

## Letter re: response to Minister for employment

### Response from Social Worker at Deception Bay Community Youth Services

- Early interventions minimize the number of long term welfare dependent Australians of working age (including a review of the job seeker classification instrument)
  - emphasis needs to be placed on relationship building. Currently JPET has become very task and economic outcome centered. This has had a detrimental effect on building rapport with clients so you can have an opportunity to begin meaningful, long term work to address their barriers to training, education and employment.
- Employment services are relevant to the circumstances and needs of the job seeker.
- Job seekers with higher levels disadvantage receive intensive assistance.
  - Many clients on JPET have multiple barriers that they must address before they are ready to enter the workforce or education. These barriers generally are very complex and can take time to build trust with the client before they will be open to addressing them. Currently because such low funding JPET workers find it difficult to deliver intensive assistance and as result clients receive band aid solutions.
- Incentives for training which improve the employability of job seekers (including incentives for long term training and education to address labour market needs) JPET service should not be a mutually obligated programme as this promotes a easy out solution to young people as they sometimes feel that they then do not need to engage in any training or education to fulfill there Centrelink obligations. It also stunts building a trusting relationship with the worker if they can breach the client for not turning up to appointments. Alternatively not having to look for work if they engage in a recognized training or education programme which a JPET worker supports them to access and participate will have greater benefits.
- Job seekers receive appropriate training  
Many of the clients biggest stumbling block is anger management and conflict resolution in training, education and employment. Training courses that address social issues as well as interview skills and job search skills is of high importance yet is left out of many training programmes
- Performance management principles (including star ratings and business reallocation) and support sustainable outcomes and promote quality service delivery.

The emphasis on economic outcomes within JPET has caused extra stress and pressure on workers in JPET to get young people into a job even if that young person is not ready to join the workforce. This results in young person having a negative experience in the job market and not maintaining employment instead going from one failed job to another.

- The minimization of time and money spent on administration  
The new EA 3000 software that JPET uses to record information is extremely time intensive. It requires a plethora of information about individual young people (such as case notes and brokerage expenses which could be argued that it is not in the young person's best interest to be recorded in such detail. This has also resulted in the decline of actual contact time with clients. I have calculated that up to 50% of my hours is spent utilizing the admin software.

Access to training and employment support options need to be flexible and comprehensive so that this group of people are not once again disadvantaged in their attempt to move out of the 'welfare' situation into a better life.