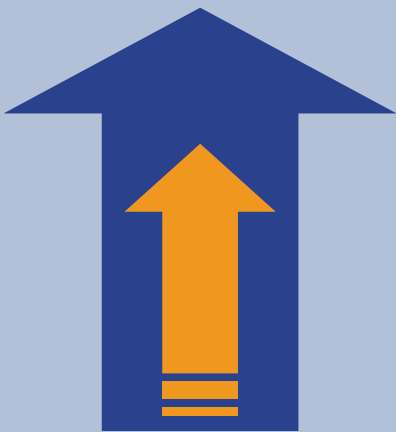
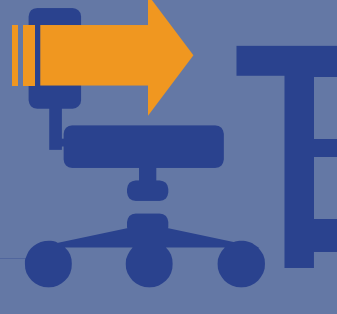
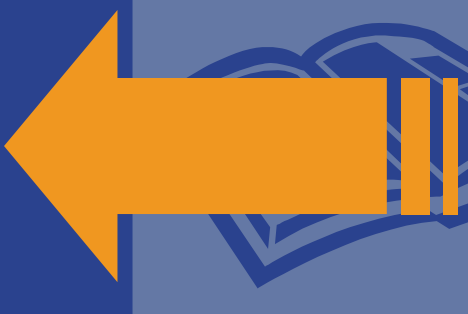
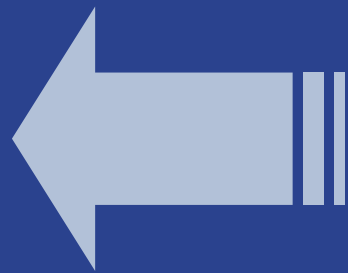


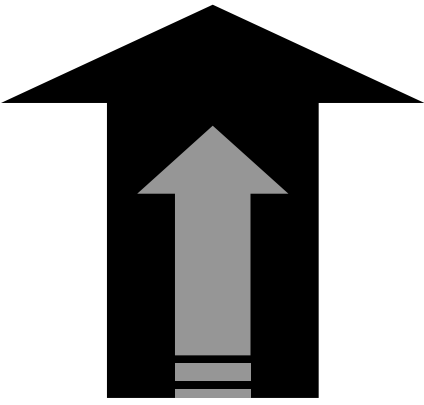
Job Services Australia Induction Program

Understanding Job Services Australia



Participant Manual





Job Services Australia Induction Program

PARTICIPANT MANUAL

SAMPLE ONLY

SAMPLE ONLY

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SAMPLE ONLY

USING THIS WORKBOOK

This workbook has been designed to support the “Job Services Australia Induction Program”. The workbook is made up of discussion points, topic information and learning activities. Please use the key below to identify the different sections of this workbook.

Discussion points



Key information



Learning activity



YOUR PERSONAL OBJECTIVES

Your Name: _____

What do you hope to learn or achieve from participating in this course?

Why are you interested in a career in Employment Services?

SAMPLE ONLY

PROGRAM OUTLINE AND OUTCOMES

Outcomes

By the end of these modules participants will:

- Understand the role Job Services Australia plays in the Employment Services Industry
- Identify features of Employment Services
- Understand how Job Services Australia services are delivered
- Develop an understanding of Labour Markets and their effect on employment
- Develop strong case management skills
- Develop an understanding of job placement and employer brokerage
- Identify effective ways to assist job seekers with complex needs into employment
- Implement a strategy for finding work in the Employment Service Industry

MODULES
Day 1 Morning
An introduction to employment services Work in Employment Services
Day 1 Afternoon
Delivering Job Services Australia Understanding Labour Markets
Day 2 Morning
Developing Case Management Skills Effective Job Placement & Employer Brokerage
Day 2 Afternoon
Working with Job Seekers with Complex Needs Gaining employment within the Employment Services Industry
Post Workshop Support
Online login to Job Services Central site

1. AN INTRODUCTION TO EMPLOYMENT SERVICES

TALKING POINTS

- Why do we have Job Services Australia?
- How was Job Services Australia created?
- What is the language of Job Services Australia?
- What is the Government's involvement?
- How is performance judged in Employment Services



