

# EMPLOYMENT ASSISTANCE FOR YOUNG PEOPLE IN THE HIGHLANDS REGION

There are a wide range of State and Federal Government funded programs available to support young people to find employment in the Highlands region.

This resource will assist young people and the professionals working with them to navigate the complex suite of programs available by providing clear information about eligibility criteria, services offered and program location.



## The government funded programs covered in this resource are:

- Digital Industry Mentoring Service
- Disability Employment Service
- headspace Ballarat - Work and Study
- headspace Ballarat - Youth Employment Program
- Jobactive
- Jobs PaTH Program
- Jobs Victoria Advocates
- Jobs Victoria Careers Counsellors
- Jobs Victoria Employment Services (JVES) - 'Core'
- Jobs Victoria Employment Services (JVES) - 'Specialist'
- Jobs Victoria Mentors
- Jobs Victoria Online Hub
- Jobs Victoria Work and Learning Centre
- Jobs Victoria Youth Employment Program
- Jobs Victoria Youth Employment Scheme (YES)

- Skills and Jobs Centre
- Skills First Reconnect
- Transition to Work

These programs vary according to funding source, eligibility criteria, services offered, the age range, and who the service provider is.

The purpose of these programs is similar; they all aim to assist young people to develop the skills, attributes and behaviours that meet employer expectations and transition successfully into employment. Some young people face particular barriers and some of the programs in this resource address these specifically.

Program profiles will be updated periodically and uploaded onto the Highlands LLEN website.

For enquiries regarding programs, please contact the service providers or Highlands LLEN.

