

Employment Services Feedback

As an employment provider, Business Services Network Pty Ltd has operated over the past four years.

The issues that we have identified which need addressing to improve outcomes include:

- A review of the Job Seeker Classification Instrument – people who are at risk are not always identified, which means that significant barriers to employment remain for any assistance from the Job Network Member. For example, people returning to the workforce who may have been incarcerated are often incorrectly assessed leaving them without appropriate funds, which places them at risk from re-offending. They need to be assessed accordingly to enable more funding from the Jobseeker A/c.
- Networking between PAGES needs to be coordinated either by DEWR or another body so that the stakeholders (Jobseekers) are better represented.
- The fees for placement of Jobseekers, needs to be reviewed. This has not changed since the commencement of JPO licences and as you can be aware, the cost of providing the service has gone up immensely in today's job market. We are constantly striving to obtain eligible Jobseekers who present without barriers to employers and the commercial reality is that the cost of provision of this service far outweighs the return taking into account the high number of Jobseekers with barriers to employment who cannot obtain assistance from Job Network Members. Job Placement Organisations are unable to draw on funding for these Jobseekers and we are also at the mercy of Job Network Members who view JPO's as their opposition. This creates a situation where a JPO's Jobseeker may not receive the proper attention from the Job Network Member in relation to financial assistance. Due to the jobseeker's ability to pick and choose their position, and the because of the availability of suitable jobs, Job Network Members view financial assistance as unnecessary which creates a "floating worker" situation where our clients, the employer, are finding it increasingly difficult to deal with agencies such as JPO's.
- The ratio between JSSO and FJNE seems unreasonable in the climate at present. It is increasingly difficult to meet the ratio and as a result, placement fees that are earned for JSSO Jobseekers are not being paid as they can't be claimed within the 6 month period due to the ratio.
- Job Network Members are reluctant to sign up JSSO's clients who are not being handled by Centrelink, they are reluctant to issue Jobseekers with Jobseeker ID numbers who are JSSO's .
- The capacity for better monitoring of Jobseekers is needed to ensure people are attending interviews and remaining in work placement. Some Jobseekers "play" the system repeatedly and seem at no time to suffer any consequences. As a JPO we have no authority to either reprimand or chide the Jobseekers for failing to attend interviews or failing to commence work . Reporting to Job

Network Members about this seems to go unnoticed due to the number of repeat performances.

- Job Network Members unfortunately still view JPO's as commercial opposition and will have not avail themselves of the vacancies held by JPO's on the Australian Jobsearch Website. This means that eligible jobseekers attending jobsearch training are not being put forward for these positions.
- There is a need for personal development training of Job Network Member employees so that jobseekers who register are properly advised of the process.
- Better access to funding for jobseekers who are placed by Job Placement Organisations but who are clients of Job Network Members. Some Job Network Members are not interested in supporting placements in this case.
- Jobseekers being placed by JPO's are not given full access to their jobseeker accounts compared to jobseekers placed by Job Network Members. JNM have the ability to subsidise wages for their own clients but will not do so for the clients who are placed by JPO's.
- While the Australian Jobsearch Website works very well, the "Find Staff" feature can be ineffective at times. The status of Jobseekers is not updated on many occasions and Jobseekers who have been in work continuously for a number of years still come up in this area as an active Jobseeker.