



1300 658 414  
[www.pvs.com.au](http://www.pvs.com.au)

An ESH Group company



# PVS & You

Everything you need to know about working with PVS

## Who is PVS?

Looking for work can be a challenging time in your life. Our role at PVS Workfind is to guide, assist and support you in your journey to work.

We pride ourselves on working closely with our job seekers to not only assist you with job searching and interview skills to find employment, but also to ensure you have the necessary tools and support required to succeed in the role. We offer professional and customised programs for each job seeker to overcome any identified barriers to work and have specialised teams to support Indigenous and disabled job seekers.

PVS Workfind has been providing services since 1984 and in that time have established strong collaborative links with community services providers to deliver a holistic range of innovative and tailored services to job seekers.

With over 38 offices across Western Australia, South Australia, New South Wales, Queensland, Victoria and the Australian Capital Territory, we are conveniently located to help you find the right employer with the right job for you.

## Our Vision, Mission and Values

### Vision:

Lead, grow and inspire for outstanding performance.

### Mission Statement:

To positively impact peoples' employment and development for a better tomorrow.

### Values:

- Integrity
- Performance Excellence
- Passionate Commitment
- Social Responsibility



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This is an important document. Job seekers referred to us should read and understand the content of this brochure. Should you not fully understand the content and how it may affect you, please seek clarification from your designated Staff Member.

# Welcome

We are pleased that you have joined us.

It is important to us that your goal of gaining employment is achieved, so we need to communicate clearly to one another, understand our responsibilities and participate in activities set down in the agreements we make.

As a member of Job Services Australia we have a number of important responsibilities to the Government and the Australian community including:

- Communicating to Centrelink on the progress of Employment Assistance to job seekers and ensuring that all job seekers are participating in job seeking activities.
- Providing Employment Assistance to all job seekers referred for services.
- Developing and implementing practical and effective activities with job seekers that will assist them into employment.
- Promoting job seekers to employers and facilitating and maintaining employment for job seekers.

## Our Service

You have been referred to us to participate in a specific Stream Services program. Regardless of which Stream Service you have been referred to, you will always have access to:

- Experienced staff who are committed to assisting you to achieve your goals.
- Advice on the best way to look for work.
- Information on skills in demand and job vacancies.
- Access to job search facilities.
- Access to our Community Corner which links you to a vast network of community resources.

# What You Will Experience

## Stream 1

0–3 months

Upon commencement of Stream 1, you will participate in an initial interview with a Customer Service Consultant who will immediately prepare a resume for you and provide advice on the local labour market, job search methods and information on training providers.

4–12 months

If you are still looking for work after 3 months in Stream 1, you will be introduced to a Work Search Facilitator who will:

- Guide you through a Skills Assessment to identify a comprehensive Employment Pathway Plan.
- Negotiate suitable “Start Now” activities with you which may include:
  - Skills training
  - Activities to address vocational and non-vocational barriers
  - Work experience, Work for the Dole or Green Corp
  - Work in a social or community enterprise
  - Participation in a Language, Literacy and Numeracy program or Adult Migrant Education Program
  - Training in job search techniques
  - Other activities outlined in your Employment Pathway Plan
  - Paid work

12 months

After 12 months in Stream 1, you will participate in a Stream Services Review with Centrelink. This review will determine if you require the services of Stream 2, 3 or 4, or if you will progress into Work Experience.

You will have at least monthly contact with your Work Search Facilitator to monitor your progress and review your Employment Pathway Plan.

## Stream 2

## Stream 3

0 – 12 months


Upon commencement into Stream 2 or 3, you will have access to intensive job search assistance and support. You will have your own Employment Coach who will work with you to fulfill your training and employment goals, outline our services and explain your rights and responsibilities.

### You can expect:

- An initial interview with your Employment Coach who will assess your needs and develop your individual Employment Pathway Plan.
- Access to job search facilities.
- On-going advice on how to look for work.
- Assistance with preparation of a resume.
- Access to in-house training programs.
- Access to services provided by a network of local community providers.
- Referral to external training and education providers.
- Access to our Employer Wage Subsidy Program.
- Assistance from your Employment Placement Coach to market your skills directly to employers.
- Access to funds for the purchase of goods or services to assist you to obtain and stay in employment.
- Fortnightly contact with your Employment Coach for ongoing advice and support.

12+ months

After 12 months in Stream 2 or 3, you will participate in a Stream Services Review with Centrelink or a Job Capacity Assessment provider. This review will determine if you require the services of Stream 3 or 4, or if you will progress into Work Experience.



Delivering exceptional results through superior placement solutions



Real solutions and opportunities for  
Australia's Indigenous communities

## Stream 4

0 – 12 months

In Stream 4, you will be provided with integrated pre-employment and employment assistance. Your Work Life Coach will work with you to address the barriers which are preventing you from obtaining and sustaining employment or undertaking further skills development.

### You can expect:

- An initial interview with your Work Life Coach who will explain our services and your rights and responsibilities. We will assist you at this appointment with any immediate needs (e.g. accommodation).
- Within the first 4 weeks of Stream 4, your Employment Coach will assess your needs and develop your individual Employment Pathway Plan.
- Access to professional support and counselling.
- Access to a network of local community providers.
- Access to our Homebase program if you are homeless or at risk of homelessness.
- Access to in-house training programs.
- Access to job search facilities.
- On-going advice on how to look for work.
- Assistance with preparation of a resume.
- Access to our Employer Wage Subsidy program.
- Access to funds for the purchase of goods/services to assist you obtain and stay in employment.
- Flexible contact with your Work Life Coach.
- Assistance from your Employment Placement Coach to market your skills directly to employers.