FROM CES TO JOB SERVICES AUSTRALIA

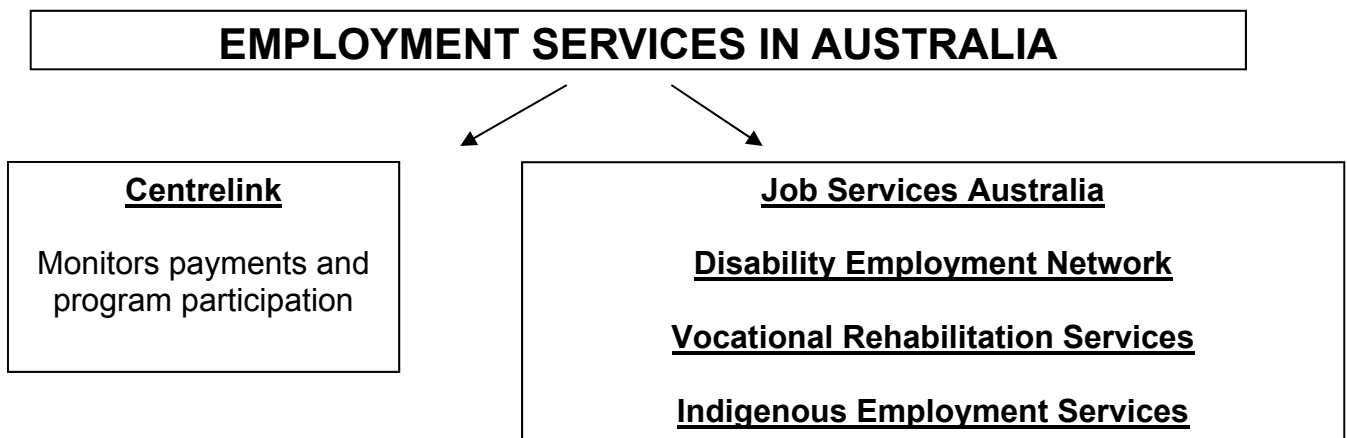
In 1998, government funded employment services in Australia were outsourced to a network (Job Network) of private and community based organisations. These organisations are referred to as Job Network members or employment service providers. Prior to this outsourcing, Employment Services was handled by the CES or Commonwealth

Since 1998, the Department has added extra services to the network, such as Community Work Coordinators and Indigenous Employment Centres, to meet the special needs of our clients.

There are currently over 2,000 employment service sites delivering a range of employment service programs throughout Australia. The Department of Education, Employment and Workplace Relations (DEEWR) has divided Australia into 17 Labour Market Regions (LMRs) which are further broken down into a total of 116 Employment Service Areas (ESAs).

These services are managed using contracts by hundreds of Account and Contract Managers within DEEWR who are located in approximately 35 metropolitan, regional and remote offices.

Given the complexity of managing a large number of different employment services for a diverse range of employment service providers across the whole of Australia there is a requirement for guidelines, or a framework, to bring some order to the enormous task



A TIMELINE OF EMPLOYMENT SERVICES

Prior to 1998 - Commonwealth Employment Service (CES) delivered employment services

1998 - CES disbanded and Centrelink established along with privatised Employment Services

1998 to 2009 - Employment Services delivered under a number of banners including Job Network (JN), Personal Support Program (PSP), JPET, CWC, NEIS Program, DEN and VRS etc.

From July 2009 - JN, PSP, JPET, CWC all rolled into the Job Services Australia Contract

THE GOVERNMENT & JOB SERVICES AUSTRALIA

Job Services Australia is delivered by private organisations however all operate under the same government contract and are therefore evaluated and managed in the same way by the government.

The government department responsible for monitoring Job Network delivery is the federal Department of Education, Employment & Workplace Relations (DEEWR). DEEWR release tenders for the deliver of Employment Services. Organisations submit tender applications and are awarded business/contracts based on their tenders.

Previous Contract Periods are listed below:

- Job Network Contract 1 (1998-2000)
- Job Network Contract 2 (2000-2003)
- Job Network Contract 3 (2003-2006)
- Job Network Contract 3 extension (2006-2009)
- Job Services Australia Deed (2009-2012)

Business is generally allocated to providers on a 3 yearly basis with regular performance reviews conducted by DEEWR.

ACTIVITY - www.deewr.gov.au



Visit the DEEWR web site to find out more about this government department.

Q1. Who is the minister for DEEWR ? _____

Q2. Who is the minister for Workforce Participation? _____

THE LANGUAGE OF EMPLOYMENT SERVICES

Job Services Australia, like many industries is consumed in a language of its own with acronyms, abbreviations and new vocabulary. Some examples are listed below:

- EPP
- EPF
- FEJS
- JSCI
- JCA
- Referral
- Non-Vocational
- Upgrade



It is vital that staff within Job Services Australia become familiar with the language of Employment Services.

ACTIVITY

In the back of this workbook, you will find a glossary section where you can list any new/unknown words, acronyms or abbreviations and their respective meanings. Utilise this glossary to build your “Job Services Australia Vocabulary”.

JUDGING PERFORMANCE IN JOB SERVICES AUSTRALIA

DEEWR regularly monitors the performance of Job Service Australia providers (approx every 6 months). The overall performance is reflected in a Star Rating.

The star rating is an indication of how successful a site was at placing job seekers into sustainable employment and delivering quality services.

Under Job Services Australia, providers will receive new ratings that are assessed against three (3) key performance indicators

1. Efficiency of services delivered
2. Effectiveness of services delivered
3. Quality of services delivered

KPI 1 and 2 are calculated by data supplied through a computer system. KPI 3 is assessed through regular DEEWR audits, where a DEEWR representative will come into a site and examine the services being delivered and records being kept.