# PROGRAM LOCATIONS



118 - 120 Armstrong St South  
Ballarat VIC 3350



25 Doveton St North  
Ballarat Central VIC 3350



19 Albert St  
Ballarat Central VIC 3350



40 Camp St Ballarat VIC 3350  
3 Camp St Daylesford VIC 3460  
51 Bakery Sq Melton VIC 3337



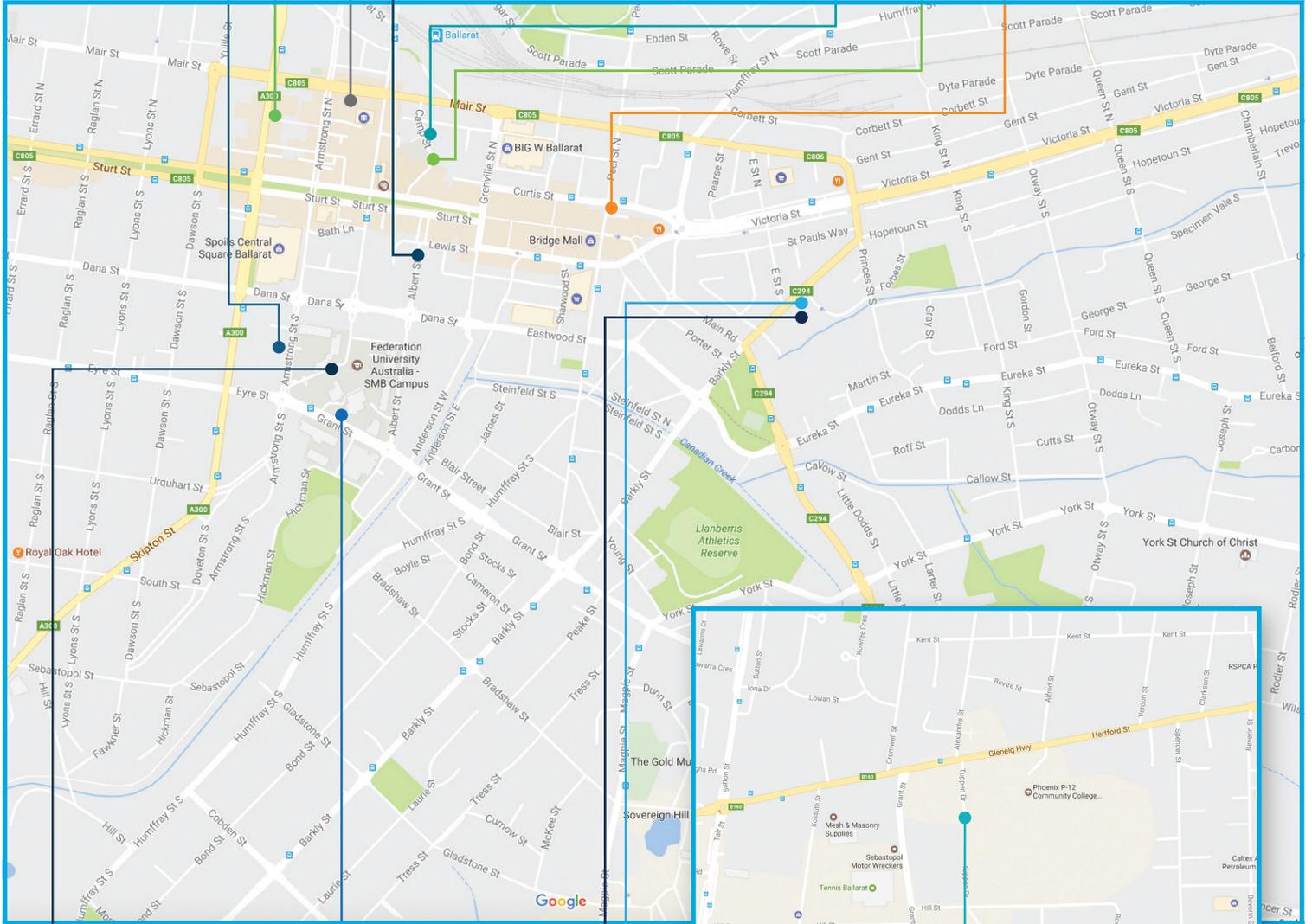
28 Camp St  
Ballarat VIC 3350



219 Mair St  
Ballarat VIC 3350



4-6 Peel St Ballarat VIC 3350



Suite 3, 106-110 Lydiard St Sth  
Ballarat VIC 3350



20 Grant St  
Ballarat VIC 3350  
SMB Campus  
Lydiard St Sth  
Ballarat VIC 3350



Jobs + Training  
Barkly Square,  
25-39 Barkly St  
Ballarat VIC 3350



11 Tuppen Dr  
Sebastopol VIC 3356



Djerriwarrh - Barkly Square,  
25 - 39 Barkly St  
Ballarat VIC 3350

# DIGITAL INDUSTRY MENTORING SERVICE

AGE GROUP 18 TO 25 | FEDERAL FUNDING

The Digital Industry Mentor Service can connect young people with an industry (work) mentor to help them find, maintain and enjoy work in an area that interests them. The service can help young people by developing their job seeking and industry-specific skills, as well as connecting them with key people and professional networks. Each of the mentors work in different types of jobs and are matched with young people based on their work interests. All the mentoring support happens online, so it's easy to stay in touch and connect with mentors.



## ELIGIBILITY

Young people aged 18 to 25 can participate in the mentoring service. Whether a young person has never worked before, or is unemployed or in-between jobs, or even started a new job – they can still apply for this program. It also does not matter where they live, as all of the mentoring takes place online.

## COMMITMENT REQUIRED

- Young people will connect once every two weeks with their mentor at a time that suits them. All of this happens online, and they can decide how they want to get in touch (e.g. telephone or video call).
- Young people can be matched with a mentor for a total of up to six months. This will give young people enough time to get to know their mentors and to work together on any goals that have been set.

## SERVICES OFFERED

A mentor is someone who gives advice and guidance to help someone reach their goals.

