

ABOUT US



We are a caring and progressive performance-driven organisation, providing employment solutions through ethical and sustainable practices. We support and train our team to be industry experts with the resilience to deliver excellent employment services. Joblink Plus is a not-for-profit organisation that partners with community and employers to create sustainable employment opportunities for all those seeking individual support.



Joblink Plus collaborates with other community service organisations, employers and government departments to provide you with access to specialist support services, including personal development through coaching, training and mentoring.

Joblink Plus has successfully delivered employment and community services for more than thirty years. Our current network of sites covers 60 per cent of NSW including metropolitan, regional and rural communities. We link employers and job seekers across the full breadth of our service areas, and have a continued commitment to supporting smaller communities such as Toomelah and Boggabilla, and populations with high Indigenous unemployment. Our approach to working with Indigenous job seekers is respectful of culture and ability. Our Indigenous staff provide peer encouragement, mentoring, interview assistance and extensive support on the job.

Joblink Plus is committed to ensuring strong governance, structure, management and systems across all aspects of our operations. We hold current certification against the following Quality Standards:

- ISO 9001 Quality Management Systems
- NSDS National Standards for Disability Services
- ISO 14001 Environmental Management Systems *

** EMS principles are applied at all sites, however Certification is for Tamworth site only*

OUR NETWORK



Joblink Plus provides access to a local and regional network, including:

- more than 200 Service Provider and Training Organisation Partners
- support services to help you to be ready to work
- training partnerships with TAFEs, Community Colleges and other Registered Training Organisations across NSW
- Apprenticeship Centres and State Training Services for Trainee and Apprentice opportunities
- a formal partnership with CentaCare across all regions for services including counselling, relationship support, crisis intervention, Indigenous programmes, Settlement Services and mental health services
- collaborations with social housing providers, Headspace, Uniting Care, Lifeline, Partners in Recovery, Drought Relief and more
- relationships with Local Government to provide opportunities for you to participate in community programs, education, youth, and Work for the Dole activities
- strong participation in Business Chambers and Industry groups that provides opportunities for information exchange with employers, and keeps us aware of where jobs are and are going to be
- working in partnership with financial institutions and other businesses to make the most of their expertise
- careers advice within schools, youth centres, community expos and 'career days'
- support for career expos, Homeless Connect Days and youth events and partnerships with service clubs to identify Work for the Dole and Over 50's Volunteering opportunities
- Work for the Dole Coordinators and Host Organisations, ensuring you are engaged and challenged, developing work skills that lead to employment

- other jobactive organisations to assist employers with recruitment needs and make sure if there is a job for you, you can access it, even if it's through another jobactive organisation

JOB SEEKERS



We are here to support you while you look for a job.

We will:

- contact you as soon as you have registered as a job seeker and offer you the next available appointment (within 24 hours to 2 weeks depending on your location)
- provide one-on-one assistance from a Job Placement Consultant who will ask you about what you are good at, what you need help with, and tell you about jobs that would suit you
- provide you with a specific Individual Job Plan—reviewed at each contact and updated when there is a change in your circumstances—that outlines what activities you will do and how we will support you as you look for work



You have the opportunity to:

- attend a Job Club for support and advice, providing individual and group activities on how to understand local and out of area job markets, improve your job search and interview skills, use your personal contacts, find jobs that aren't advertised, and access job listings from a number of sources
- receive specific support from appropriately experienced and qualified staff if you are Indigenous, Under 30, Over 50, have a disability or have been out of work for a very long time
- access our extensive range of sites. We offer part time and outreach offices in towns with as little as a few hundred people, through to full time offices in major centres across the regions we service

We are here to support you get a job.

We can:

- provide you with additional help, including transport assistance and referral to support services depending on your eligibility and needs
- do practice interviews with you and approach employers, vouch for you and even come with you to the interview
- depending on your eligibility, identify and support you to receive training that an Employer has told us will help you get the job

You have the opportunity to:

- Participate in Work for the Dole. This program encourages you to develop good work habits, learn new skills and give back to your community. From your first appointment with us we will talk about which project will suit you and provide all the training and support you'll need to make the most of any Work for the Dole activity as part of the jobactive requirements.
- Participate in Internships or Work Experience Programs to expand your skills/knowledge and assist with Job Opportunities

We are here to support you to keep a job.

We commit to:

- staying in touch with you when you start a new job through regular contact until you have been in the job for six months

- offering various kinds of support to ensure you can keep working, like workplace visits, coaching, and counselling if you need it