

Dear Brendan

I have received your letter requesting feedback and suggestions on Employment Services and where they should be heading our future socio environment.

Early Intervention is a must to ensure jobseekers are not forgotten and engaged in productive Mutual Obligations such as WFD, or volunteer work.

Incentives for training which will improve the employability of jobseekers/appropriate training.

Incorporating on the job productive training and also accredited training that is industry (SID) relevant is a must to ensure the jobseekers are given every opportunity to embrace the workforce and to learn how to become a productive worker. By incorporating units of competency in WFD activities which is included into the approved budget up to 20% currently the participant has a greater opportunity to obtain sustainable employment. (Every CWC should incorporate this process into their WFD activities as a DEWR guideline).

A proposal that would benefit the jobseeker in terms of training is to partner jobseekers with a working tradesman working for the community (much like WFD) however the change I would like to see is that the participants are with their CWC for 12 months, incorporating a TAFE or other RTO block undertaking pre apprenticeship training course. This will alleviate the jobseekers anxiety on being asked to perform duties beyond their capability; it will also instil in the supervisors and the community the confidence in employing a WFD participant.

Many of the jobseekers are long term unemployed with barriers to obtaining employment. The work ethic of these jobseekers is non existent and the above program would instil in the jobseekers a strong work and community ethic. To further enhance this strategy I would like to see structured soft skill development programs also included in WFD activities. Long term unemployed are not currently accessing this type of development program through Mutual Obligation.

Performance Management Principles.

In relation to the Star Ratings of CWCs. I would like to see them published for public viewing.

Thank you for giving me the opportunity for putting forward my thoughts and suggestions.

Kind Regards

Lyn Watkins

CWC/Operations Manager