



MADEC Australia

SERVICE BOOK FOR JOB SEEKERS

www.madec.edu.au



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Service Delivery Plan

Commitment to job seekers

MADEC has over 25 years experience within the employment services industry, currently delivering jobactive services across 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 knowledge of local labour markets and the ability to assist you to find and keep a job.

Service delivery and self help tools

MADEC will provide:

- All job seekers with an initial face to face interview including a comprehensive Job Readiness Assessment and Introduction to Service, providing information on current vacancies and job search strategies.
- A Résumé Improvement Service via phone and/or electronic contact ie. skype and email.
- Access to additional face to face appointments with a Work Pathways Coordinator during the first 6 weeks of service.
- Minimum 6 monthly re-assessments to ensure service options are current and reflect your individual needs.
- Access to on-site job search facilities and Wi-Fi at no cost to you during business hours at each site.
- Unlimited access to our online self-help resource centre which contains practical guides, tools and templates, frequently asked questions, links to service agencies and job search websites to assist you to find a job.
- Activities to meet your mutual obligations in conjunction with support organisations that will provide a work-like culture
- Customised support to you including specialist Youth and Indigenous Consultants where relevant.
- Services delivered with the support from Indigenous Coordinators/communities in culturally safe locations.

Customised pre-employment options

MADEC will provide:

- Individualised sessions with Employment Brokers who will commence active marketing when you are job ready.
- A Work First Program - a supported open access job search activity conducted daily (3 hrs per day). Monthly attendance is compulsory for job seekers under 30.
- Access to Industry Specific Work First Program developed to address local employer needs in priority industry areas, matching your skills to employment opportunities in the region.
- Deliver a tailored Passport to Employment package to job seekers on a needs basis with delivery targeted to individual's development needs.
- Access to in-house intervention services, including Social Worker individual sessions or group support.
- Services in-conjunction with multiple external support agencies to assist you to overcome identified barriers to employment.
- Access to information on tailored accredited and non-accredited training.
- Vacancy and placement opportunities across a range of industries and businesses.
- Identification of eligibility for your employer to access Wage Subsidy support.

Post-placement services

MADEC will provide:

- Ongoing personalised support to assist you to remain in employment.
- Early intervention support if issues are identified which may jeopardise your employment.



MADEC EMPLOYMENT SUPPORT SERVICES

EMPLOYMENT SUPPORT SERVICES

MADEC will ensure suitable activities in not-for-profit organisations such as local councils, schools, community organisations and state and federal government agencies are available.

MADEC will work with the New Enterprise Incentive Scheme providers to help eligible job seekers to start and run their own small business with support including accredited small business training, business advice and mentoring.

HARVEST LABOUR SERVICES

Provides all year round harvest labour services to meet seasonal labour market needs. This service provides opportunity to hire job seekers in preference to overseas working holiday makers.

NATIONAL HARVEST LABOUR INFORMATION SERVICES

Supports growers in the horticulture industry by coordinating information about harvest opportunities across Australia to ensure that job seekers have access to the most up to date vacancies.

LABOUR HIRE

Provides individualised services to employers by ensuring that they have a pool of available workers with appropriate skills base. Job seekers have full access to MADEC Labour Hire and flexible ongoing training is provided if a skills gap is identified.

COMMUNITY COLLEGE

Is a Registered Training Organisation (RTO) with 25 years experience delivering accredited and non-accredited training to job seekers. MADEC has extensive experience working with job seekers and employers to understand their requirements and is able to draw on more than 50 accredited courses to design training that address local skill shortages and individual job seeker needs.

INDIGENOUS WELLBEING SUPPORT

MADEC Indigenous Wellbeing Support service provides support to indigenous communities in 6 employment regions. The program aims to improve health, social and emotional wellbeing by identifying and referring indigenous people to supported services. MADEC also provides cultural awareness training to staff to ensure staff understand cultural beliefs and values which assists them to engage with job seekers. These strategies are also supported with an Indigenous Employment Strategy and Opportunities Policy.

BUSINESS DEVELOPMENT TEAMS

MADEC work with employers to understand their business and provide employers with streamlined and integrated workforce solutions. MADEC will also identify through the recruitment process financial incentives that may be available for the employer such as wage subsidies that may 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 (job seeker).



