



MADEC Australia

SERVICE BOOK FOR EMPLOYERS

www.madec.edu.au



ABOUT THE REGION

MADEC provides employment and education services from the following site locations in the Adelaide South Region - Adelaide City, Christies Beach, Warradale, Glenelg, Mt Barker, Victor Harbor, McLaren Vale, Strathalbyn and Kingscote. MADEC have formed strong relationships with employers, training organisations, industry bodies within these communities. (Please see map on the following page for further locations MADEC operate)

INDUSTRY SPECIFIC WORK FIRST PROGRAMS (WFP)

MADEC deliver industry specific 'Work First Programs' for key industry areas in the Adelaide South region which include (not limited to):

- Retail
- Hospitality
- Aged and Disability
- Harvest
- Electrical and Trade

The WFP brings employer/industry groups together with job seekers who have skills, experience or interest within the industry. WFP's provide employers the opportunity to meet with job seekers and provide information about their relevant industry and available vacancies.

Industry specific WFP's can be tailored to individual employers to support filling vacancies with suitable employees.

EDUCATION AND TRAINING

MADEC is a registered Training Organisation (TOID 3957) and tailors training to meet industry needs. In the Adelaide South Region MADEC work closely with Employers to identify growth areas and skill sets required, and have developed and delivered the following training programs to ensure employers have access to job ready workers: Certificate Level courses in Early Childhood Education and Care, Individual Support (Ageing and Disability), Education Support, Hospitality, Business Administration. Short courses including First Aid, White Card, Manual Handling, Hospitality, Cleaning and Child Safe Environments.

Please contact MADEC if you would like to discuss training options, provide feedback on skill sets required in the Region or Job seekers available to fill your vacancies.

If MADEC does not have the required training on scope, we will support employers to source this from alternative training organisations within the region.

LABOUR HIRE

MADEC Labour Hire can provide employers within the Adelaide South Region with workers across a broad range of industries. We ensure that we have a pool of available workers with appropriate skills base to support our Employers. Please contact your local MADEC office to discuss your Labour Hire options.

WELCOME TO MADEC

MADEC is a successful not-for-profit company that has over 45 years of service delivery. MADEC provide jobactive services across 6 employment regions, Disability Management Service (DMS), operate 7 Harvest Labour offices, manage the National Harvest Labour Information Service and deliver Indigenous specific services.

MADEC is a nationally Registered Training Organisation (RTO) (TOID 3957) delivering accredited training. MADEC also provides Labour Hire services in partnership with industry and is an approved provider of the Australian Government Seasonal Worker Programme.

MADEC has a permanent presence in communities across Victoria, New South Wales and South Australia.

MADEC Business Development Teams have knowledge of our local labour markets and experience, working with individual employers to understand their business and labour force needs. MADEC provides employers with streamlined and integrated workforce solutions, whether your business operates in one area or across multiple areas.

MADEC will also identify through the recruitment process financial incentives that may be available for the employer such as wage subsidies that will assist with job seeker retention. MADEC will plan and implement post-employment strategies in the early stages of employment to support both the employer and new employee.



Service Delivery Plan

Commitment to employers

MADEC is a successful not-for-profit organisation with over 25 years experience within the employment services industry, currently delivering jobactive services across six Employment Regions throughout VIC, SA and NSW. MADEC also delivers Disability Employment Services, Harvest Labour and National Harvest Labour Information Services, Indigenous Programs, Labour Hire and is a Registered Training Organisation. This combined expertise ensures detailed knowledge of local labour markets allowing MADEC to effectively implement strategies for you to meet your labour needs.

Labour market needs and networks

MADEC will:

- Work with peak industry bodies, employers, employment providers, support agencies and training providers to expand on our current regional knowledge and develop Regional Labour Market Plans to identify areas of employment growth and skill shortage and respond to the needs of the region.
- Work with Group Training Organisations and Australian Apprenticeship Support Networks to provide you with up to date information and access to these services.
- Provide an induction card service to harvest employers to allow for identification of eligible workers.
- Deliver Industry Specific Work First Program developed to address local employer needs in priority industry areas, matching job seeker skills to your vacancies.

Post-placement services

MADEC will:

- Develop a Post-Placement Support Schedule, including a minimum of fortnightly contacts for a 26 week period, industry training and intervention support where required.
- Visit you on the first day of a job seekers employment, with additional visits on days 3 and 6 subject to job seeker/business need.
- Provide MADEC staff on-site to provide services including recruitment, induction and training.

