



Workforce Australia

Employment Services

Delivered by MADEC Australia

Helping People- Addressing Needs- Improving Lives



PARTICIPANT BOOKLET



Acknowledgement of Country

**MADEC acknowledge the
Traditional Owners of
country
throughout Australia
and recognise their
continuing connection
to land, waters and
culture. We pay our
respects to their Elders
past, present and
emerging.**



ABOUT MADEC

TALK TO US

 1300 436 332
 madedc.edu.au



Vision

To improve the lives of those in need



Purpose

To improve individual life outcomes by providing support, education, opportunity and guidance that will lead to the alleviation of poverty or distress (including sickness, disability, destitution, suffering, misfortune or helplessness) for those we help



Guiding Principles

Helping People



Addressing Needs



Improving Lives

MADEC Values

Empathy



We are understanding and compassionate

Responsible



We own our actions

Passionate



We are committed to making a difference

Genuine



We are true to ourselves and others

Ethical



We do what is right, just and fair

MADEC is a successful not for profit and charitable organisation, with a proud 50 year history of providing relief to people experiencing poverty or distress. We recognise the importance of self-worth and self-fulfilment through education and employment and we recognise that those who are, or may be, disadvantaged need and deserve our help. Aspiring for our communities, our people and our Participants to reach their potential.

MADEC is a registered charity with the Australian Charities and Not for Profits Commission



SERVICES

MADEC OFFER



WORKFORCE AUSTRALIA SERVICES

Providing personalised support to Participants to secure meaningful employment through intensive and individualised case management which is detailed throughout this booklet.

HARVEST TRAIL SERVICES

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

HARVEST TRAIL INFORMATION SERVICES

Supports growers in the horticulture industry by coordinating information about harvest opportunities across Australia to ensure that our Participants 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. Our participants have full access to MADEC Labour Hire and flexible ongoing training is provided if a skills gap is identified.

MADEC EDUCATION & TRAINING (RTO)

Delivering accredited and non-accredited training to our Participants with over 30 years' experience. MADEC has extensive experience working with Participants 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's needs.

PALM

Our Pacific Labour Mobility Scheme (PALM) helps thousands of people every year, from the Pacific and East Timor, with employment opportunities in Australia. In the last decade, PALM has generated more than \$500,000,000 in net financial benefit to their families and communities.



TALK TO US



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YOUR EMPLOYMENT JOURNEY WITH US BY YOUR SIDE



We are here to support your journey into employment through providing you with personalised service focusing on your career goals, interests and aspirations whilst providing any vocational and/ or non-vocational supports you may require.

We will:

Collaborate with you to create a tailored Job Plan and Points Target which may include a minimum job search amount

Facilitate a face-to-face Initial Appointment, where safe to do so, providing you with an introduction and overview of our service

Get to know you through completion of a Comprehensive Strength Based Assessment which reflects your personal circumstances and individual needs. This will be reviewed a minimum of 6 monthly

Help you in setting meaningful goals

Advise you of any Mandatory Activity Requirements

Refer you to suitable vacancies in line with your goals and the localised industries in-demand

Make you aware of Activities and encourage your participation to support achievement of your Goals

Provide tailored on-going case-management and 1:1 support in areas such as:

- Career guidance and mentoring
- The digital platform to manage your Mutual Obligations and look for jobs.
- Resume improvement assistance
- Create and maintain a Career Profile
- Help you get the tools and skills you need to find and keep a job, such as training, work-related licensing and other work-related goods and services
- Much more!

