

Workforce Australia

Employment Services

Delivered by AGA

Service Delivery Plan

Participant's Guide

About Us

For 39 year's, AGA has been a leader in workforce participation and community engagement. Our expertise includes working with educationally disengaged youth with diverse circumstances, people with disability, Indigenous people, migrants & refugees.

AGA has an inherent understanding of local labour markets, the industry skills needed, employer workforce requirements, and barriers to workforce participation. We have demonstrated our ability to support highly disadvantaged young people through the delivery of a range of services.

AGA is part of the IntoWork Australia Group, which has operated as a key provider of recruitment, training employment, community and business services across Australia for over 35 years. Since then, IntoWork has expanded into a group of businesses that now operate nationwide. AGA has adopted IntoWork Australia's values and is committed to fostering a positive and productive organisational culture.

We will engage and support you with:

- Integrity
- Respect
- Courage
- Innovation
- Collaboration

Integrity:

First Appointment: we will build your trust, and our words inform our actions. Our Transition to Work (TtW) staff will assess your needs using a strength-based tool to identify any vocational/non vocational barriers to employment. We offer privacy and confidentiality if you require access to psychosocial supports. Together we will develop a job plan that is matched to your strengths and talents.

Respect:

We will ensure you are treated fairly and respectfully. We value and acknowledge your strengths and abilities. In return, we ask that you treat our staff with the same respect.

Courage:

With the support of our TtW Staff, you will find your courage. You will have access to flexible service options. TtW staff will communicate clear information related to your development needs, including relevant training. We offer upskilling activities, specialist supports (e.g. sexual health, childcare, homelessness), access and training on digital platforms, youth lead advisory groups, multicultural youth and Indigenous peer support groups.

Innovation:

You will have access to industry specialist mentoring for apprenticeships, education support, and employment support. Our contact centre for allied health support or general enquires is open Monday to Friday 8am to 8pm and Saturday 8am to 1pm. We also offer employability skills training.

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aga.com.au



Collaboration:

With AGA's Partnerships, we will provide career advice for employment, apprenticeships/traineeships and budgeting support. We liaise with schools, community TAFE and other registered training organisations.

Post Placement support:

You will be provided support on your first day and weekly contact in your first 12 weeks during your time in education/employment placement.

How is this done?

Our TtW Staff will:

- Provide you with coaching to reduce the risks of you leaving your placement.
- Assist you with workforce-based training, such as cross-cultural awareness, diversity training, or bullying workshops.
- Work one-on-one with employers to identify and overcome barriers affecting the sustainability of your placement.

Continuous Improvement:

All TtW Participants are provided with our customer service charter that outlines how you can lodge participant suggestions, compliments or complaints with us or the Department of Employment and Workplace Relations. We value your input as a stakeholder, as this contributes to the growth and improvement of AGA's services.

Contact us:

Phone: 1300 000 242

Email: ttw@aga.com.au

Website: www.aga.com.au

Contact the Department of Employment and Workplace Relations National Customer Service Line on:

1800 805 260 (free call from land lines) or email **nationalcustomerserviceline@dewr.gov.au**

If you have any concerns about your income support payments, you should contact Services Australia (<https://www.servicesaustralia.gov.au/>).