

Employment pathways: useful websites, resources and contact information

Jobs Victoria Mentors

Jobs Victoria Hotline (1300 208 575)

<https://jobs.vic.gov.au/help-for-jobseekers/personalised-support/find-support-in-your-local-area>

<https://jobs.vic.gov.au/>

Mentors provide intensive assistance tailored to the needs of jobseekers, local communities, local employers and local labour markets. Mentors are funded by the Victorian Department of Jobs, Skills, Industry and Regions to deliver services until July 2023. These services are delivered by a range of community service providers and can also be provided under branded names. Overall, Mentors build the work-readiness and resilience of jobseekers through pre- and post-employment supports. Other program features include:

- Targeted support/s for long-term jobseekers in the Victorian labour market and other jobseekers who require additional assistance to secure employment
- Voluntary, flexible services that are:
 - tailored to the particular needs of jobseekers facing barriers; and
 - responsive to local and/or regional opportunities
- A focus on long-term jobseekers, defined as six months or more
- Strong, proactive engagement with employers to identify job opportunities and assist businesses to meet their needs
- Identifying and addressing gaps, including complementing existing services
- Flexible Job Pathways Funding to cover additional expenses.

To be eligible for the Mentors program, jobseekers must be unemployed for at least six months or at risk of long-term unemployment, not eligible for other services or not receiving support that meets their needs, and/or assessed as likely to benefit. Mentors have strong links to other community support services and can help connect jobseekers with these services to deliver comprehensive, coordinated support and maximise employment outcomes.

Learn Local

<https://learnlocal.org.au/find-a-learn-local/>

<https://learnlocal.org.au/partner-with-learn-local/>

Learn Local courses are short courses that are offered at low or no cost to eligible adult Victorians. There are approximately 240 community organisations that offer Learn Local courses. All these organisations, known as providers, are registered and funded by the Victorian Government. There are a range of courses available, including:

- digital and computer skills
- reading, writing and maths
- study or employability skills
- English language proficiency
- preparation for various industries such as aged care, food processing, health services, hospitality, construction and warehousing and distribution.

Some providers also deliver personal development programs, as well as other services like accredited training, VCE and VCAL, career advice, childcare, disability support services, and school education. Learn Locals assist people:

- undertake a pre-employment course to help someone become work-ready
- improve digital literacy and computer skills
- improve reading, writing and maths skills
- access English language classes
- improve financial literacy skills
- transition to further study or gain a qualification
- build people's confidence and learn something new.

Learn Local courses are delivered throughout the year from February to December. Enrolment requirements vary, however courses are flexible and can be tailored to people's needs (e.g. classroom-based, online or mixed learning). Class sizes are typically small, with training delivered by experienced professionals.

Reconnect

<https://www.vic.gov.au/reconnect-program>

<https://www.education.vic.gov.au/Documents/about/programs/reconnect-program-2021-guidelines.pdf>

Reconnect is an 18-month program funded by the Victorian Department of Education (formerly the Department of Education and Training, DET) until July 2024. Program delivery partners include Learn Locals, TAFEs, RTOs and community service organisations. Partners support Victorian adults to complete their studies, gain relevant qualifications and connect with industry employment opportunities. Main program elements include:

- wrap-around supports and referrals to address non-vocational barriers
- sourcing job opportunities that align with participants' goals and aspirations
- accredited training, learning and development
- counselling, mentoring and learning plans
- capacity-building, foundational skills and work-ready programs
- careers information, planning and advice
- post-placement and on-the-job supports
- pathway planning for participants to exit Reconnect.

Anyone experiencing disadvantage and/or barriers to education, training or employment can participate in Reconnect if they have been unemployed for six months or more. Priority cohorts – young people (aged 17-19), adults (aged 20-64), young people engaged in the justice system (aged 17-24), including those on Youth Justice Orders, asylum seekers and people with current or previous experience of Child Protection and/or Out of Home Care – can engage straightaway. Exemptions can be approved on a case-by-case basis.

A Community of Practice (CoP) helps providers maintain and share best-practice. A CoP is available in each of the four delivery regions (i.e. Northwest, Northeast, Southwest and Southeast). DET also hosts quarterly regional CoP meetings to improve collaboration, problem solving and communication.