SMART GOALS

S	SPECIFIC	<ul style="list-style-type: none">A. What exactly do you want to achieve?B. Who is involved or responsible?C. Where will it take place (if applicable)?D. Why is this goal important?
M	MEASURABLE	<ul style="list-style-type: none">A. How will you track progress?B. How will you know when the goal is accomplished?
A	ACHIEVABLE	<ul style="list-style-type: none">A. Is the goal realistic given your resources and potential barriers?B. What steps or actions will you take to reach the goal?C. Do you have the necessary skills and support?
R	RELEVANT	<ul style="list-style-type: none">A. Does the goal align with your career objectives?B. Will it contribute to your long-term success and growth?C. Is now the right time to pursue this goal or does something else need to be addressed first?
T	TIME-BOUND	<ul style="list-style-type: none">A. When will you start working on the goal?B. What is the target completion date?C. Keep yourself accountable

I want a job



With help from my Job Coach, by the end of the month I want to complete my Responsible Service of Alcohol ticket. With this I can start bar work in the hospitality industry where I can learn new skills and build my way up to a stable hospitality role.



YOUR TURN

Using the table below and with your Job Coaches help. Write your employment SMART Goal out. You can take this booklet home so you can see the employment goal that we'll be working towards together!

Employment Goal

S

M

A

R

T

WHERE TO LOOK AND APPLY FOR WORK

Job seeking websites:

- SEEK
- Jora
- Indeed
- CareerOne
- Workforce Australia
- LinkedIn
- Adzuna
- Local community online jobs board

In person:

- Look for 'we're hiring' or 'staff wanted' signs in company windows
- Career Expos (**15 PBAS Points**)
- Local MADEC office jobs board
- MADEC marketing session
- Ask family and friends
- Enquire within companies when out and about (take copies of your resume with you!)
- Public notice boards within:
 - Shopping centres
 - Sporting clubs
 - Libraries
 - Community centres etc.

Have you ever heard of a cold calling script?

Over the phone:

- Cold call and enquire if any positions are available
- Have you already applied for a position?
 - Make a follow up call once an appropriate amount of time has passed to follow up on your application.



Want some help/practice with job searching methods?

Speak with your Job Coach!

Remember you can make use of MADEC computers and Wi-Fi

WHAT SUPPORTS WE OFFER

ASK OUR STAFF TODAY!

Make the most of our MADEC specific workshops and other supports we have on offer at all times whilst earning points towards your monthly Points Target. Speak to your Job Coach for more information!

Jobs Hub

A group session to support the needs of job seekers outside of your regular 1:1 appointments. How to look and apply for work, how to use Workforce Australia, interview techniques, how to meet mutual obligations, resume writing and many more. Attendance at one of these sessions will earn you **15 PBAS Points**.

Employment Preparation Activities

Activities designed to provide pathways to employment through a staged approach which most commonly involves a Training/ upskilling component followed by other components which results in employer exposure for possible employment or placement opportunities.

1:1 Marketing Sessions

A one on one appointment with one of our Workforce Partners who work directly with our Employers in your local area. The appointment will focus on getting to know you in order to potentially market you to Employers who may be looking for staff. The Workforce Partner will also work with your Job Coach to identify any opportunities to improve your job readiness such as interview practice or presentation.

Self-Help Facilities

Free use of our office equipment including access to our Wi-Fi and internet for things such as job searching during business hours). Additionally, you can access our 24 hour Resource Centre on our website at any time for support. <https://madec.edu.au/employment/job-seekers/resource-centre/>

In-House Intervention Service

Free access at any time to speak privately to a MADEC Social Worker or Counsellor. Attending these sessions will earn you **15 PBAS Points**.

Interpreters

Free access to Interpreters for Participants who need to use this service.

Wage Subsidies

Financial Incentive provided to an Employer for eligible participants, tailored to the needs and requirements of the individual to support securing employment.

Post Placement Support

Ongoing personalised assistance provided to both you and your Employer if Employment is obtained, to ensure we can provide support where it may be required in order to see you remain in Employment.

Indigenous Wellbeing Support Program

Indigenous Wellbeing Support Services (IWS) is available to support Indigenous people experiencing issues with domestic violence, criminal justice or drug, alcohol and substance abuse. Our Indigenous Support Coordinators support with one-on-one ongoing support for 12 months to overcome identified barriers and get back on the right track.



