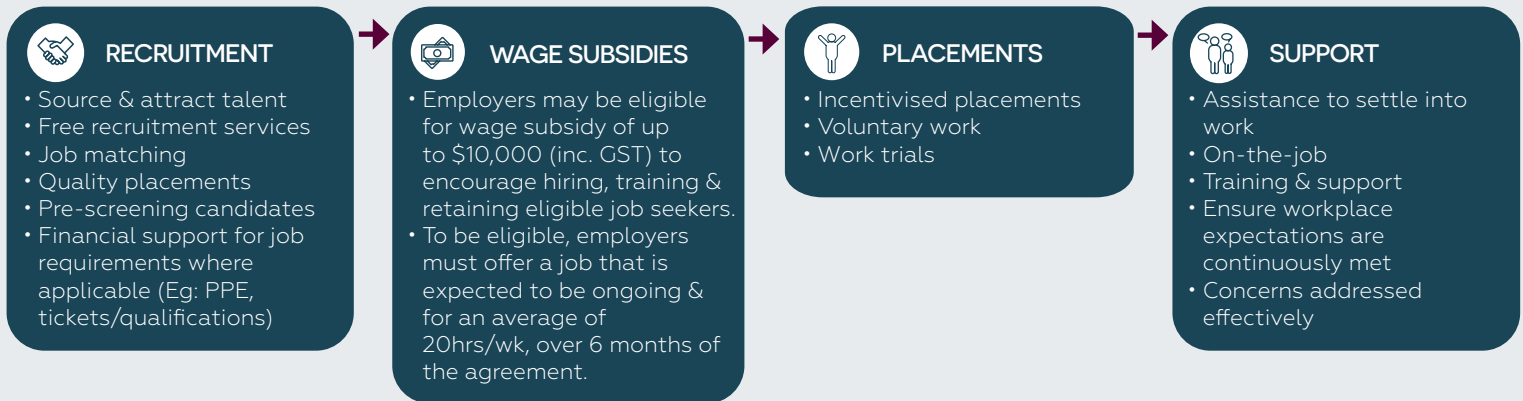
Mai-Wel's approach is to ensure recruitment of a highly productive workforce for employers and achieve long-term employment outcomes for job seekers.

Role vacancies and criteria will be assessed by the Mai-Wel Business Development Team to identify the most suitable candidate for the positions.

Our team will use assessment tools for job matching and to ensure practical and physical suitability of each job seeker.

ENHANCED EMPLOYER SUPPORT

A wide range of assistances and supports to ensure your workplace expectations are met.



REGIONAL EMPLOYER ADVISORY GROUP

Regional Employer Advisory Groups brings diverse stakeholders together to harness community knowledge and provide advice and solutions on areas related to youth employment. Advisory group members will share their knowledge of youth employment pathways, leveraging their networks to advocate for and support the work of Mai-Wel in ways like offering industry knowledge and mentoring.

FEEDBACK

We actively encourage participants, employers and all other stakeholders to provide feedback and suggestions.

Individuals can provide feedback through our online feedback forms at www.mwlfs.com.au/feedback, or by sending an email to our Complaints Officer on complaints@maiwel.com.au.

Individuals can also contact the Department of Employment, Skills, Small and Family Business National Customer Service Line on 1800 805 260 if you don't feel you can contact us directly.

WHAT TO EXPECT FROM MAI-WEL'S TtW

Our Business Development Representatives work with employers to understand staffing needs and any specific skill requirements. This ensures our team can provide the best possible staff selected from our pool of enthusiastic job seekers. Our team work with a range of Registered Training Organisations to deliver tailored training programs designed to meet the needs of employers.

Our job seekers complete activities to ensure they are work-ready and once employed, will be supported at work by our team to ensure workplace expectations are met.

Through our Service Delivery Model, **job seekers** progress through a structured pathway where progression is flexible and customised to meet individual needs and address barriers to employment.

Job seekers work with a **Youth Support Mentors (YSM)** who provide intensive case management and personalised support to address the job seeker's barriers to gaining and maintaining employment.

The **Business Development Team (BDR Team)** connect job seekers with local industry to leverage employment opportunities.

The **Community Engager** supports participants, YSMs and the BDR Team to engage, connect and leverage community capital and resources.

Once in employment job seekers will be supported in our **Post Placement Support** phase to ensure workplace expectations are continuously met and concerns addressed effectively.

Our services are flexible to suit business needs, comfortability and commitments.

REGIONAL YOUTH ADVISORY GROUP

Regional Youth Advisory Groups will form our Development Squad, and will meet as a fortnightly forum for young people to share their insights into issues affecting them and their service experiences. The group will work together to design solutions to challenges and help improve service delivery, identify skill shortages and training needs for employment opportunities within the local community.