An industry mentor will help young people reach their career goals by working with them to:

- provide industry specific advice around work, employer expectations and career progression
- grow their professional network and teach them how to connect and reach out to other professionals in their chosen area of work
- understand the recruitment process in their chosen industry and improve their application and interviewing skills
- support with the transition into work, improving professional communication skills and young people's understanding of their rights and responsibilities at work
- act as a role model and discuss work related ideas and concerns

## SERVICE PROVIDER:

headspace

P: 1800 810 794

Online resources: <https://bit.ly/39j5DU3>



Funded by the Australian Government Department of Health



P: 03 4344 4155 | e: [admin@highlandstlen.org](mailto:admin@highlandstlen.org)

Suite 21 Ballarat Technology Park Central

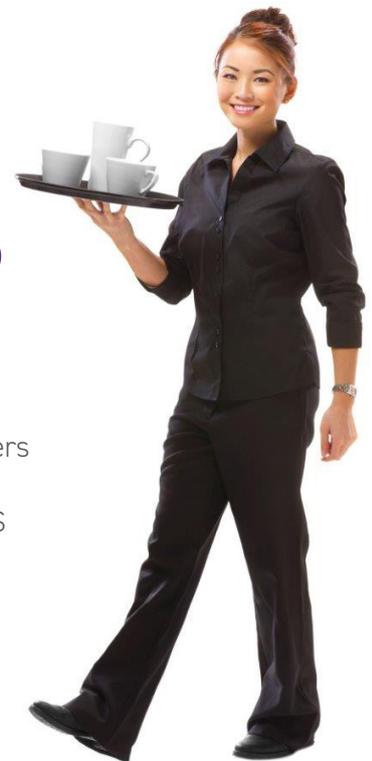
106 - 110 Lydiard Street South, Ballarat

PO Box 583, Ballarat VIC 3350

[www.highlandstlen.org](http://www.highlandstlen.org)

[Accurate as of 1 September 2021]

# DISABILITY EMPLOYMENT SERVICES



## AGE GROUP 14 TO 65 | FEDERAL FUNDING

Through Disability Employment Services (DES), people living with disability, injury or health conditions may be able to receive assistance to prepare for, find and keep a job. DES providers are experienced in supporting people with disabilities as well as providing assistance to employers to help them support the employee in the workplace. Jobseekers can access DES either through referral by the Department of Human Services (DHS)—generally for those receiving Centrelink payments who have Mutual Obligation or Compulsory Participation Requirements—or by directly registering with a DES provider of their choice.

### ELIGIBILITY

Jobseekers are generally eligible for Disability Employment Services (DES) if they:

- have a disability, injury or health condition
- are aged at least 14 but have not yet attained the Age Pension qualifying age
- are at or above the minimum legal working age in their State or Territory
- are an Australian resident or eligible Visa holder
- are not studying full time (there is an exception - see below); and
- have a valid Employment Services Assessment (ESAt) or Job Capacity Assessment (JCA) recommending DES with a Future Work Capacity of eight or more hours per week; and
- are not working at or above your employment benchmark hours

There are special eligibility arrangements for specific jobseekers, which permit access to DES without an ESAt. These are:

- eligible School Leavers - full time, final year secondary school students with significant disability or young people transitioning from an eligible State or Territory transition to work program or School Leaver Employment Supports (SLES)

### COMMITMENT REQUIRED

- Participants may be required to meet with a DES provider at regular, scheduled times, look for a particular number of jobs each week and participate in appointments; interviews and training courses as outlined in their Mutual Obligation Requirement agreement with Centrelink. Voluntary participants may have more flexible requirements.

### SERVICES OFFERED

Disability Employment Services offers the following:

- **Disability Management Service** is for job seekers with a disability, injury or health condition who need assistance to find a job and occasional support in the workplace to keep a job
- **Employment Support Service** provides assistance to job seekers with a permanent disability to find a job and access regular, ongoing support in the workplace to keep a job

### SERVICE PROVIDERS:

For Disability Employment Service providers in the Highlands region, please see overleaf.



P: 03 4344 4155 | e: admin@highlandstlen.org  
Suite 21 Ballarat Technology Park Central  
106 - 110 Lydiard Street South, Ballarat  
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[www.highlandstlen.org](http://www.highlandstlen.org)

[Accurate as of 1 September 2021]

# DISABILITY EMPLOYMENT SERVICES

## SERVICE PROVIDERS:

### APM Employment Services

- 305 Dana St  
Ballarat VIC 3350  
P: 03 5331 2002
- Ballan Mechanics Institute  
143 Inglis St  
Ballan VIC 3342  
P: 03 5331 2002
- Neighbourhood Centre  
13 Camp St  
Daylesford VIC 3460  
P: 03 5331 2002