Employer support

MADEC will:

- Ensure you have access to Business Development teams and Employment Brokers.
- Provide you with direct contact with an Employment Broker to ensure customer relationships are effectively managed.
- Provide an introductory MADEC Service Booklet tailored to the region and industry area, including information on employment services, wage subsidies and incentives.
- Work with you to identify your skill and labour requirements allowing a full understanding of your business needs to provide you with a MADEC Service Offer.
- Draw on labour hire and training capability to provide you with competitive services that meet your ongoing requirements.
- Offer assistance to induct, orientate and provide ongoing support to a new employee.
- Work with other employment services providers to develop strategies to ensure you have access to work ready job seekers.
- Provide you with the opportunity to attend and meet with potential employees during pre-employment activities.

MADEC EMPLOYMENT SUPPORT SERVICES

EMPLOYMENT BROKERS

Employment Brokers have local labour market knowledge as a result of strong networks with industry stakeholders. This knowledge allows MADEC to partner with you to fully understand your business and provide you with a MADEC Service Offer that is tailored to meet your recruitment needs. Each employer that partners with MADEC will be allocated an Employment Broker who will be your direct contact.

MADEC Employment Brokers work closely with other local employment service providers to ensure that a ready to work pool of job seekers are available to fill employer vacancies. MADEC strives to provide the most suitable applicants to employers, not just people registered with MADEC.

GOVERNMENT INCENTIVES

MADEC will identify and support employers to access financial incentives for eligible employers. The incentives include Wage Subsidies that can help offset the costs of wages and training for new employees generally for the first six months that they are on the job.

PaTH INTERNSHIPS

You can host a young person as an intern in your business by taking part in a PaTH internship placement. Internships are supervised work experience placements. Hosting an intern is an opportunity to find out if they are a good fit for your team and suitable for ongoing employment. Internships run for between 4 and 12 weeks and must offer 30 to 50 hours of work experience per fortnight. This can include weekend or shift work (excluding public holidays) if that's a normal part of your business.

Recruitment – MADEC can provide the following recruitment services at no cost to you:

- Skills and needs assessments
- Applicant shortlisting
- Applicant profiling tailored to your needs
- Employee selection
- Reference checking

Induction services includes:

- Pre-employment training
- Pre-employment checks, ie, medical, police checks etc
- Induction training (on-site and WHS)
- Induction card for harvest workers

MADEC can tailor a range of pre employment options to your business needs. MADEC Employment Broker's can provide you with a quote on costs associated with these services if there are any.

POST PLACEMENT SUPPORT (PPS)

Post Placement Support ensures that your employee adapts to their new position, providing a smooth transition into your workplace and assist in supporting any issues that may be encountered. This service is offered to both you and your new employee and is available for up to 6 months. Regular contact from your PPS Officer locally in person or by phone and/or phone support from MADEC's Central Monitoring Team based in Mildura.

WORK FIRST PROGRAMS

MADEC delivers daily Work First Programs that assist job seekers gain employment. Industry specific sessions are scheduled when the need is identified. These sessions give the job seeker industry specific information and an insight on what it is like to work in that industry. Employers are invited to attend to deliver information and interact with job seekers who are actively seeking employment within your industry

REGIONAL LABOUR MARKET PLANS

MADEC will complete a Labour Market Profile of the region, it will identify to MADEC the peak employment opportunities, needs of local employers, growth industries, training opportunities that local employers would benefit from and new industries to be introduced to the local area. This information will assist MADEC be familiar with the employers needs in the local region and assist in preparing job seekers for these opportunities.

WORK FOR THE DOLE

MADEC will ensure suitable Work for the Dole activities in not-for-profit organisations such as local councils, schools, community organisations and state and federal government agencies are available. These activities help prepare job seekers for the work environment and support not-for-profit organisations with projects that benefit the community.

Minimum wage details can be found
Fairwork infoline: 13 13 94
fairwork.gov.au

MADEC SUPPORT SERVICES

MADEC WORK EXPERIENCE PROGRAM

Provides eligible employers with a MADEC job seeker who can undertake a work experience placement for a maximum of 4 week period with up to 25 hours per week. This provides you with the opportunity to ascertain how the job seeker will contribute to your business.

