

Workforce Australia

Employment Services

Delivered by CoAct Connect and Youth Projects

CoAct Connect Jobseeker Service Delivery Plan

Wherever you're at, we can help you find a job you love and hold onto it.

You're unique, so we make sure our service to you is too

We listen first, to understand you. Your beliefs and culture matter to us, and we'll do whatever we can to make you feel comfortable and supported. We'll explain things in a way you understand and give you the information you need to make the best choices for your future.

First up, we get to know you

We all have different ways we like to keep in touch. Our servicing is flexible, to support you in the way you prefer. Tell us what works for you.

On the following pages is a rundown of how we can help you transition to work.



Your journey with us



Getting to know you and putting together a plan.

- Everyone has talent and we want to help you discover yours. We work together to unpack your skills, strengths, challenges and training needs.
- Then comes a plan with the end goal of getting you into a job. Together, we can set some future goals to work towards and develop some tactics, so you smash them!
- There may be other areas of life you need sorted in order to concentrate on work. We can co-ordinate specialist services for housing, health, counselling, and family support. We'll chat these through when the time is right.

Preparing to work, with the right tools

- Access workshops and individual support for personal development, like building self esteem, increasing emotional intelligence, succeeding at interviews and managing manage conflict.
- Make the most of our jobseeker website. Here you will find resources and tools to support you while you look for work. Some of the tools include an easy-to-use resume builder, a cover letter builder and lots of insights into local jobs and industries.
- The right clothes, qualifications and equipment can be key. We'll invest in you where needed, includes clothes for interviews, tickets, tools or support with short courses.
- Our team knows the jobs and employers in your area. We recommend roles we think are a good fit for you, at the right time.
- You'll receive regular emails from Campus, with helpful tips to build your employment toolkit.

Secure that job

- Experience and confidence are important. We can line you up with work experience or internships so you feel ready for a paid role. And give you experience and coaching talking to employers. This will help you figure out what you like, and don't like, in job roles too.

Put your best foot forward

- Getting into work can be hard, but staying employed can be even harder. We're right there with you for the first 32 weeks of your employment or study to make sure you understand what it takes to succeed – we've got you!

Our promise to treat you as the individual you are

- We treat you fairly, respectfully and with cultural sensitivity at all times.
- No matter your background, our specialist staff offer culturally-appropriate services and mentoring. We make sure that the service you receive meets your individual needs.

If you identify as Aboriginal or Torres Strait Islander, a person with disability, from a culturally and/or linguistically diverse background, or are experiencing housing problems, we have the right specialist services for you.

Let's keep in touch

- It's important to keep up the communication each month, either in person, over the phone or through our on-site activities.

We know things come up, so if you can't come to see us, there are phone call and online appointment options. But, we do want to see you in person as much as we can.

We find that's the best way to get you to where you want to be.





connect to
mentors
training
workshops
local jobs

A network of support to open doors for you

We build relationships with local providers so we can offer you jobs, work experience and training opportunities. We're also well connected with recruitment and labour hire companies as well as registered training organisations. Through them, we connect you to more job opportunities in your local area, and across the country.

We use our networks' knowledge and connections to offer the best possible support. We've got excellent relationships with employers and the local industry. So, when we bring them a candidate, they know they're a great option for their business.

We can refer you to other support services too. Youth, housing, counselling and mental health, community health, disability services, drug and alcohol services, migrant resource centres and legal advice are some you may need to ensure your work success.

Like us? Think we can do something better?

What you think matters. We need your feedback - good and bad - to support you (and other young people) 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 the service you're getting, please talk to your local CoAct Connect provider.

If you don't think you're getting the right help and want to make a complaint, you can do this through your CoAct Connect jobseeker profile or by ringing the CoAct Customer Contact Line on 1800 078 233. One of our team will try to resolve your concerns and offer a feedback process which is fair.

If you feel you can't talk directly to us, or if you're not happy with how it's going, you can contact the Department of Employment's National Customer Service Line on 1800 805 260 (free call from landlines) or email nationalcustomerserviceline@dewr.gov.au.



Get in touch

1800 226 228

coact.org.au