### AimBig Employment

Office 8, Level 2, 51 Lydiard Street  
Ballarat Central VIC 3350  
P: 1300 034 997  
(services Ballan area)

### Asuria

- Ballan and District  
Community House  
143 Inglis Street  
Ballan VIC 3342  
P: 1800 773 338
- 40 Camp Street  
Ballarat VIC 3350  
P: 1800 773 338
- Daylesford Neighbourhood Centre  
3 Camp Street  
Daylesford VIC 3460

### atWork Australia Pty Ltd

Level 2/51 Lydiard Street South  
Ballarat VIC 3350  
P: 1800 080 856

### AXIS Employment

15 Albert St  
Ballarat VIC 3350  
P: 03 5331 4898  
(services Wendouree, Daylesford,  
Ballan and Beaufort area).

### Centacare Employment

- 4-6 Peel St North  
Ballarat VIC 3350  
P: 03 5337 8999
- 13 Camp St  
Daylesford VIC 3460  
P: 0477 012 065

### CoAct/Interact

Sunbury Neighbourhood House  
531 Elizabeth Dr  
Sunbury VIC 3429  
P: 1300 388 873  
(Services Bacchus Marsh area)

### CVGT Australia Ltd

1/53 Lydiard St  
Ballarat VIC 3350  
P: 132 848

### gforce Employment + Recruitment

25 Doveton St North  
Ballarat VIC 3350  
P: 5331 1180  
info@gforce.org.au  
(Services Ballan and Ararat area)

### MatchWorks

- 118-120 Armstrong St South  
Ballarat VIC 3350  
P: 03 4313 5600
- 13 Camp St  
Daylesford VIC 3460  
P: 03 4313 5600
- 235 Main St  
Bacchus Marsh VIC 3340  
P: 03 5367 3611

### MAX Employment

P: 03 9217 9200  
(Services Bacchus Marsh area)

### OCTEC Limited

R34, 533-555 High St  
Melton VIC 3337  
P: 03 8798 9572  
(Services Bacchus Marsh area)

### Westgate Community Initiative Group

51 Bakery Square  
Melton VIC 3337  
P: 03 9743 0189  
(Services Bacchus Marsh area)

### WDEA Works

219 Mair St  
Ballarat VIC 3350  
P: 03 5331 6566  
(Services Daylesford area)

## Online resources:

<https://bit.ly/2XxFEFW>



Highlands  
**llen**

P: 03 4344 4155 | e: admin@highlandslen.org

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106 – 110 Lydiard Street South, Ballarat  
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[Accurate as of 1 September 2021]

# HEADSPACE WORK AND STUDY

AGE GROUP 15 TO 24 | FEDERAL FUNDING

The Digital Work and Study Service can assist with creating a winning resume, career planning, job searching, interview preparation, contact and collaboration with employers and social firms.

It can provide support with exploring suitable education options, assist with getting into study, as well as sourcing financial support for education.



## ELIGIBILITY

For young people wanting to:

- get into work or study
- increase hours of work or study
- get a more suitable job or study pathway

## COMMITMENT REQUIRED

- Flexible, preferred weekly contact.

## SERVICES OFFERED

The Digital Work and Study Service has been developed by headspace.

Services are delivered by phone consultation and the provision of resources and information online.

The online resources cover topics such as:

- before you start
- looking for a job
- the job interview
- starting a new job
- types of learning
- learning options
- financing your studies
- courses and course providers
- student services
- working on your mental and emotional health
- research job market information
- explore career and job options
- make a career plan

## SERVICE PROVIDER:

headspace

P: 1800 810 794

Online resources: <https://bit.ly/2Xu0t58>

# HEADSPACE BALLARAT - YOUTH EMPLOYMENT PROGRAM

## INDIVIDUAL PLACEMENT & SUPPORT

AGE GROUP 15 TO 25 | FEDERAL FUNDING

The Individual Placement and Support (IPS) program offers employment support for young people engaged with headspace who are looking to find work yet have concerns regarding the related impact of their mental health. The headspace Ballarat - Youth Employment Program is a new initiative providing both employment and mental health support to assist individuals interested in working with a Vocational Specialist to pursue their employment aspirations. The focus is helping young people to gain work in regular jobs that they are interested in and passionate about.