Social Housing Employment Program (SHEP)

Uniting Vic/Tas

<https://www.unitingvictas.org.au/services/employment-services/social-housing-employment-program/>

Radhika Ittiel, Business Leader (0438 012 761)

Jagjeet Kaur, Service Leader (0466 942 964)

Qualify

<https://www.qualifytraining.com.au/homes-victoria/>

Emma Waghorne, Branch Manager, Qualify Gippsland (03 4138 8080 OR 0417 485 819)

Glen Robinson, SHEP Employment Consultant, Qualify Gippsland (03 4138 8080 OR 0447 205 340)

SHEP supports social housing residents and other priority jobseekers find sustainable jobs. Jobseekers can access training, skills development and wraparound supports to assist them become work-ready or match with available jobs. The program includes part-time and full-time work, if roles 12 months and at least 18 hours per week. Uniting Vic/Tas and Qualify are leading service delivery. SHEP is available in the northern metropolitan region of Melbourne and in the Gippsland region of regional Victoria. SHEP is running from April 2022 to June 2024 (with placements closing in June 2023). Jobs are predominantly entry-level roles within the social housing sector, including in cleaning, facilities, and asset maintenance, gardening and grounds maintenance, administration, and security. Community housing organisations can either employ people through the program or refer their renters.

Skills and Jobs Centres (SJsCs)

<https://www.vic.gov.au/skills-and-jobs-centres>

Skills and Jobs Centres are available via the TAFE system to support people connect with jobs. All Victorian TAFEs and dual-sector universities located in Victoria are funded to provide Skills and Jobs Centre services. Centres provide education, training and employment opportunities services including:

- qualified, free and independent careers advice
- workshops to support people into education, training or employment
- help with job searching
- referrals and job-matching to local employment opportunities
- help preparing resumes
- apprenticeship and traineeship advice
- referral to welfare support and financial advice
- help aligning to a new job or new training
- information on employment trends
- information on areas with a shortage in skills and employment opportunities
- help with career planning or career transition.

Skills and Jobs Centres are available to: current and prospective students; apprentices and trainees; people who are unemployed or retrenched; people returning to work; new migrants and refugees; and people looking for a career change. Centres also offer more targeted services for employers looking to upskill or expand their workforce.

Skills and Jobs Centres are place-focused, with strong connections to local businesses. Centres also engage with local industries to ensure they meet the needs of their communities. They also work with local councils, State and Commonwealth government departments to support key projects.

Work and Learning Centres

Melbourne (03 9288 9900 OR wlcmetro@bsl.org.au)

Geelong (03 5275 8124)

Gippsland (03 5127 4544 OR frontdesk@gest.com.au)

Ballarat (03 5329 3273 OR info@ballaratnc.org.au)

Shepparton (0490 120 245 OR
wlcshpparton@bsl.org.au)

Commonwealth-funded employment services

<https://www.workforceaustralia.gov.au/individuals/>

<http://yourcareer.gov.au/>

<http://myskills.gov.au/>

<http://training.gov.au/>

<http://nationalskillscommission.gov.au/>

Work and Learning Centres are a place-based approach that assist public housing renters and other jobseekers facing disadvantage into employment. Jobseekers can receive one-on-one support, training, pre-employment skills development, post-placement support and continued assistance (as needed). The Centres also connect jobseekers with local employers and those businesses offering traineeships and apprenticeships. Work and Learning Centres are funded by the Victorian Jobs, Skills, Industry and Regions (DJSIR). There are five Centres located in Ballarat, Fitzroy, Geelong, Moe and Shepparton – services are delivered by the Brotherhood of St Laurence, Northern Futures, Ballarat Neighbourhood Centre, and Gippsland Employment Skills Training.

The Commonwealth Government is the primary funder of mainstream employment services that are available to any unemployed person. Key programs include Workforce Australia (formerly Jobactive), Disability Employment Services (DES), Transition to Work (TtW), and ParentsNext. Participation in one of these programs, including developing a Job Plan or Participation Plan, may be compulsory for people receiving JobSeeker. Workforce Australia can help:

- jobseekers write a resume
- prepare jobseekers for interviews
- assist in skills development
- connect jobseekers to other initiatives
- screen and shortlist applicants
- employees find candidates for their business
- assist new employees after they start work
- employers access wage subsidies if they hire an eligible employee.

In Workforce Australia, jobseekers have minimum 'activation' requirements under the Points-Based Activation System which requires evidence of job search and other employment-related activity. Unless engaged in approved training activities, recipients must actively seek work and accept any job they are assessed as capable of doing. Failure to comply may result in sanctions and/or suspension of payments. By virtue of being more generalised and having close connections with welfare compliance, Commonwealth services are typically less individualised and may be less appropriate for those with complex needs or who are less work ready.