

Your Service Delivery Plan

Employers

Sarina Russo Job Access (SRJA) has been fulfilling employers' recruitment needs since 1979. Through our National and Regional Employer Services Teams, SRJA, with you, will identify and understand your needs, fill your vacancies quickly with the right person and provide Personalised Post Placement Support to deliver a sustainable workforce.

Assess, Acquire and Retain - SRJA will work with you to identify and address your workforce needs by:

- Understanding your business, the local labour market and analysing your needs to provide faster, targeted vacancy filling with the most suitable candidates
- Providing comprehensive management using your detailed business profile in SRJA's *Customer Relationship Management (CRM)* system
- Promoting incentives and options available to support your business to grow, such as wage subsidies and targeted training
- Obtaining your feedback and measuring your satisfaction through surveys and visits
- Having industry experts with specific sector-based understanding to help ensure the candidates we refer to your jobs meet your requirements

Place - SRJA finds the right candidates for your business needs by:

- Preparing candidates by designing programmes such as pre-employment and motivational training, licence upgrades and work trials. This allows us to maintain a pool of pre-qualified and screened candidates ready to quickly meet your needs
- Filling vacancies faster, we give you access to SRJA's comprehensive database of job ready candidates to help ensure we find the right person for the job the first time
- Allowing you to choose the way to lodge vacancies, using our App, online, by phone or in a face-to-face visit

Personalised Post Placement Support – We support your ongoing business needs by services such as:

- Providing comprehensive personalised Post Placement Support, for up to 26 weeks, including a plan outlining the method and frequency of any agreed support. Working with you to ensure candidates we send remain in work long-term through interventions such as contacting you on the candidate's first day, intervening quickly if you or the candidate need assistance and assisting the candidate to overcome any practical difficulties such as travelling to work
- Delivering skills gap training, either in your workplace or using SRJA's *Virtual Classroom* online tool. Assisting with matters such as time management, workplace behaviour and facilitating access to allied health professional support services if more complex workplace needs should arise

SRJA engages with employers and works to secure and grow your business through initiatives such as:

- Meeting with peak industry bodies to develop our understanding of future employment and industry needs and advising you of employment trends and strategies to address skill shortages
- Providing cultural awareness training, mentoring and assistance to build understanding and workforce diversity
- Embedding SRJA staff in your workplace for bulk recruitment needs and at peak recruitment times, drafting job advertisements, pre-screening candidates and hosting assessment days if required

- Holding open days, networking events, regular radio spots and our Employer Excellence Awards to promote your business and provide information on available programmes and services
- Helping to build capacity for small business owners by offering relevant training in business, management or commerce and by providing SRJA's *Guide to Employment booklet/USB* which contains advice on incentives, recruitment, human resources, government policies and good news stories
- Partnering with training organisations to provide services tailored to your business needs
- Working with other jobactive providers through quarterly meetings and negotiating and agreeing to servicing arrangements to best suit the needs of employers. For example, providing one lead contact, sharing vacancies, sending the best candidates, setting minimum standards and sharing feedback

Networks

SRJA works with organisations that play an effective role in supporting your labour force needs.

We:

- Identify, establish relationships and collaborate with major labour hire companies and private recruitment agencies to provide a greater pool of job ready candidates to meet your business needs
- Network and develop relationships with industry employer groups and become members of local business networking groups and local Chambers of Commerce to disseminate information, identify opportunities and understand and address your business needs
- Link with the Australian Government, state governments, local councils, business and stakeholders to support development opportunities

About Us

As a global industry leader in employment, training and education the Sarina Russo Group's mission is to provide an employer-led approach to fulfil your business needs. 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