ACTIVITIES

YOU CAN ENGAGE IN



There are a number of great Activities available that you can participate in to help progress you towards achieving your Employment goal. Your Job Coach will help you in identifying what of the available activities may be suitable based on your personal circumstances.

1 Employability Skills Training (EST)

Will help you explore career options, build employability skills, digital proficiency and improve your job search skills.

2 Career Transition Assistance (CTA)

If you're 45 or over, this will help you build confidence and skills to become more competitive in your local labour market.

3 Work for the Dole

To help you gain recognised skills and micro-credentials alongside gaining work-like experiences.

4 Self-Employment Assistance (SEA)

To help explore self-employment and/or receive help to start or run an existing small business.

5 Training/ Upskilling

Support that can help you move into work, such as training, licences or other work-related items.

6 Voluntary Work

Are you already Volunteering somewhere or would you like to? Speak with your Job Coach as this can be recognised toward your Mutual Obligation requirements.

7 Community Intervention Services

Support provided to you by external services to help you address and overcome any non-vocational barriers you may have to help you progress closer towards employment. To ensure continuous progression you may be required to undertake a Mandatory Activity Requirement. Your Job Coach will advise you of this if this is the case however we encourage you to engage in activities at all times which will see you meet your Activation Requirement **early**.

YOUR POINTS TARGET

What is your Points Target?

Each reporting period you will need to earn a set number of points (your Point's Target) to meet your Mutual Obligation Requirements in return for your income support payment. You will have flexibility and choice in deciding what tasks and activities you do to earn the points you need to meet your target.

How is your Points Target set?

Your Points Target starts at 100 points and includes a minimum job search amount of 4 job searches. However, credits will be applied to reduce your Points Target and minimum job search amount based on your individual circumstances. This will be completed by your Job Coach in collaboration with you.

How can you earn Points?

You can earn points by completing tasks and activities such as applying for jobs, attending interviews, completing hrs of paid work or participating in an activity. Each task and activity has a point's value which has been determined based on the engagement required from you. **There are 30+ tasks and activities** which you can engage in that will see you earn points once reported. For the complete list of available tasks and activities including their point's value, go to <https://www.workforceaustralia.gov.au>

DID YOU KNOW YOU CAN ALSO EARN POINTS FOR ATTENDING YOUR COMPULSORY APPOINTMENTS?
Speak with your Job Coach about what this entails!

Banking your Points

REWARDS!

To help you plan ahead and to reward your extra efforts, you can bank up to 50% of your next reporting periods points target. For example, if your Points Target is 60, you can bank up to 30 additional points and use them in the next month. You can see your banked points on your dashboard in your Workforce Australia account.

What happens if you don't meet your Points Target?

Where you have concerns about meeting your Points Target or minimum job search amount, you must get in contact with MADEC in advance of your reporting due date. If you do not meet your Points Target and/or minimum job search amount, your payment may be impacted and you could incur a demerit. Find out more at <https://www.workforceaustralia.gov.au>

TALK TO US



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[madec.edu.au](https://www.madec.edu.au)

YOUR POINTS TARGET

How to report Points

All completed tasks and activities must be reported to earn points towards your Point's Target. Reporting tasks is completed **via your Workforce Australia Online homepage, the Workforce Australia mobile app or by contacting MADEC directly**. You will get reminders and prompts throughout your reporting period to ensure you report your points to meet your Point's Target. You can also track your progress towards meeting your Points Target on your homepage.

**Make your
reporting easier
and download
the Workforce
Australia App
today!**

Where to get the App!

You can download the free app from your app store.
Look for this symbol.

[Apple App Store](#)
[Google Play](#)

Unsure how to use the app?
LET US SHOW YOU!
Speak with your Job Coach



Other benefits of using the Workforce Australia App

Once you register you will be able to:

- **Complete your profile and earn 5 points towards your Points Target.**
 - Your profile will be like an online resume, it will summarise your skills and experience.
 - Upon profile completion you can set your profile to 'visible' to help you connect with potential employers and businesses.
- **Upload/create a resume**
 - If you already have an existing resume you can use it to fill in your Workforce Australia profile
 - If you don't already have an existing resume you can follow the steps to complete your profile by adding relevant details needed for a resume. Once completed you can select a resume template to add this information into and then use the resume when applying for roles as well as download!
- Search and apply for jobs
- Set up job alerts for jobs that interest you
- Find job search and training resources, hints and tips.