**ONLINE SELF-HELP RESOURCES
ARE AVAILABLE WITH 24 HOUR
ACCESS VIA
WWW.MADEC.EDU.AU**

JOBACTIVE SERVICES

WORK FOR THE DOLE

MADEC will provide a specialist Work for the Dole Consultant to support you to meet your mutual obligation requirements. Activities will be available that will provide work life experiences which will build on your skills and assist you in your employment journey.

RÉSUMÉ IMPROVEMENT SERVICES

MADEC provides a Résumé Improvement Service for all job seekers. The service can be accessed by contacting your Work Pathways Coordinator.

WORK FIRST PROGRAM

The Work First Program (WFP) is a facilitated job search activity that will be delivered daily at each site (pro rata for part-time/outreach sites). The WFP provides you access to equipment to undertake job search, such as computers, photocopiers, phones and Wi-Fi at no cost, with a Work Pathways Coordinator.

INDUSTRY SPECIFIC - WORK FIRST PROGRAM

These programs will be conducted periodically in varying locations and align to particular industries, such as retail, hospitality, harvest and/or production, to gain employment in these industries.

WOW PROGRAM

This program will be conducted by MADEC Social Workers on a needs basis. The WOW program builds self-esteem and allows job seekers to become confident in their employability skills by addressing specific barriers.

PaTH INTERNSHIP

An internship is an opportunity to show an employer what you can do and how you fit into their business with the potential to get a job at the end of it. Internships run between 4-12 weeks with 30-50 hours per fortnight. Internships are unpaid by the business, instead you will receive an extra \$200 a fortnight on top of your income support payment.

ONGOING ASSESSMENTS

Ongoing individualised assessments will be completed in conjunction with job seekers to identify any changes in their circumstances and ensure your job plan correctly reflects the requirements of your employment journey.

RELOCATION ASSISTANCE

Relocation Assistance assists long term unemployed job seekers who relocate to work outside their local areas.

SELF-HELP FACILITIES

Self-help facilities will be available for job searching activity including Wi-Fi and internet access, and office equipment at each site.

REFERRAL TO EXTERNAL SERVICES

Job seekers may be referred to external support services that assist to identify and manage barriers to employment.

WAGE SUBSIDIES

Wage Subsidies can assist you gain and sustain employment by providing a financial incentive to an employer to provide you with further training, mentoring or support in the work place.

JOB READY SESSIONS

All job seekers can complete a Job Readiness Assessment with an Employment Broker to identify your work skills and experience. Your Employment Broker will ensure that employers are aware of your skills and availability for suitable employment.

REGISTERING ON AUSTRALIAN JOB SEARCH

Australian Job Search can be accessed via a web site or via an application and provides the following:

- Job matching to listed vacancies in the locations that you can work
- Details of your future appointments with MADEC and DHS
- Allows you to record your job searching efforts to achieve your Mutual Obligations
- Direct access to your most up to date resume
- Allows you to electronically approve your Job Plan

WHAT JOB SEEKERS NEED TO DO?

MOST JOB SEEKERS WHO HAVE MUTUAL OBLIGATION REQUIREMENTS (SUCH AS PEOPLE ON NEWSTART ALLOWANCE, YOUTH ALLOWANCE OTHER OR PARENTING PAYMENT RECIPIENTS WITH A YOUNGEST CHILD AT LEAST SIX YEARS OF AGE) WILL NEED TO:

- Undertake a number of job searches per month, MADEC tailor this requirement to your individual circumstances and local labour market conditions
- Enter into a Job Plan that will outline what you will need to do to become more job ready and satisfy your mutual obligation requirements
- Complete Work for the Dole or another approved activity (such as part time work, part time study in an eligible course, participation in accredited language, literacy and numeracy training or voluntary work)

The frequency and quality of job searches completed by a job seeker will be actively monitored by MADEC. This ensures that you meet your requirements in return for your income support.

