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Brendon O'Connor
Minister for Employment Participation
DEEWR

Subject: Improvement of Employment Services.

I refer to your fax dated 7/1/2008 requesting feedback from employment providers on achieving objectives identified in the Govts Social inclusion and skills policies.

To give you some background I am an ex Departmental employee who moved into the private sector after the closure of CES. I was then a Manager for a large Job Network Member (Sarina Russo Job Access) for 4 years before starting my own recruitment company in Queensland when the opportunity came as the Government further decentralised the market with the establishment of JPO's. Therefore my perspective is from being involved in all three areas (Govt / JNMs & JPO's).

I will keep my comments brief and in dot point form. These I believe need to be implemented.

1. JPO organisations should be given access to funds that Job Networks use to assist their job seekers (ie wage rebates or training funds). It doesn't have to be full access but some assistance that will allow private recruitment organisations to enable disadvantage groups being placed.
 - *Most JPO'S deal with employers direct. I have seen on many occasions "funds" given to jobseekers to assist them secure work but they have been ineffective. Due to the rapport established between JPO's and clients they do not want to deal with "another" organisation (eg JNM's) to obtain extra funds. If JPO's could have some access to funds more long term or disadvantaged groups could be assisted.*
2. JPO's should be gain access on the AJS screen to see what Job Network the jobseeker is case managed and assigned to.
 - *The current jobseekers being case managed have all been in the system for lengthy periods of time. JPO's are therefore reluctant to refer to*

clients without obtaining more information about the jobseeker (eg. Some jobseekers have restricted PP hours but when pushed say they can work full time???). If the JNM organisation was listed we could then at least be able to work closer with them to secure an outcome.

3. JPO's should be given similar "jobseeker" referral history in AJS as per JNM's using EA3000
 - *Approximately 2 years ago JPO's were able to see the history of the jobseeker when referred by other organisations for a short period of 6 weeks (but not who referred). This allowed JPOs to see if jobseekers were active in looking for work or if they failed to attend.*

I believe, the above 3 changes will allow JPOs in being able to place more case managed and jobseekers in general. Sometimes simple things can achieve more changes than complicated processes.

Yours sincerely

John Veling
Director
Total Quality Staff
7/2/2008