Not confident with technology?
Speak with our staff to gain assistance in this area and make use of our alternative resources.

KEEPING YOUR CIRCUMSTANCES UP TO DATE

Keeping your circumstances up to date is important for a few reasons:

- We may have resources/information that can help your situation
- It helps us keep your mutual obligations tailored to your circumstances
- It ensures both us and Services Australia's records are up to date and allows us to understand what support you need within our servicing to you

Job Seeker Snapshot

Your Job Seeker Snapshot is a questionnaire that collects information to help us understand your circumstances, your job search confidence, your strengths, and your ability to use online services. Your Job Seeker Snapshot should be updated with your Job Coach whenever your circumstances change. A further assessment with Services Australia *may* be required depending on the severity of changes which could then influence your support type.


Examples of when to update include:

- You've got an ongoing part-time job
- You've got a temporary injury that may affect your job search
- You've completed a qualification or vocational training
- You've started new training/study
- Your housing or transport arrangements have changed
- Possible caring circumstances have arisen or changed

Other reasons to update us on changes

- Resume updates
- Potential review and update of employment SMART goals
- If you've completed and/or in the process of completing a ticket or qualification this allows us to explore any new suitable employment opportunities we may have for you

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WHEN YOU GAIN EMPLOYMENT



LET US KNOW!

Let us know so we can tailor your support now that you are working.

First things first..... **CONGRATULATIONS!**

- We can provide pre-employment preparation assistance such as work clothing or work-related items such as tools or petrol.
- We can visit you at work to ensure a successful start and save you a trip to our office.
- We can provide access to additional training, work-related licensing where required or where it could enhance your Employment opportunity.
- We will provide you and your Employer with Post Placement Support Service to stay in touch and provide support where it may be required to support your ongoing Employment.
- Share with us your pay slips as you receive them and we can assist to ensure your hours meet your requirements and you are being paid appropriately.
- You can earn points towards your monthly points target for any hours you worked, we can show you how!
- Advise us if you have any concerns regarding your Employment so we can help you address it appropriately.
- Now that you're working and earning you will need to declare your income and your hours worked to Services Australia within your fortnightly reporting. If you're unsure how to do this- let us show you!



**Minimum wage details
can be found
at Fair Work info line:
13 13 94
fairwork.gov.au**



GETTING READY FOR AN INTERVIEW



See below some of the most commonly asked interview questions which can also be found on the MADEC website. <https://madec.edu.au/employment/job-seekers/resource-centre/>

Preparing/practicing for your interviews can make a world of difference and will help settle your nerves. Speak with your Job Coach about other resources we may have to assist with interviews. You can even ask to organise a ‘mock interview’ so you can practice.

Practice makes perfect!

1. “Tell me about yourself...”

Be prepared to talk for two minutes about yourself. Be logical. Start anywhere, accredited training, your first professional position, or talk about why you are passionate about the applicable industry. The interviewer is trying to evaluate your communication skills and linear thinking. You may try to score a point or two by describing a major personal attribute.

2. “What do you consider to be your strengths?”

Know your key five or six strengths—the ones most compatible with the job opening. Discuss each with specific examples.

3. “What do you consider to be your weaknesses?”

When answering this question refer to one aspect of your working style that could be improved and follow on with how you have addressed it, or how you plan to improve through personal motivation and development. This response shows that you are open to constructive feedback and are committed to self-improvement and growth in your job role.

4. “How do you handle pressure? Do you like or dislike these situations?”