YOUR INCOME SUPPORT PAYMENTS MAY BE IMPACTED IF YOU:

- Leave a job without a valid reason
- Do not attend a compulsory appointment, and do not have a valid reason for not attending
- Do not contact MADEC beforehand to advise why you can't make an appointment, even if there is a good reason why you cannot attend
- Do not enter into and comply with a Job Plan when asked to do so
- Do not meet your job search requirements
- Repeatedly do not meet your requirements

Incurring multiple demerits means you could lose some or all of your payment and you may not be entitled to any back payment.

AVOIDING DEMERITS

To avoid demerits, job seekers need to meet their (Mutual Obligation) requirements.

You must:

- Show you are actively looking for suitable paid work
- Accept suitable job offers
- Attend all job interviews
- Attend all appointments with MADEC
- Agree to attend approved training courses or programs
- Not leave a job, training course or program without a valid reason
- Enter into and comply with a Job Plan

FINDING YOUR OWN EMPLOYMENT LEADS

MADEC will be able to provide you with support with any employment leads that you find. We will assist the employer to determine if they are eligible for financial support and assistance. We will also provide you with support that may include on-site visits, mentoring or access to additional training.

CHANGING EMPLOYMENT PROVIDERS

Job seekers will change their jobactive organisation if they have not secured employment within two years (or three years for those with more complex non-vocational issues) of service. This is to provide a fresh perspective to help you move off welfare and into work. MADEC will assist you with this transfer.

When and if you relocate to a new area that MADEC does not provide services, to ensure that you can still engage and achieve your Mutual Obligation you will be transferred to a provider closer to your new residence. If you are aware that you are going to relocate talk to MADEC about how this transfer occurs and what you are required to do.

THE PASSPORT TO EMPLOYMENT PROGRAM (P2E)

A group activity that builds on your existing job seeking skills such as tailoring resumes, addressing selection criteria and identifies different ways you can search for employment.

JOB PLAN

A Job Plan will be developed at the initial appointment and be updated regularly and will take into account your individual circumstances. The Job Plan outlines the agreed items that satisfy your Mutual Obligation Requirements (where relevant) that will help you into paid work.



**MINIMUM WAGE DETAILS
CAN BE FOUND AT
FAIRWORK
INFO LINE: 13 13 94
FAIRWORK.GOV.AU**

New compliance system from 1 July 2018

Know where you stand and how the new rules can affect you



Meeting all your requirements

Meeting all your requirements:

- Mutual obligation requirements include job search, attending provider appointments, job interviews and activities.
- Tell your provider ahead of time if you can't meet your requirements.



Warning
(1 to 5 demerits)

If you do not meet your requirements you will get a demerit:

- Every time you miss your requirements your payment will be suspended. Contact your provider, meet the requirements and you will get your payment.
- Meet all your requirements to get back to the zone.
- If you continue to get demerits you will have a review with your provider and Centrelink to see why you are not meeting your requirements.
- If you get 5 demerits you will move to the penalty zone.



Financial penalties

In this zone, you will get financial penalties:

- 1st time fail to meet your requirements = lose 1 week's pay.
- 2nd time fail to meet your requirements = lose 2 weeks' pay.
- 3rd time fail to meet your requirements = payment cancelled, 4 week wait to re-apply.

Demerits

You will get demerits if you do not...

- agree to a Job Plan
- do job search
- attend or behave appropriately at a provider appointment
- attend or behave appropriately at a third-party appointment
- attend or behave appropriately at an activity
- attend a job interview
- behave appropriately at a job interview
- act on a job referral.

Payment cancelled

4 week wait to re-apply if you:

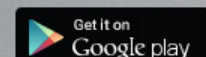
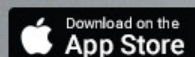
- fail to accept or commence suitable work
- voluntarily leave or are dismissed for misconduct from suitable work.

Need help? Speak to your provider.

jobactive JOB SEEKER APP



Download the app now!
Browse and apply for jobs
Track job applications
for your JobSearch effort
View and synchronise
your appointments
Accept and view
your Job Plan



JOB SEEKER BEHAVIOUR

Whilst MADEC is aware that all job seekers are unique and there may be a number of contributing factors, any job seeker showing signs of challenging behaviours that risk the health, safety and welfare of our staff or other MADEC customers property will be reported to the Department of Human Services (Centrelink) and/or Police. This may result in changes to your future servicing arrangements.

