

The background of the entire image shows two men in a factory or industrial setting. The man on the left is wearing a yellow polo shirt with a red 'HILTON' logo on the chest and safety glasses. He is smiling and looking towards the man on the right. The man on the right is wearing an orange polo shirt and is partially visible in profile. The background features industrial structures, pipes, and a large fan.

Welcome Our service to you starts here

Thanks for using AKG as your employment services provider

Welcome to AKG

About AKG

With over 30 years working with customers, employers, community partners and support organisations, AKG teams around the country have a deep connection to the local communities they serve.

As one of the country's largest providers of Employment, Health and Learning services with a national footprint, we are proud to empower and support thousands of Australians to achieve their goals.

Our promise to you



Treat you with empathy, kindness and respect.



We are deeply connected across AKG, bringing together our best resources to go the extra mile for you.



Actively listen to understand your needs and empower you to make your own choices.



Make it easy for you to find the resources you need to take control of your journey.



Be honest and act with integrity in how we support you.



Ensure our services are designed to achieve meaningful results for you.

If you can't get in touch with your local team or just have general questions, you can contact our National Support Hub.

 1800 603 503

Monday to Friday, 8.30am - 5.00pm
(Excluding Public Holidays)

Activate a better way to support your job search

At AKG, our services help you reach your job goals. We provide support like health and wellbeing help, skill building, workplace adjustments, job application tips, interview practice, and job matching.

We listen to your needs and create a personalised plan for you, allowing you to track your progress, build skills and grow your confidence. After you get a job, we continue to support you and your employer to ensure a positive and lasting work experience.

In addition to our dedicated and experienced staff, our on-line portal provides additional 24/7 support to reach your goals.

Help us get to know you, complete necessary forms and build resumes for potential jobs all in one spot. Connect is your easy-to-use tool to update your details and preferences, complete assessments, and upload your key documents while you are job searching.

Additional Services

Depending on your circumstances, we can also provide you with other services that will complement your employment service. Ask one of our team about:

Health Services

The health team is made up of a diverse range of professionals.

We can provide support for:

- Mental and physical health conditions
- Drug or alcohol use
- Disability services
- Pain management
- Physical health and strength
- Diet and healthy living
- Managing stressors
- Improved self-esteem or motivation
- Improved confidence when starting work
- Uncertainty about what jobs you can do

Skills Building

- Short courses to help you prepare for work
- Vocational training courses in a range of industries
- English language and literacy programs

Helpful Resources

National Disability Abuse and Neglect Hotline

 1800 880 052

This hotline exists to provide support to you or someone you may care for to report abuse and neglect of people with disability.

Fair Work Ombudsman

 fairwork.gov.au

Helping you understand and follow Australia workplace laws including your entitlement to pay, minimum wage, leave, awards and agreements and employment termination.

 Fair Work Infoline: 13 13 94

 Language Help: 13 14 50

 TTY: 13 35 77

 Speak & Listen: 1300 555 727

Complaints Resolution and Referral Service

 1800 880 052

A free and impartial service that can help you sort out complaints if your Employment Service is not meeting the Disability Service Standards.

 NRS: 133 677 then 1800 880 052

 TIS: 13 14 50

National Customer Service Line

 1800 805 260

If you feel your concerns have not been resolved you can contact the Australian Government's National Customer Service Line.

Let's keep talking

We put our heart and soul into making things work for you. So when things go well, let us know. But sometimes things don't quite go according to plan, and we'll want to push harder to do better. If you feel that your service has not met your expectations, we want to know.

Complaints and Feedback

Feedback is strictly confidential. You can provide feedback by:

☎ 1800 603 503

✉ quality@akg.com.au

🌐 akg.com.au/contact/feedback-and-complaints/

Privacy Policy

AKG is bound and obligated to the Australian Privacy Principles. For the full Privacy Policy head to akg.com.au/privacy-policy/

Free Interpreter Service

Call us and tell us which language you speak, and we will call you back an interpreter. Call 1800 603 503

निःशुल्क दुभाषिया सेवा

हमें फोन करें और बताएँ कि आप कौन सी भाषा बोलते/बोलती हैं, और हम दुभाषिए के साथ आपको वापस फोन करेंगे।
1800 603 503 पर फोन करें

خدمات مترجم شفاهی رایگان

با ما تماس بگیرید و بگویید که به چه زبانی صحبت می کنید، و ما با یک مترجم شفاهی با شما تماس می گیریم
با این شماره تماس بگیرید: ۱۸۰۰ ۶۰۳ ۵۰۳

ਮੁਫ਼ਤ ਦੁਬਾਸ਼ੀਆ ਸੇਵਾ

ਸਾਨੂੰ ਕਾਲ ਕਰੋ ਅਤੇ ਸਾਨੂੰ ਦੱਸੋ ਕਿ ਤੁਸੀਂ ਕਹਿਣੀ ਭਾਸ਼ਾ ਬੋਲਦੇ ਹੋ, ਅਤੇ ਅਸੀਂ ਤੁਹਾਨੂੰ ਦੁਬਾਸ਼ੀਏ ਦਾ ਪ੍ਰਬੰਧ ਕਰਨ ਤੋਂ ਬਾਅਦ ਵਾਪਸ ਸੰਪਰਕ ਕਰਾਂਗੇ। 1800 603 503 'ਤੇ ਕਾਲ ਕਰੋ