High achievers tend to perform well in high-pressure situations. Conversely, these questions could imply that the open position is pressure-packed. Know what you're getting into and ask the question ‘what would a day in this role look like for me?’. This gives you an opportunity to hear first hand how hands on or steady this role may be. If you do perform well under stress, provide a good, detailed example of where you’ve demonstrated this. Be descriptive.

5. “Why should we hire you for this position? What kind of contributions would you make?”

This is a good chance to summarise. By now you would have heard enough about the role to know where your strengths could come in handy and be applied. Don't be arrogant—instead demonstrate a thoughtful, organised and strong attitude.

TARGETED COMPLIANCE FRAMEWORK



Targeted Compliance Framework



Meeting all
your requirements



Meeting all your requirements:

- Mutual obligation requirements include meeting your points target each month, participating in provider appointments, job interviews and mandatory activities.
- Tell your provider ahead of time if you can't meet your requirements.



Warning
(1 to 5 demerits)

If you do not meet a requirement and you do not have a good reason, you will get a demerit:

- If you don't meet a requirement, talk to your provider and address any failures within 2 business days to avoid having your payment put on hold. If your payment is put on hold, meet your requirements and that hold will be lifted.
- Meet all your requirements to get back to the  green zone.
- If you get **3 demerits** you will have a review with your provider.
- If you get **5 demerits** you will have a review with Centrelink. If Centrelink assess that you can meet your requirements, 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 payment.
- 2nd time fail to meet your requirements = lose 2 weeks' payment.
- 3rd time fail to meet your requirements = payment cancelled for 4 weeks', you will need to reapply to get your payment back.

Demerits

You will get demerits if you do not...

- agree to a Job Plan
- meet your points target
- participate in or behave appropriately at a provider appointment
- participate in or behave appropriately at a third-party appointment
- participate in or behave appropriately at an activity
- participate in or behave appropriately at a job interview
- act on a job referral task

Payment cancelled for 4 weeks

You will need to reapply to get your payment back if you:

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

The Targeted Compliance Framework forms as part of Workforce Australia to help you to understand, meet and track your mutual obligations requirements. It is designed to target financial penalties toward individuals who persistently do not comply with their mutual obligations without a valid reason.

We encourage you to contact MADEC if you are concerned about meeting your requirements, in advance of any due dates so that we can provide assistance to hopefully avoid any financial penalty.

HOW TO TREAT EACH OTHER

MADEC Staff and Participants will:

- Treat each other fairly
- Be respectful at all times
- Be non-judgemental
- Provide a safe space for both staff and all Participants
- Use appropriate language in our offices and when speaking to each other

Behaviours that are not tolerated include:

- Intimidation, harassment and/ or threats
- Swearing, making offensive noises or gestures, inappropriate or suggestive comments
- Physical violence against any person
- Any kind of damage, graffiti, or destruction of property
- Alcohol or illicit drug consumption on site
- Theft of MADEC property

Instances where the above is not adhered to, may be reported to the Department of Human Services (Centrelink) and/ or the police and could also result in changes to your future servicing arrangements

“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”

TALK TO US



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Australian Government

Workforce Australia



Joint Charter – Workforce Australia

The department and providers contracted to deliver employment and related services agree to act in accordance with the principles and joint expectations in this Charter.

We will work together to deliver quality services that are **connected**, **simple** and **supported**, **respectful**, **simple** and **supported**.

These principles will apply to the way we work together, and how we all contribute to high quality, tailored and effective employment and related services for individuals and employers.

Respectful

Providers are empowered to deliver personalised, innovative and flexible services that are culturally appropriate and tailored to the needs of individuals and businesses.

Local and national experience and expertise is recognised and harnessed to deliver effective services to individuals and businesses.

Service quality is valued, with integrity and respect afforded to all stakeholders.

Actions are taken in good faith, including the exercise of rights and responsibilities under deeds and guidelines.

Issues are resolved collaboratively through cooperation and informal dispute resolution processes in the first instance.

Connected

Engagement is proactive, timely and fit for purpose to support the objective of the services.