### ELIGIBILITY

Young people aged 15-25 who are engaged with headspace Ballarat and are motivated to obtain work in a competitive setting in the near future. To find out more about the IPS Youth Program, talk to a mental health worker at headspace Ballarat to arrange a meet and greet with the IPS Vocational Specialist. Participants of a jobactive program are eligible for engagement in this program.

### COMMITMENT REQUIRED

- Participants will be willing to accept support and actively participate in job search activities. Participating in the program requires an initial appointment to prepare a vocational profile and commence related job search activities. The team of friendly Vocational Specialists work closely with job seekers and the mental health worker in supporting young people towards realising their employment goals.

### SERVICES OFFERED

The IPS Youth Program is designed for young people accessing headspace Ballarat who are keen to find employment, complete some education, or do some training.

The focus is on:

- job search consistent with the individual's preferences.
- rapid job search – begins within one month.
- employment specialists are integrated with mental health services.
- employment specialists develop relationships with employers based upon a person's work preferences.
- time unlimited and individualised support is offered to both the employer and the program participant including follow-along support once in a job.

The vocational specialist can also assist with navigating Centrelink, developing a tailored résumé & cover letter, interview preparation, and building confidence in finding employment, keeping the job, and working towards a successful career.

### SERVICE PROVIDER:

headspace Ballarat

P: 03 5304 4777

E: [info@headspaceballarat.org.au](mailto:info@headspaceballarat.org.au)

28 Camp St, Ballarat VIC 3350



Funded by the Australian Government Department of Health



P: 03 4344 4155 | e: [admin@highlandstlen.org](mailto:admin@highlandstlen.org)

Suite 21 Ballarat Technology Park Central

106 – 110 Lydiard Street South, Ballarat

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[Accurate as of 1 September 2021]

# JOBACTIVE

AGE GROUP 15 AND ABOVE | FEDERAL FUNDING

jobactive is the Australian Government's way to get more Australians into work. It connects job seekers with employers and is delivered by a network of jobactive providers.



## ELIGIBILITY

Job seekers who receive income support payments, such as Newstart Allowance, Youth Allowance (other), or Parenting Payment, and have mutual obligation requirements will generally receive the full range of jobactive services.

Some people can also get help under jobactive as a volunteer job seeker and the type of support they receive will depend on their circumstances. Job seekers may be eligible to volunteer for jobactive services if they:

- are not on income support, or
- are on income support and have no mutual obligation requirements
- are not working or studying full time
- have the right to work in Australia

## COMMITMENT REQUIRED

- To ensure job seekers remain active and engaged while looking for work, they may need to meet certain requirements to keep receiving income support. These are called mutual obligation requirements. >>

## COMMITMENT CONT'

**If a job seeker has mutual obligation requirements, they will generally need to:**

- enter into a Job Plan that will outline what they will do to become more job ready and satisfy their mutual obligation requirements
- look for up to 20 jobs each month, with jobactive providers able to tailor this requirement to a job seeker's individual circumstances and local labour market conditions
- complete Work for the Dole or another suitable activity (such as part-time work, part-time study in an eligible course, participation in accredited language, literacy and numeracy training or voluntary work) for six months each year

A job seeker's mutual obligation requirements vary according to their age and other personal circumstances.

Further information is available at:  
**[www.jobactive.gov.au](http://www.jobactive.gov.au)**

See overleaf for Services Offered. >>

## SERVICE PROVIDERS:

For jobactive providers in the Highlands region, please see overleaf.



P: 03 4344 4155 | e: [admin@highlandslenn.org](mailto:admin@highlandslenn.org)  
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[Accurate as of 1 September 2021]

# JOBACTIVE



## SERVICES OFFERED

**Employers** can get help from jobactive providers to source and recruit employees who meet their business needs.

**Job seekers** can get help from a jobactive provider to find and keep a job.

jobactive providers have a strong understanding of local labour markets. They know where the jobs are, what to do to help job seekers get ready for work and how to match job seekers to employer needs.