د ژباړنې وړيا خدمت

موندنه زنگ ووهئ اوموندنه ووايي چې په کومه ژبه خبرې کوئ، اوموندنه ژباړونکي سره یوځای تاسي ته بیرته زنگ ووهئ
دغه 1800 603 503 شمیره کې زنگ ووهئ

Libreng serbisyo ng interpreter

Tawagan kami at sabihin sa amin kung ano ang wika ninyo, at tatawagan ka namin na ma kasamang interpreter. Tumawag sa 1800 603 503

خدمات ترجمانی مجانی

با ما تماس بگیرید و بگویید که به کدام زبان صحبت می کنید، و ما دوباره با یک ترجمان با شما تماس می گیریم
به شماره 1800 603 503 زنگ بزنید

Dịch vụ thông dịch miễn phí

Hãy gọi chúng tôi và cho biết ngôn ngữ nào, quý vị nói, chúng tôi sẽ gọi lại với một thông dịch viên
Hãy gọi số 1800 603 503

خدمة ترجمة مجانية

اتصل بنا وأخبرنا باللغة التي نتحدثها، وستصل بك مرة أخرى مع مترجم فوري
اتصل على الرقم 1800 603 503

免費傳譯服務

請給我們打電話，告訴我們你說哪種語言，我們會給你回電，並提供傳譯服務
請撥打 1800 603 503

免費口译服务

请给我们打电话，告诉我们你说哪种语言，我们会给你回电，并提供口译服务
请拨打 1800 603 503



Welcome to AKG

We look forward to working with you and supporting you on your journey to meaningful employment.

At AKG, we are committed to supporting people with disabilities with respect and empathy. We understand the importance of listening to our customers to shape the programmes we provide and the services we deliver. That's why we actively engage with you, amplifying your voice to ensure our services are tailored to meet your specific goals and enhance your experience with us.

As an employer of choice, we are proud to hold accreditations in Indigenous, Diversity, Disability, and Gender Equality. With a strong track record of creating life-changing opportunities and delivering positive outcomes, we are dedicated to making a meaningful difference in the communities we work.

Your Initial Journey with AKG

Welcome Call

Before your first appointment, we will contact you to provide key information about getting started, accessing our online customer portal, and what to expect during your first meeting with us.

Getting to Know You

At AKG, we focus on your abilities and strengths. Our goal is to understand you as a person and provide tailored support to help you succeed.

Together, we will:

- **Understand your disability:** Identify any adjustments or modifications that will help you succeed.
- **Explore your goals:** Define your personal and career aspirations.
- **Connect your interests to opportunities:** Discuss your hobbies and interests to explore links to meaningful employment.
- **Consider your circumstances:** Address any factors that may affect your job prospects.

Helping You Stay Connected

Our online portal helps you stay engaged with your journey:

- **Stay Connected:** Use Connect, our digital tool, to identify your needs and goals, enabling us to create a personalised pathway to success
- **Track Your Progress:** Monitor your progress through your Customer Support Plans as you move closer to your goals
- **Access Anytime:** Enjoy 24/7 access to tools and resources designed to support your path to employment. Whether on desktop or mobile, you can explore self-serve job preparation tools, health and wellbeing resources, and job search functions whenever you need them.

Pre-Employment Support

Work Preparation

Your dedicated Job Coach will work with you to ensure you feel fully supported on your pathway to meaningful work. Together, we'll focus on:

- Build confidence and improve work readiness.
- Develop essential communication skills for the workplace.
- Access vocational training to address any skills gaps.
- Create a personalised support plan, which includes access to health and wellbeing services.
- Connect with meaningful work opportunities to enhance your employability and career prospects.

Job Search

We will help you identify and build on your skills to achieve your career and personal goals by:

- Asking key questions to understand the support you may need to succeed in work.
- Identifying roles where you are most likely to thrive.
- Providing access to work experience, activities, and opportunities through our employer and community networks.
- Recommending you directly to employers, with a focus on your abilities.
- Offering Paid Work Trials, a proven way to help you secure ongoing employment.
- Providing Wage Subsidies to support you and your employer during induction and training.
- Assisting with upskilling through training or obtaining industry-specific licences to build your work capacity.

Post Placement Support

Once you have started your new role, we will continue to support you to ensure you perform at your best and feel confident. This includes:

- Regular phone calls to check in with you and your employer.
- Workplace visits to ease your transition into the role.
- Mentoring and mediation to address any challenges that arise.
- Specialised health support to resolve potential barriers to staying in work.
- Linking you with relevant community support services.
- Collaborating with your employer to adjust tasks, hours, or the workplace environment to suit your needs and enhance your work capacity.

Our Commitment to Quality

AKG is proud to uphold the highest standards of quality and service:

- **WGEA Employer of Choice for Gender Equality.**
- **External Systems Assessment Framework Accredited (Right Fit for Risk) – ISO 27001 Certified.**
- **Quality Management Systems – ISO 9001 Certified.**
- **National Standards for Disability Services Certified – Delivering quality services to people with disabilities.**
- **Quality Assurance Framework Certified – Providing exceptional employment services to participants and employers.**
- **Certificate of Registration with NDIS Quality and Safeguards Commission – Supporting those with permanent and significant disabilities to find and keep meaningful employment.**