Challenging behaviour is any behaviour that a reasonable person would consider unacceptable or hostile and that creates an intimidating, frightening, threatening, offensive or physically dangerous situation in the workplace or other location.

BEHAVIOUR THAT IS NOT ACCEPTABLE INCLUDES:

- Swearing, making offensive noises or gestures, inappropriate or suggestive comments
- Physical violence against any person – for example hitting, kicking, punching, spitting on or throwing objects at a person
- Acting in a way that would cause a person to have a reasonable belief that assault was intended
- Adopting a physical position or state and/or producing an object that a reasonable person would consider constitutes a serious and imminent threat of physical violence
- Oral or written threats, abuse or harassment, inappropriate touching and stalking of staff members
- Damaging, defacing or destroying property intentionally or through aggressive and inappropriate behaviour such as throwing objects or punching, kicking property and alcohol consumption
- Theft of property, illicit drug taking on MADEC premises, use of MADECs equipment for illegal purposes

“

WE ARE COMMITTED TO PROVIDING YOU WITH QUALITY SERVICES AND WILL TREAT YOU WITH COURTESY AND RESPECT, YOU CAN HELP US BY TREATING OUR STAFF THE SAME WAY

”

SUGGESTIONS & COMMENTS

COMPLAINTS, QUERIES AND FEEDBACK PROVIDE A VALUABLE OPPORTUNITY FOR MADEC AND DEPARTMENT OF JOBS AND SMALL BUSINESS TO REVIEW AND IMPROVE THEIR PROCESSES AND THE QUALITY OF SERVICES PROVIDED TO JOB SEEKERS AND EMPLOYERS.

If you have a concern, you should raise this firstly with a MADEC staff member, who may be able to sort out the problem immediately.

Where a resolution is not achieved and you wish to lodge a formal complaint you may do so verbally, in writing using the MADEC Feedback form or electronically through www.madec.edu.au. MADEC Feedback forms are available in the reception area of all sites. The form can be returned in person or via the site's Suggestion Box if you wish to remain anonymous.

Complaints will be acknowledged within five business days (if contact details are provided) and you 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 Manager or someone they assign. You 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 phone 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.

OTHER FEEDBACK

Annual job seeker surveys will be conducted and we encourage your honest feedback. The result of these surveys allows MADEC to identify how we can improve our services to you.

COMPLAINTS ABOUT YOUR EMPLOYER

Employees can make a workplace complaint to the Fair Work Ombudsman if they:

- Are subject to Commonwealth workplace laws
- Believe they aren't getting the correct pay, conditions or workplace rights
- Want a Fair Work Inspector to investigate their situation

Employees can also make a complaint to the Fair Work Ombudsman if they think their employer (or prospective employer) is unlawfully discriminating against them.

DISABILITY ACTION PLAN

MADEC is committed to mitigating the risk of disability discrimination in the provision of our services and facilities. MADEC have developed a Disability Action Plan and review this plan regularly. MADEC encourage our clients, families and their representative agencies to participate in the review, identify barriers for people with disabilities accessing services and plan strategies to eliminate identified barriers.

PRIVACY COMMITMENT

MADEC is committed to protecting the privacy of your personal information. In order to provide job seekers with employment assistance, MADEC will need to collect and use job seekers personal information, all information will be obtained/disclosed in accordance with the Privacy Act 1988. MADEC will take appropriate consideration for job seeker privacy issues that may be relevant to the individual site or local community i.e. customs and cultural practices.

MADEC will generally collect information directly from job seekers. This may be when they complete form/s or answer questions. Sometimes MADEC may need to seek information from a third party such as for a referee check. Job seekers will be asked to give your permission to MADEC obtaining information about employment or education placements by signing the MADEC Authority to Release Information form.

MADEC staff will use personal information in order to assist job seekers to find work and support them in their job. A MADEC Consultant will notify job seekers before a résumé is passed onto an employer for possible work. Sensitive personal information, such as a medical condition, that is not recorded in résumés will only be disclosed to employers with permission.



Australian Government



Service Guarantee for jobactive Volunteers

This Service Guarantee for jobactive reflects the Australian Government's expectations of jobactive providers. It sets out the minimum level of service each Volunteer job seeker can expect to receive.

