

From: [REDACTED]
To: [jobseekersinquiry](#)
Cc: [REDACTED]
Subject: RE: Transcript for correction - Inquiry into Sustainable Employment for Disadvantaged Jobseekers
Date: Monday, 18 November 2019 4:00:47 PM
Attachments: [REDACTED]

Hi Shweta,

Thank you for the opportunity to view the transcript. We have no edits to submit. Regarding the additional information, please find below the information for the three questions raised.

- 1) "With respect to free TAFE, how many disadvantaged job seekers are taking up those places"?

Student Address in SEIFA Region* please see list below for postcodes identified as SEIFA.

	N	Y
Free TAFE Students	80.8%	19.2%
Not Free TAFE	82.1%	17.9%

Aboriginal or TSI descent

	N	Y
Free TAFE Students	98.1%	1.9%
Not Free TAFE	98.6%	1.4%

Country of Birth

	Australia	Overseas
Free TAFE Students	81.5%	18.5%
Not Free TAFE	87.0%	13.0%

Reported Disability

	N	Y
Free TAFE Students	89.9%	10.1%
Not Free TAFE	93.4%	6.6%

Gender:

	F	M	X
Free TAFE Students	53.3%	46.4%	0.3%
Not Free TAFE	42.3%	57.1%	0.5%

Age Group

	0 - 15	15 - 18	19 - 25	26 - 35	36 - 65	65+	unknown
Free TAFE Students	0.0%	8.0%	34.5%	23.2%	33.7%	0.6%	0.0%
Not Free TAFE	2.1%	23.7%	34.0%	13.6%	23.4%	3.0%	0.1%

POSTCODE	REGION
3019	Maribyrnong
3020	Brimbank
3021	Brimbank
3022	Brimbank
3025	Hobsons Bay
3026	Wyndham
3047	Hume
3048	Hume
3060	Moreland
3061	Hume
3066	Yarra
3073	Darebin
3074	Whittlesea
3075	Whittlesea

3081	Banyule
3171	Greater Dandenong
3174	Greater Dandenong
3175	Greater Dandenong
3177	Casey
3200	Frankston
3214	Greater Geelong
3219	Greater Geelong
3236	Colac-Otway
3250	Colac-Otway
3304	Glenelg
3311	Glenelg
3318	West Wimmera
3324	Corangamite
3335	Melton
3355	Ballarat
3356	Ballarat
3370	Hepburn
3371	Central Goldfields
3373	Pyrenees
3377	Ararat
3379	Ararat
3380	Northern Grampians
3392	Yarriambiack
3393	Yarriambiack
3412	West Wimmera
3414	Hindmarsh
3423	Hindmarsh
3465	Central Goldfields
3467	Pyrenees
3472	Central Goldfields
3475	Central Goldfields
3478	Northern Grampians
3485	Yarriambiack
3496	Mildura
3500	Mildura
3505	Mildura
3517	Loddon
3518	Loddon
3520	Loddon
3523	Greater Bendigo
3549	Swan Hill
3556	Greater Bendigo
3558	Greater Bendigo
3575	Loddon
3580	Gannawarra
3588	Swan Hill
3594	Swan Hill
3595	Swan Hill
3596	Swan Hill
3612	Campaspe
3618	Greater Shepparton
3624	Campaspe
3629	Greater Shepparton
3630	Greater Shepparton
3639	Moira
3644	Moira
3660	Mitchell
3672	Benalla
3699	Alpine
3713	Murrindindi
3728	Moira

3799	Yarra Ranges
3825	Latrobe
3833	Baw Baw
3840	Latrobe
3842	Latrobe
3887	East Gippsland
3888	East Gippsland
3889	East Gippsland
3890	East Gippsland
3909	East Gippsland
3915	Mornington Peninsula
3940	Mornington Peninsula
3965	South Gippsland
3984	Bass Coast

- 2) Quarter Three Reporting for the Skills and Jobs Centre. See attachments.
- 3) Link to You tube clip for a. Returnships Program b. Geelong Career Builder Program
 - a. <https://whatsnext.employment.gov.au/get-some-training>
 - b. <https://publish.viostream.com/play/o99eudn1eww9o>

Again, thank you for the opportunity to make verbal submission to the enquiry.