12 months

After 12 months in Stream 4, you will participate in a Stream Services Review. If you are participating in employment, education or training your Work Life Coach will conduct the review and may recommend that you remain in Stream 4 for another 6 months. Otherwise, your Stream Services Review will be conducted by a Job Capacity Assessment Provider. They will determine what further assistance is required and may recommend that you move into Work Experience.

18 months

After 18 months in Stream 4, you will move into Work Experience.

## Work Experience

Each stream will include a Work Experience phase during which job seekers can participate in a range of individually tailored activities. We will assist you to select Work Experience activities that will enhance your chance of finding employment.

The types of activities you will participate in during work experience will depend on your individual needs.

However, as a guide, work experience activities could include:

- Part time study.
- Part time or casual employment.
- Unpaid work experience placements.
- Voluntary work.
- Paid or unpaid work in social enterprises.
- Drought Force farm-based activities.
- Defence Force Reserves.
- Placement in Government labour market or training programs such as Language, Literacy and Numeracy.
- Work for the Dole Activities.
- Green Corps activities.
- Participation in non-vocational programs and services (where appropriate).

### You can expect:

- To participate in a Work Experience activity of between 100 and 390 hours within your first 6 months. We encourage you to complete this activity within the first 13 weeks to increase the likelihood that this activity will lead to employment.
- Weekly contact with us to monitor your progress while you complete your Work Experience activity.
- You remain in Work Experience with us until you gain employment, exit Employment Services via other means, or you move into another Service Stream.

## Expectations

### Participation

There is a strong expectation by the community and the Australian Government that job seekers will participate in activities to gain employment. Participation is not only about engaging in activities, but keeping an open mind and a flexible attitude to the type of employment that you are willing to do. Working in your 2nd or 3rd choice of employment provides a far better opportunity to move to your 1st preference than having no job at all. We have an expectation that job seekers will fully participate in activities that are reasonable and focus on employment.



Unearthing the spark of brilliance  
within every job seeker



## Creating sustainable work opportunities for you and the community

### Responsibilities

We are able to help you meet your job seeking obligations. Our staff will provide resources that we believe will assist you in gaining employment in the shortest time possible. We will, with your help, develop a list of activities. Some of these activities we will be responsible for, and others you will be responsible for – they will all be included in your Employment Pathway Plan. We fully expect that we both must meet these responsibilities and commitments and, when required, renegotiate them.

### Communication

Our staff will communicate with you in an honest and open manner. We expect the same from you. Most importantly, we wish to work in an environment where you and our staff have mutual respect for each other. Only with open communication can we work together to reach the goal of employment.

We look forward to establishing a respectful and positive working relationship with you. We welcome your feedback and offer our support in your journey to employment.

## Reporting

Our reporting obligations are set to make sure we fulfil our services to the highest level.

### Participation Reporting

As a Job Services Australia member, we are contractually required to notify Centrelink when job seekers fail to participate in Employment Services.

Examples of when we are required to advise Centrelink include, but are not limited to:

- Failing to attend appointments with us.
- Failing to participate in an activity (such as training or Work for the Dole activity) without a reasonable excuse.
- Engaging in misconduct (disruptive or uncooperative behaviour) while in an activity.
- Failing to attend an interview without a reasonable excuse.
- Intentionally behaving in a manner during a job interview that results in an offer of employment not being made.

Centrelink will determine whether job seekers are in breach of their obligations and may apply a penalty. You may only have a penalty reviewed by Centrelink.

Should you fail to attend a set appointment with us and we are not able to contact you, we are obliged to inform Centrelink. This can be avoided if you make contact with us prior to the appointment and reschedule a new appointment within an agreed period of time.

## Privacy, Service and Feedback

### Our Guarantee

All Job Services Australia members must provide the standard of service as outlined in the Service Guarantee relevant to your Stream and the Employment Services Code of Practice. We operate within these guidelines. Copies of the Service Guarantees and Employment Services Code of Practice are available in the reception area.

Please ask the Customer Service Consultant at reception for a copy.

### Feedback, Concerns and Complaints

We value your feedback on what we are doing well and suggestions on how we can improve our service. Should you wish to discuss a concern or provide feedback on our service, we would encourage you to use the following process. If you are not satisfied with the response to your feedback or concern you should contact the next person listed:

1. Contact your designated staff member.
2. Contact the Senior Coach or Branch Manager for the office where you are receiving assistance.
3. Contact our Customer Service Line on **1300 137 157**.

We are eager to address your feedback in a fair manner. Should we be unable to resolve a particular issue you may wish to contact the Department of Education Employment and Workplace Relations Customer Service Line on **1800 805 260**.



Enabling job seekers to confidently pursue their goals and ambitions

### Privacy Disclosure Statement

As part of our role in helping you gain employment, we will need to gather some personal information from you.

In order to provide you with employment and associated services, we may need to disclose your personal information to third parties, such as employers, labour hire companies, training providers and other employment service organisations. Should you not want certain information to be disclosed, please discuss this with your designated staff member.

You will be provided with the opportunity to access your personal information and where appropriate, you may be able to correct that information if you determine that it is incorrect.

If you would like further information on our Privacy Policy, or a copy of our Privacy Policy, please contact your designated staff member or call us on **1300 658 414**.