The Australian Government provides a range of services to help people looking for work. The Government delivers jobactive through a national network of jobactive providers, and people who need assistance to find work can access a range of help that's based on their individual needs. The main objective of jobactive is to promote stronger workforce participation and help more job seekers move from welfare to work.

What you can expect from your jobactive provider

Your jobactive provider will:

- help you build your résumé
- provide advice on job opportunities in your area
- help you understand the skills local employers need
- refer you to jobs
- provide the services that are set out in their Service Delivery Plan
- treat you fairly and with respect
- provide services in a culturally sensitive way.

As a volunteer job seeker you will get up to six months of assistance, and you need to actively participate in order to stay registered. You should make sure you let your jobactive provider know if your circumstances change, as it may mean you are eligible for more assistance.

Your personal information is confidential

Your personal information is protected by law, including the Privacy Act 1988. Your jobactive provider will only tell employers things about you that relate to job opportunities or, with your permission, your employment with them.

Your jobactive provider may also share information with other government agencies if they need to, to make sure you are getting the right level of support. These agencies may contact your employer to check that the information they have is correct.

You can ask to get access to any information your jobactive provider holds about you, and have it corrected if needed.

Compliments, suggestions or complaints

Your views about the service you receive are important. The Department of Jobs and Small Business and your jobactive provider value any feedback you may have.

If you don't think you are receiving the right help and would like to make a complaint, please talk to your jobactive provider first. Your jobactive provider will offer a feedback process which is fair and will try to resolve your concerns.

If you feel you can't talk to your jobactive provider, or you are still not happy, you can contact the Department of Jobs and Small Business National Customer Service Line on 1800 805 260 (free call from land lines) or email nationalcustomerserviceline@jobs.gov.au.

If you have suggestions to improve the service you are getting or would like to make a compliment about the help you have received, please let your jobactive provider know or call the National Customer Service Line.

If you have any concerns about your income support payments, you should contact the Department of Human Services. Contact details for the Department of Human Services can be found at www.humanservices.gov.au.



Australian Government



Service Guarantee for jobactive

This Service Guarantee for jobactive reflects the Australian Government's expectations of jobactive providers. It sets out the minimum level of service each job seeker can expect to receive, as well the requirements they need to meet while looking for employment.

The Australian Government provides a range of services to help people looking for work. The Government delivers jobactive through a national network of providers, and people who need assistance to find work can access a range of help that's based on their individual needs. The main objective of jobactive is to promote stronger workforce participation and help more job seekers move from welfare to work.

What you can expect from your jobactive provider

Your jobactive provider will:

- work with you to develop your Job Plan. This sets out the services you will receive and the minimum requirements you need to meet while you are on activity tested income support
- identify your strengths and any challenges you face to increase your job readiness
- refer you to suitable jobs
- match you to a suitable Work for the Dole placement (where appropriate)
- reassess your needs if your circumstances change
- help you with wage subsidies or relocation assistance (where appropriate)
- keep in contact with you and your employer once you have started a job
- provide the services that are set out in their Service Delivery Plan
- treat you fairly and with respect in a culturally sensitive way.

What is expected of you

There are some things you need to do, including:

- do everything you have agreed to do in your Job Plan

- accept any suitable job
- make every effort to get and keep a job
- do the required number of job searches in your Job Plan
- meet your annual activity requirements—such as taking part in Work for the Dole— as outlined in your Job Plan
- contact your jobactive provider as soon as possible if you are unable to attend an appointment or do an activity
- notify your jobactive provider of any changes in your circumstances.

If you fail to do any of the above it could affect your income support payments.

Your personal information is confidential

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If you have any concerns about your income support payments, you should contact the Department of Human Services. Contact details for the Department of Human Services can be found at www.humanservices.gov.au.



If a job seeker is unable to attend an appointment or activity, they must contact MADEC as soon as possible to make alternative arrangements.

1300 436 332

(8:30am- 5:00pm Mon- Fri)

MADEC Australia
1300 436 332
madec@madec.edu.au
www.madec.edu.au

Please note that the information given is intended as a guide for current and prospective employers. Please check with your nearest MADEC site should you have any queries.

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