MADEC LABOUR HIRE

Provides individualised services to employers by ensuring that they have a pool of available workers with appropriate skills base. Labour Hire Services provides employers with employment options that reduce risk, administration costs and provide flexibility. Labour Hire can provide employers with an overview of employees suitability, thus reducing the risk for organisation before progressing the employee to a permanent employee.

MADEC COMMUNITY COLLEGE

A Registered Training Organisation (RTO) (TOID 3957) delivering accredited and non-accredited training for employers. MADEC has extensive experience working with employers to understand their requirements and is able to draw on more than 35 accredited courses to design training that address local skill shortages and individual job seeker needs.

In consultation with employers, MADEC can develop a range of skill set training programs for industry.

MADEC HARVEST LABOUR SERVICES

Provides all year round Harvest Labour Services to meet seasonal labour market needs. MADEC Harvest Labour office staff liaise with growers, industry leaders and industry groups to keep up with regional trends and industry employment needs. This service provides opportunity for MADEC to work with employers to hire job seekers in preference to overseas working holiday makers.

MADEC NATIONAL HARVEST LABOUR INFORMATION SERVICE

Supports the harvest requirements of growers in the horticulture industry by coordinating information about harvest opportunities across Australia. The service maintains the Harvest Trail Website and produces the National Harvest Guide to ensure that job seekers have access to the most up to date vacancies.

MADEC INDIGENOUS SERVICES

MADEC delivers Indigenous Services in 6 of our locations which support the objectives of the Department of Prime Minister and Cabinets Safety and Wellbeing Program. MADEC's Indigenous Service aims to improve health, social, emotional and wellbeing of our indigenous community members. MADEC also provides cultural awareness training to staff to ensure staff understand cultural beliefs and values which assists them to engage with job seekers.

SUGGESTIONS & COMMENTS

Complaints, queries and feedback provide a valuable opportunity for MADEC to review and improve their processes and the quality of services provided to employers.

If an employer has a concern, they should raise this firstly with a MADEC staff member, who may be able to rectify the problem immediately.

Where a resolution is not achieved and you wish to lodge a formal complaint you may do so verbally or in writing using the MADEC Feedback form or electronically through www.madec.edu.au.

Complaints will be acknowledged within five business days (if contact details are provided) and the complainant will be advised:

- How the complaint will be handled
- The expected time for a response
- MADEC contact details

Complaints will be confidentially investigated by the Leader/Manager or someone s/he assigns. The complainant may be asked to provide additional Information as part of the investigation. The Manager or delegate will review the information from all sources impartially to determine what action needs to be taken to resolve your complaint.

If you are dissatisfied with the internal process, or if for some reason believe the issue cannot be raised with MADEC, you can contact the Department of Jobs and Small Business Complaints Line on 1800 805 260, or request a copy of the Department of Jobs and Small Business 'Employment Services Complaints, Compliments and Suggestions' form from any MADEC staff member.

If you are also dissatisfied with the way in which your complaint was handled by Department of Jobs and Small Business staff, you may also approach the Commonwealth Ombudsman.

PRIVACY COMMITMENT

MADEC is committed to protecting the privacy of personal information in order to provide employers with recruitment services, MADEC may need to collect and use job seekers personal information, all information will be obtained/disclosed in accordance with the Privacy Act 1988.

MADEC will collect permission directly from job seekers prior to requesting information from an employer. Sometimes MADEC may need information from an employer such as wages etc. job seekers will be asked to give permission prior to MADEC obtaining information about employment or education placements by signing the MADEC Authority to Release Information form.

Sensitive personal information, such as a medical condition, that is not recorded in résumés will only be disclosed to employers with specific permission.

PRIVACY COMMITMENT TO EMPLOYERS

During a consultation with MADEC staff, MADEC collects information directly from you (the employer) regarding your business needs as part of the recruitment service.

MADEC will collect information by fair and lawful means to support your recruitment needs and our staff use this information to determine appropriate referrals to your vacancies.

The information will only be disclosed to relevant third parties as part of the recruitment process and will only be collected/disclosed if it relates to your business operations and is required for your recruitment needs.

MADEC will also take appropriate consideration for issues that may be relevant to your business area/local community i.e. customs and cultural practices.

MADEC is committed to protecting the privacy of your information and all information will be obtained/disclosed in accordance with the Privacy Act 1988, relevant Government (jobactive) privacy guidelines and MADEC's Record Management Policies.

**Further information may be obtained from
MADEC's Employment Broker or at
www.madec.edu.au**



MADEC Australia
1300 436 332
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