

A photograph of two men in a factory or industrial setting. The man in the foreground, wearing a yellow polo shirt with a red 'HILTON' logo patch, is smiling and looking towards the camera. Another man in an orange shirt is partially visible to his right. The background shows industrial equipment and overhead structures.

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

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

 1800 880 052

## Fair Work Ombudsman

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

 [fairwork.gov.au](http://fairwork.gov.au)

 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

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

 1800 880 052

 NRS: 133 677 then 1800 880 052

 TIS: 13 14 50

## National Customer Service Line

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

 1800 805 260

# 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/](http://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 تواصل بگیرید و بگویید که به چه زبانی صحبت می کنید، و ما با یک مترجم شفاهی با شما تواصل می گیریم با این شماره تواصل بگیرید: ۱۸۰۰ ۶۰۳ ۵۰۳

### ਮੁਫ਼ਤ ਦੁਭਾਸੀਆ ਸੇਵਾ

ਸਾਠੁੰਕਾਲ ਕਰੋ ਅਤੇ ਸਾਠੁੰ ਦੱਸੋ ਕਿ ਤੁਸੀਂ ਕਿਹੜੀ ਭਾਸ਼ਾ ਬੋਲਦੇ ਹੋ, ਅਤੇ ਅਸੀਂ ਤੁਹਾਨੂੰ ਦੁਭਾਸੀਏ ਦਾ ਪ੍ਰਬੰਧ ਕਰਨ ਤੋਂ ਬਾਅਦ ਵਾਪਸ ਸੰਪਰਕ ਕਰਾਂਗੇ। 1800 603 503 'ਤੇ ਕਾਲ ਕਰੋ

### د ژیارنی وریا خدمت

مومنتہ زنگ ووھی امومنتہ ووایچی چی پہ کوہہ ژبہ خبری کوئی، امومنتہ ژیارونکی سرہ یوچای تاسی نہ بیرنہ زنگ وہو دغه 1800 603 503 1800 شمیرہ کی زنگ ووھی

### 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 مجاني

با ما تواصل بگیرید و بگویید که به کدام زبان صحبت می کنید، و مددوڑہ با یک ترجمان با شما تواصل می گیریم به شماره 1800 603 503 زنگ بنزید

### 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 تتحدثها، وستحصل على مترجم آخر 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

### 免费口译服务

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

# Your Workforce Australia employment service with AKG

## What you can expect

### Initial contact

Before your initial appointment, we will send you a welcome pack with key information about how to get started, how to access our digital platform Connect and key support information.

### Getting to know you

It is important for us to understand you as a person, not just someone who is looking for work. From the outset, we will Get to Know You by asking you about things such as:

- Personal and career goals
- Understanding your disability and any adjustments or modifications you may require
- Interests and hobbies that could link to a vocational pathway
- Motivation
- Circumstances that may impact your job prospects

These considerations help guide us to jointly set goals and actions. These are captured in your Individual Support Plan and will inform your Job Plan. Your Job Plan also identifies actions and activities to help fulfil your Mutual Obligation requirements.

### Digital support

Connect is an online platform which helps you manage your service with us and supports your job search.

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.

### Work preparation and resources

Your Job Coach will:

- Arrange a schedule of contact frequency and mode
- Coordinate assessed support with qualified physical and mental health professionals and community health providers (conducted via Telehealth or in person) to assist your transition into employment
- Introduce you to suitable capacity building activities
- Check progress and update your job plan
- Connect you with meaningful work and work like activities to improve employability skills and prospects
- Support you to identify and connect with activities to help meet your Mutual Obligation requirements and monthly Points Based Activation Target

## Our commitment to quality

We work alongside you to identify and build on your skills, to achieve your career and personal goals.

- Endorsement as a WGEA Employer of Choice for Gender Equality
- External Systems Assessment Framework Accredited (Right Fit for Risk) – ISO 27001 Certified
- Quality services to people with disability National Standards for Disability Services Certified
- Quality finding and keeping job support for those with permanent and significant disability
- Certificate of Registration with NDIS Quality and Safeguards Commission

## Assistance into work

We work alongside you to identify and build your skills, to achieve your career and personal goals.

- Asking questions to identify support requirements you might need so you can be successful
- A focus on identifying roles you are most likely to succeed in
- Access to work experience, activities and employment with our employer and community networks
- Recommend you directly to employers, focusing on your abilities
- Wage Subsidies to support both you and your employer during induction and workplace training
- Assistance with upskilling through training, or gaining industry specific licences to build work capacity

## About us

We understand that the way our customers think and feel is vital to the programs we deliver and services we offer. We regularly engage with and elevate the voice of our customers to enhance your experience with AKG and tailor our services to your specific goals. AKG is also an employer of choice with accreditations in Indigenous, Diversity, Disability and Gender Equality.

AKG has a proven history of delivering life-changing opportunities with positive outcomes, and we are proud to live in, and be part of, the communities that we serve.

## Post placement support

Staying connected is an important part of our work to help you perform at your best in your new role - even if you find the job yourself. Your support plan will detail how we do that best and might include:

- An agreed phone call schedule for us stay in touch with both you and your new employer
- Place of work visits both before and after to help you settle in
- Onsite mentoring and mediation for you and your employer where needed
- Specialised Health Coach support to identify problems or issues that might prevent you from staying in work
- Connections to other community support services

Want to know more?

📞 1800 603 503

✉️ employment@akg.com.au

Delivered by



akg.com.au