

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
 - 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