Warm regards
Keelie Hamilton

Institute name and location	The Gordon Skills and Jobs Centre – Geelong
Reporting period	July – September 2019

Client Case Studies

Please provide one good news client case study:

Institute Name & Location	The Gordon Skills and Jobs Centre, Geelong
Case Study Title	Career Development and motivation against the odds
Time period engaged	February 2019
Starting Situation	<p>This client engaged with us for the first time in early February 2019. She had been referred from Parents Next and GForce. She finished school before she completed year 8, and has experienced a life of multiple traumas, leaving her with anxiety. She has four children aged 12, 10, 6, & 4. The 4 year old will commence Prep next year, and she mentioned that one of her children has health issues. Prior to her first child being born, 13 years ago, she commenced an adult literacy/numeracy course at The Gordon, but she did not complete this. She referred to interests in the Police Force, or as a Corrections Officers, however she referred to barriers to this type of employment as she felt that she wouldn't pass the physical requirements, and that she has a bad back.</p> <p>She appeared to be incredibly resilient, motivated, competent and eloquent. We discussed her career goals, interests and what she is currently working on. She has no work experience outside parenting her four children and understands that she may need to bridge the gap to enter further training. She is very clear that she wants to take her lived experience to work in the community space, in disability, domestic violence support, alcohol/drug related support, youth mental health etc. We completed a job outlook survey and she came through so strongly as suited to and interested in community based work. I explained the Australian Qualifications Framework and how the qualifications work. I explained that she may be best to review workplaces, such as Gateways, GenU, Diversitat, Barwon Child Youth and Family, Minerva, Barwon Health etc. to look at the roles advertised and be clear on the training requirements before she commits. Ultimately we needed to find the quickest and cheapest way to assist her to reach her goals. I encouraged her to do some information seeking on training requirements for someone who is keen to give back and support those in the community where she has such relevant lived experience, by calling the workplaces direct. We looked specifically at the Certificate III in Community Services at The Gordon as a start, but we needed to review further her eligibility and any pre-training courses she would need to do as she has limited high school education. I suggested that she look at the Encompass computer courses as this could assist her further, and printed these out, but I suspect they may be too basic for her. She said that her English and Maths are quite good, so it may be that she can sit Language Literacy and Numeracy courses and seek immediate entry to Certificate III programs if that suits.</p> <p>At the first appointment client was volunteering with meals on wheels once per week to build her CV and skills and help with getting her out of the house and facing her anxiety. She is participating in a 2 day program offered by her</p>

	<p>children's school (through City of Greater Geelong) to gain a certificate in Youth Mental Health First Aid and she is one of the lead volunteers at her children's school - to raise funds - leading a lunch program, running the Bunnings BBQ and other initiatives.</p> <p>We will review her research and continue our conversation, and she will attend the resume workshop.</p>
Solution	<p>This client came in for a review appointment following our initial conversation. Since the first appointment, she had attended the Resume Workshop, and found this beneficial. She followed on from our investigations and took herself to GenU training in Corio and she has registered herself for a Certificate III in Community Services with them for a Free TAFE position starting the following week. Her goal is to then go on to the Certificate IV in Drug and Alcohol and the Certificate IV in Community Services, with the ultimate goal being to go on to the Diploma in Community Services. She felt motivated and supported by GenU to commence the study and they are going to get her USI and Green ID for her. She feels the course is local and will fit into her life with each Wednesday she will attend training until the end of November. This schedule will also enable her to look after her children (her partner can collect her kinder child on Wednesdays) and she can continue to do her volunteering with Meals on Wheels on a Friday. GenU have informed her that she can take up to two Certificate IV Free TAFE spots in addition to her Certificate III spot, so I assume that this has been established with them. She completed the sign up and Language Literacy and Numeracy testing on the spot whilst she was there registering for her course, when she just went in to enquire!</p>
Outcome	<p>Client is engaged in a targeted and appropriate learning pathway, leveraging from her own experiences. She has support for creating job specific application information, and has the knowledge of where to go for her next steps in her career plan.</p>
Lessons learnt	<ol style="list-style-type: none"> 1. Clients often have many resources and abilities that need to be supported. 2. The resilience and skills of all clients, regardless of education can never be underestimated. 3. Working with clients to listen to their skills, career aspirations and goals is a powerful platform to engage and move forward.

Industry Engagement Case Studies

Please provide one good news industry engagement case study:

Case study title	Partnering with a local social enterprise to deliver a pre-employment program to disengaged young people
Name of stakeholder/s	Good Cycles, The Gordon Skills and Jobs Centre
Time period engaged	January 2019 – Ongoing
Starting situation (inc. description of activity / type of contact)	<p>Good Cycles has recently opened in the CenterPoint Arcade in Central Geelong and approached The Gordon’s Skills and Jobs Centre to facilitate a career development session during the program. The 8 week program, run by Good Cycles, covers job-readiness training and an introduction to bicycle mechanics. Bicycles are donated from the community and each participant has the opportunity to keep the bike they fix-up, as well as receiving a lock and helmet. Many participants are hired by Good Cycles on completion of the pre-employment program.</p> <p>In Melbourne, the career development session is offered by a private company on a pro-bono basis, however the Manager of Good Cycles in Geelong chose to access local networks and support services to provide this session to their clients.</p> <p>The Skills and Jobs Centre was suggested as a partner by the Committee for Geelong as a delivery partner for their career development sessions.</p>
Solution	<p>The Gordon’s Skills and Jobs Centre has been providing a tailor-made 3 hour careers workshop to participants of the Pedal Empowerment Program (PEP) on beginning on Wednesday the 3rd of April from the Westfield location. The PEP program engages young job-seekers, aged 18-25 and assists them with the skills to begin a career in bicycle mechanics, in addition to provide employability skills training and building confidence. The Gordon’s SJC will provide support during the program with the careers session, but also following the program by inviting participants to access our other services as required.</p> <p>In addition, the Skills and Jobs Centre is a referral partner for the program.</p>
Outcome	<p>Participants of the Good Cycles pre-employment program during 2019 have visited the Skills and Jobs Centre’s Westfield location for a day of career development workshops and activities. The day is tailored to meet the needs of each individual group and provides a range of interactive activities during the workshop to ensure the group remain engaged.</p> <p>Good Cycles have run two Pedal Empowerment Programs during 2019, with 5 participants in each program. These participants have attended the career development workshop, with a number accessing the service following the workshop to prepare for interviews and employment with Good Cycles following the program. One participant has gained employment with Good Cycles head office in Melbourne and is now catching the train to work each day from Geelong.</p>

	A referral partnership has been developed between Good Cycles and The Gordon's SJC. The SJC's refers appropriate participants to the program and Good Cycles refers participants who may need extra support to the SJC.
Lessons learnt	<ol style="list-style-type: none"> 1. The importance of location collaborations to offer a partnership approach to service delivery, rather than duplication of services in an already saturated market. 2. The role the Skills and Jobs Centre can play in supporting social enterprises and community organisations to deliver targeted career development programs.

Workshops / Seminars

Please provide titles of workshops / seminars provided this quarter:

- Creating a LinkedIn Profile x 3
- Ford redundancy session – x 2
- 'Ticket to Work' Industry Panel – Multiskills Geelong
- HIPPY Workshop – x 3
- How to get 'that' job
- Info session – Leisure Networks
- Insights into Higher Education Sector Employer Panel (Q&A)
- Insights into Starting a Small Business Employer Panel
- Interview Skills Workshop x 3
- Key Selection Criteria Workshop x 2
- Matchworks Information Session x 2
- Northern Futures – Business Skills class (Resume/Job Readiness)
- Online Applications and Testing
- Passport to Employment
- Resume Preparation Workshop x 3
- Take off at Avalon – Insights into Recruitment at Avalon Airport
- Workshop for +45 – x 2
- Workwise Women – 3 programs x 5 sessions each
- Electrotechnology Pre-Apprenticeship class – East Campus
- Carpentry Pre-Apprenticeship class – East Campus
- NetGain – Bannockburn
- Gordon International
- Study Geelong
- Raise 'Bump' session
- Community Services class – City Campus
- Girls Big Day Out – East Campus
- Digital Skills Festival
- Jamie Oliver Ministry of Food – 12 sessions
- GTEC Where to Next Panel

The Gordon Skills and Jobs Centre - Geelong

THIRD QUARTER: July - September 2019

INDUSTRY / COMMUNITY CLIENT INFORMATION	Total number	Services Provided						
		Staff Training	Retrenchment Services	Workforce Planning	Seeking Employees	Seeking Client Training	Seeking Assistance for Clients' Employment	Seeking Referrals
Industry Rep/ Employer	49	0	1	0	43	0	1	4
Community / Welfare Rep Government Rep (e.g. Justice, Centerlink, Regional Development Vic)	4	0	0	0	1	1	2	0
	9	0	0	0	2	2	3	2

GROUP SERVICE INFORMATION	Job Readiness Workshops		Other Workshop and Career Services	
	No. of workshops	No. of Attendees	No. of workshops	No. of Attendees
TOTAL	21	127	53	514

REFERRALS / EXTERNAL SERVICES INFORMATION	Total number	Type of Service							Reason					
		Jobs Victoria	Jobactive	Learn Local	Community/Welfare Organisation	Justice / Corrections	Other TAFE / RTO	Other SJC	Skills Uplift	LLN Development/ Accredited Training	Employment or placement assistance	Welfare Assistance	Pre-Accredited Training	SJC unable to accommodate
Referrals to	73	0	32	10	17	0	3	0	11	*	*	*	*	*
Referrals from	86	3	57	4	12	0	2	7	1	*	*	*	*	*

SJC INFORMATION	Total number of staff	Number of FT Staff	Number of PT Staff	Number of Course Advisors	Number of Industry Liasons	Number of Career Advisors/ Counsellors	Number of Administration Staff
SJC Staffing	24	0	12	0	1	9	2