

9<sup>th</sup> January, 2008

The Hon Brendan O'Connor MP  
Minister for Employment Participation

Dear Sir,

I appreciate the opportunity to make comment on the issues of how employment services can be improved and follow your format, with a brief commentary in conclusion.

1. With regard to the Job Seeker classification. As you would be aware we have to follow a set percentage of placements of 70% FJNE classification placements (or higher) compared to 30% JSSO placements (maximum). This is something we have struggled with from the outset as it is very easy to reach these percentages and then you have the problem of what to do with the JSSO's after this. Do you place them in employment, knowing full well that you will not receive any payment for this or do you leave them out there, knowing they will eventually become FJNE's and thus able to be claimed. We believe that these percentages, could quite possibly be creating FJNE's unnecessarily.
2. We have found the current employment services, Centrelink, Job Network Agencies and Job Placement Agencies governed by DEWR to be of great benefit to the community and to offering the unemployed many mediums to choose from for finding employment and for clients availing themselves of a workforce, with minimal disruption to their working day.
3. This is an area we are not involved in as our category is only Job Placement. We find that the long term are given plenty of training to enable them to return to the workforce, unfortunately lack of transport, licences and lack of funds to keep a mobile phone active, are all too frequently hinderances in finding these people full time employment. Eagle Farm, where there is an abundance of employment opportunities, is a particularly difficult area to send employees too who have no transport as the public transport system in this area is deplorable.

4. I am not sure how to answer this as isn't the incentive for training better prospects for finding full time employment.
5. We find that job seekers do receive the appropriate training. In fact of occasion, this training interferes with our ability to find them employment, as they are unavailable during this period.
6. I think this refers mainly to Job Network Agencies and not to ourselves. We, as a private agency, have located ourselves within five minutes walk of a train station and bus stop and right in the middle of a large industrial area of Geebung. We target mainly industrial placements, and try, where possible to target areas that are easy to get to via public transport.
7. Administration is always going to be an issue, as certain procedures need to be followed in any business, and especially in an area where auditing is expected. I think one of the major problems with DEWR is that there are no standard forms to follow therefore each individual company has had to come up with their own forms that follow the strict requirements expected by DEWR. We are of the understanding that DEWR has allowed certain freedom's with the forms, as each company operates different software and has individual requirements. Our personal view is that if you want to be involved with DEWR and the many financial advantages that this avails you of, it is not unreasonable to expect that you should have to fit in with their requirements and we would appreciate a standard set of forms.

Our conclusion on the above matters is that DEWR as a governing body do a great, job, but could always be improved. That this is a worthwhile service that meets the needs of clients and employees alike and that our biggest hurdle in finding the unemployed employment is more often the unwillingness to work and the ease with which they can continue to not work, without consequence.

Yours sincerely

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Director  
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Job Placement Agency