Digital delivery supports service delivery to individuals and employers, and maximise return on investments.

Technology is used to:

- deliver quality services and timely information;
- share performance and caseload data;
- streamline communications.

Innovative ideas and solutions are encouraged to deliver sustained benefits to individuals, employers and businesses.

Decisions are transparent and informed by evidence and data intelligence.

Simple

Service delivery is tailored and outcome focused, considering individual and employer needs, and local job opportunities.

Activities are safe, efficient and effective by ensuring they meet work health and safety requirements and contribute to individuals' job readiness.

Automation supports

streamlined processes and workflows.

Outcome focused delivery and decisions consider the needs of the individuals and employers.

Complexity is reduced by recognising and acting on opportunities to cut red tape and ensuring quality, timely and relevant support.

Supported

Greater flexibility and choice supports individuals in how they engage with employment services.

Collaborative partnerships with employment services, industry, businesses, state/territory and local governments, community organisations and support services are leveraged to benefit individuals and businesses.

Stakeholder needs are met responsibly by actively contributing to the resolution of issues and delivery of solutions.

Service delivery and decision making is informed through regular consultation, engagement and leveraging of new and emerging approaches.

Improvements are continuous by building staff capabilities and sharing feedback and ideas to better meet the needs of individuals and businesses.



Australian Government

Workforce Australia



Service Guarantee

Workforce Australia Services

Workforce Australia aims to provide employment services that are respectful, connected, simple and supported.

This Service Guarantee reflects the Australian Government's expectations for Workforce Australia Services delivering tailored services to support individuals towards employment. It sets out the minimum level of service each individual can expect, including elements unique to different types of Workforce Australia services, as well as the requirements that need to be met while participating in employment services.

What you can expect from Workforce Australia:

To receive services tailored to your needs that **support** you to build your job readiness.

To be treated fairly and **respectfully** and in a culturally sensitive way.

To be **connected** to flexible service delivery methods that adapt to changing circumstances and **support** accessibility.

To have information provided in a **simple** and clear manner.

Access to a **simple** self-managed digital platform and **support** to link your MyGov account to use self-help job search facilities and online information.



What you can expect from your provider

These are the standards and actions providers are expected to follow in Workforce Australia Services.

Your provider will:

Respectfully deliver intensive servicing and individually tailored case management, considering your strengths and any challenges.

Connect with you through appointments and provide you with relevant information during your first interview.

Support you to meet your mutual obligation requirements and Points Target under the Points Based Activation System.

Support you to search for a job and refer you to suitable jobs.

Connect you to activities to help you prepare for work, for example training, education, activities or work trial opportunities.

Support you to access services best suited to your individual needs through the Employment Fund, wage subsidies or relocation assistance (where appropriate).

Keep **connected** with you and your employer once you have started a job.

What is expected of you

These are the standards and actions participants are expected to follow in Workforce Australia Services.

As a participant in Workforce Australia Services you need to:

Stay **connected** by doing everything you have agreed to do in your Job Plan and meet your monthly Points Target.

Behave **respectfully** at job interviews and provide feedback to your provider about the interview.

When a suitable job is offered accept the position and keep your provider updated on your progress so they may **support** you to keep the job.

Participate in and behave **respectfully** at appointments with your provider, and notify them if you are unable to attend.

Connect with the services to improve your readiness for work by participating in relevant activities.

Stay **connected** with the services and advise if there are any changes in your circumstances.

Not meeting any of these responsibilities may impact your Income support payments.

WE WANT YOUR FEEDBACK

Complaints, queries and feedback provide a valuable opportunity to review and improve processes and the quality of services provided to our Participants and our 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 and the 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 Departments National Customer Service Line on 1800 805 260, or request a copy of the Departments '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 staff, you may also approach the Commonwealth Ombudsman.

OTHER FEEDBACK

Quarterly Participant 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 or 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.

