

# Supporting you through your first 12 months in your new job



Starting a job can be exciting but it can also be challenging. Nerves and the stresses of a working week can be difficult to manage. That's why it's good to know that someone is right beside you and you don't have to go through it alone.

Our team will support you from your first day on the job until you have been successfully employed for at least one year and you feel ready to fly solo. We will always be on hand if you need us.

It's our job to make sure you are successful in your job. We will work with you so that together we can put the right supports in place to help you thrive in your new role.

The support and services we provide will be tailored to reflect your individual needs and will have plenty of flexibility to fit in with your new busy work life. We can support you either by phone, email or at your workplace – whatever suits you!

Your Recruitment Partner will be with you during your first six months of employment and can provide you with more intensive support to set you up for success. Examples of this may include:

- Arranging specialised Allied Health support or assessments you may need
- Negotiating with your employer and investigating training, inductions or workplace modifications that will assist you in your role
- Helping you adjust to the expectations of a new workplace and providing advice on how to deal with and manage challenges in the workplace
- Being there for you if you ever feel overwhelmed or have concerns you may need assistance in resolving (such as finding reliable transport, getting any tools or resources needed for your job, and any licences or identification before you start)

Once you have been employed for at least six months you may find you need a lower or a higher level of support. This is when your Recruitment Partner will introduce you to your new Workforce Partner who will become your main point of contact and support you to reach 52 weeks of employment. After this time, if you feel confident and ready, you can transition out of the DES program. However, if you feel you still need our services we can discuss your options for ongoing support at this stage.

Because there's a lot to get your head around, we will help you with each step to:

- Correctly declare your income
- Make sure you are adjusting in the workplace
- Keep you connected or introduce you to other ongoing health, financial or other support services right for you

Some of the questions we may ask and talk to you about are:

- Your hourly rate
- How many hours you are working each week
- If you have had any breaks in employment, time off or upcoming leave or holidays
- Is there anything else that we can assist with?

Our retention support services are there to help you keep your job so don't hesitate to use them or talk to your team about any issues as they come up. We are there to help you build a good relationship between you and your employer, overcome any challenges you might experience and most importantly make sure you enjoy and are successful at your job.

**Phone:**

**coact.org.au**

## Your rights at work

You have the right to be treated fairly at work and be respected for your contribution to the workplace.

### A right to fair pay and work conditions National Minimum Wage Fact Sheet:

<https://www.fairwork.gov.au/ArticleDocuments/723/Minimum-wages.pdf.aspx>



**“ CoAct and their Service Partners are there to support you every step of the way.”**

*Brian — CoAct customer*