Services for job seekers from jobactive providers include:

- help to look for work, write a resume and prepare for interviews
- referrals to jobs in the local area and help to relocate for work if they are interested >>

- help to become job ready, including targeted training that is suited to the skills that local employers need
- individualised case management so they are ready to take up and keep a job
- support to complete **Work for the Dole**, or other eligible activities, that provide work like experiences, help to learn new skills and improve the job seeker's chances to find a job
- access to the **National Work Experience Programme** which aims to build confidence and real life work experience of job seekers and prepare them to meet expectations of employers by undertaking volunteer work experience with for-profit, not-for-profit and Government organisations for up to 25 hours per week for a maximum of four weeks per placement

## SERVICE PROVIDERS:

### Centacare Employment

4 - 6 Peel St Ballarat VIC 3350  
P: 03 5337 8999 | 1300 562 749  
E: ballarat@centrecareemployment.org.au



### Matchworks

118 - 120 Armstrong St Sth  
Ballarat VIC 3350  
P: 03 4313 5600



### Asuria

Ballan and District Community House  
143 Inglis Street  
Ballan VIC 3342  
P: 1800 773 338

40 Camp Street  
Ballarat VIC 3350  
P: 1800 773 338

Daylesford Neighbourhood Centre  
3 Camp Street  
Daylesford VIC 3460



### Western District Employment Access

219 Mair St Ballarat VIC 3350  
P: 03 5331 6566 | F: 03 53316157  
E: : ballarat@wdeaworks.org.au



P: 03 4344 4155 | e: admin@highlandslenn.org  
Suite 21 Ballarat Technology Park Central  
106 - 110 Lydiard Street South, Ballarat  
PO Box 583, Ballarat VIC 3350  
[www.highlandslenn.org](http://www.highlandslenn.org)

# JOBS PATH PROGRAM

## EMPLOYABILITY SKILLS TRAINING



AGE GROUP 15 TO 24 | FEDERAL FUNDING

The Youth Jobs PaTH program is designed to support young people to gain skills and the work experience they need to get and keep a job. Youth Jobs PaTH can give young people opportunities to experience different career paths that match their interests.

### ELIGIBILITY

Young people may be eligible to take part in Employability Skills Training (EST) if they are aged 15 - 24, are on income support OR are registered with jobactive, Transition to Work and Disability Employment Services.

It is necessary to discuss eligibility and suitability to take part in the training with the jobactive provider.

### COMMITMENT REQUIRED

- Both EST courses are 75 hours of face-to-face training. Depending on mutual obligation requirements, the hours will be spread out over either three or five weeks. The jobactive provider will refer the young person to an appropriate EST course based on the skills they need to improve.

### SERVICES OFFERED

- **Training Block 1:** will focus on work skills to help the young person meet the expectations of employers in the workplace. They will learn communication, teamwork, time management, problem solving and additional technology skills.
- **Training Block 2:** will focus on career development and job preparation. Participants will learn advanced job hunting skills, interview skills and labour market education. They will also attend industry awareness experiences which are opportunities to experience different work environments to help them find out which industry is right for them.
- young people can participate in one or both blocks depending on their needs.
- if a young person feels ready to get started, they should contact their jobactive provider. Let them know they would like to take part in Employability Skills Training. If there is a suitable option for them, the jobactive provider can connect the young person with the right EST course in the area.

### SERVICE PROVIDERS:

**Federation College**  
S Building SMB Campus  
Cnr Grant and Moyle Sts  
Ballarat VIC 3350  
P: 03 5327 8240  
E: college@federation.edu.au

**Westvic Staffing Solutions**  
Suite 3, 106 - 110 Lydiard St  
South Ballarat VIC 3350  
P: Leanne Parker - 0429 899 065  
E: lparker@westvic.org.au

**FGM Consultants**  
Level 1, 921 Sturt St  
Ballarat Central VIC 3350  
P: Ian Bailey - 0405 826 977

**Highlands**  
**llen**  
P: 03 4344 4155 | e: admin@highlandslen.org  
Suite 21 Ballarat Technology Park Central  
106 - 110 Lydiard Street South, Ballarat  
PO Box 583, Ballarat VIC 3350  
www.highlandslen.org

# JOBS VICTORIA ADVOCATES

AGE GROUP 15 AND ABOVE | STATE FUNDING

Jobs Victoria Advocates are out and about in communities throughout Victoria. They can connect job seekers to support, training and resources to help them find a job. The Jobs Victoria Advocates help jobseekers work out career goals, guide them through options and connect them to services that match their needs.