PRIVACY COMMITMENT

MADEC is committed to protecting the privacy of your personal information. In order to provide participants with employment assistance, MADEC will need to collect and use their personal information, all information will be obtained/disclosed in accordance with the Privacy Act 1988. MADEC will take appropriate consideration for participation 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 participants. 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. Participants 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 participants to find work and support them in their job. A MADEC Consultant will notify participants before a resume is passed onto an employer for possible work. Sensitive personal information, such as a medical condition, that is not recorded in resumes will only be disclosed to employers with permission.

Information is stored securely and only accessible by people who require it to deliver services. MADEC provide regular training to employees regarding privacy and data security.

MADEC Australia maintains ISO 27001 Information Security Management System certification. This certification ensures information we hold remains confidential (only the authorized persons have the right to access information), integrity is maintained (only authorized persons can change the information) and is available (information is accessible to authorized persons whenever it is needed).

KNOW YOUR RESOURCES!

MADEC Employment Resource Centre

<https://madec.edu.au/employment/job-seekers/resource-centre/>

Access a range of resources:

- This booklet
- Interview support
- Resume & cover letter templates
- Tips & tricks
- Support with Training
- Support in email creation
- Support using your Workforce Australia account
- + Loads more!

Department of Employment and Workplace Relations

<https://www.dewr.gov.au>

This website is packed full of information that will help you progress towards Employment.

Workforce Australia

<https://www.workforceaustralia.gov.au>

National Customer Service Line

<https://www.workforceaustralia.gov.au/individuals/contact-us/>

1800 805 260

For general enquiries and feedback handled by the Department or to request a 'Provider Transfer'.

MADEC Training

<https://madec.edu.au/education-training/courses/>

Job Jumpstart

www.jobjumpstart.gov.au

Offers resources and activities to help you work out what jobs might suit you.

Labour Market Insights

<https://labourmarketinsights.gov.au>

Discover trends in the Australian Jobs Market.

Your Career

www.yourcareer.gov.au

Provides clear and simple careers information.

TALK TO US



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SELF HELP/SUPPORT RESOURCES

If you're in a life-threatening or urgent situation, phone Triple Zero (000) and ask for the police.

Beyond Blue

Call 1300 22 4636, 24 hours/7 days a week.

Get free, confidential counselling

<https://www.beyondblue.org.au/>

Lifeline

Call 13 11 14 or text 0477 13 11 14

24 hours/7 days a week crisis counselling, support groups and suicide prevention services

<https://www.lifeline.org.au>

1800RESPECT

Call 1800 737 732 24 hours a day, 7 days a week.

To support people impacted by domestic, family or sexual violence.

<https://www.1800respect.org.au/>

Black Dog Institute

Mental health resources and support tools that you can trust.

<https://www.blackdoginstitute.org.au/resources-support/>

MensLine Australia

Call 1300 78 99 78 24 hours a day, 7 days a week.

Professional telephone and online counselling service offering support to men.

<https://mensline.org.au/phone-and-online-counselling/>

Sharc

Call 1300 660 068 24 hours a day, 7 days a week

Drug and gambling help and support.

<https://www.sharc.org.au/sharc-programs/family-drug-gambling-help/>

Parentline

Call 13 22 89

Available 8am to midnight, 7 days a week

For parents and carers of children from birth to 18 years old.

Counselling/support on parenting issues.

<https://services.dffh.vic.gov.au/parentline>

Responsible Gambling Foundation

**Gambler's Help line:
1800 858 858**

**Gambler's Help Youth
line: 1800 262 376**

24 hours a day, 7 days a week

<https://responsiblegambling.vic.gov.au/>

Crisis and Emergency Accommodation

5 pm to 9 am, Monday to Friday and 24 hours on weekends and public holidays

Help if you are homeless or at risk of homelessness or family violence.

<https://www.housing.vic.gov.au/housing-options>

Ask Izzy

Ask Izzy is a mobile website that connects people who are in crisis with the services they need right now and nearby. **Search over**

400,000 support services.

<https://askizzy.org.au/>

TALK TO US



1300 436 332
madec.edu.au