## ELIGIBILITY

Jobs Victoria Advocates support people who are:

- not enrolled in school
- unemployed
- an Australian citizen, a permanent resident or a temporary resident under Australia's refugee and humanitarian program who hold visas with work entitlements.

## SERVICES OFFERED

Jobs Advocates:

- refer to local Jobs Victoria Partners who support resume and job interview preparation, and connect jobseekers with local employers.
- connect jobseekers to skills and training opportunities.
- help jobseekers find work through the Jobs Victoria Online Hub.
- advocate on behalf of jobseekers to other agencies.

## COMMITMENT REQUIRED

- Be actively engaged with the services provided.

## SERVICE PROVIDERS:

### Highlands LLEN

Suite 21, 106-110 Lydiard St Sth  
Ballarat Central VIC 3350  
P: 4313 4939  
E: [advocates@highlandslen.org](mailto:advocates@highlandslen.org)  
Online resources:  
<https://bit.ly/3zoEMQY>



### Westvic Staffing Solutions

Suite 3, 106 - 110 Lydiard St Sth  
Ballarat Central VIC 3350  
E: [lparker@westvic.org.au](mailto:lparker@westvic.org.au)



### Jobs Victoria

P: 1300 208 575  
E: [info@jobs.vic.gov.au](mailto:info@jobs.vic.gov.au)  
Online resources:  
<https://bit.ly/3lzqdFs>



P: 03 4344 4155 | e: [admin@highlandslen.org](mailto:admin@highlandslen.org)  
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[Accurate as of 1 September 2021]

# JOBS VICTORIA CAREER COUNSELLORS

AGE GROUP 15 AND ABOVE | STATE FUNDING

Jobs Victoria Career Counsellors provide personalised career guidance for people who are underemployed, unsure about what to do or who are working but looking for a career change. Counsellors can help jobseekers understand career options and provide the tools and confidence needed to pursue them.



## ELIGIBILITY

Job seekers can access the service if they are:

- unsure of work/career options and pathways
- interested in a specific job or career but don't have a clear plan of how to get there
- struggling to find work due to lack of work experience, for example a recent graduate
- currently working but seeking more hours, more secure work, or more skilled work
- looking for support to transition to a new occupation/career
- wishing to pursue a professional career involving tertiary education pathways.

## COMMITMENT REQUIRED

- Sessions are delivered by qualified Career Development professionals by appointment.
- Appointments can be online, over the phone or in person.
- Appointments are 45 minutes and appointments can be made as required.

## SERVICES OFFERED

Jobs Victoria Career Counsellors can help jobseekers understand their career options. They will work with them to:

- explore aspirations and interests and how they relate to potential careers
- understand marketable and transferable skills and strengths
- help identify career goals and provide guidance on skills development to support these goals
- locate and understand labour market information
- prepare job applications, including resumes and cover letters

## SERVICE PROVIDERS:

CEAV team via the Career Education Association of Australia  
(on behalf of the Victorian Government)  
P: 03 9433 8000

Register for a call back: <https://bit.ly/3Ey0VA5>

Jobs Victoria  
P: 1300 208 575  
E: [info@jobs.vic.gov.au](mailto:info@jobs.vic.gov.au)  
Online resources: <https://bit.ly/39kedC1>



P: 03 4344 4155 | e: [admin@highlandslenn.org](mailto:admin@highlandslenn.org)  
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[Accurate as of 1 September 2021]

# JOBS VICTORIA EMPLOYMENT SERVICES (JVES) - "CORE"



AGE GROUP 15 AND ABOVE | STATE FUNDING

Employment assistance for disadvantaged jobseekers. A key feature is engagement with employers to identify vacancies and support jobseekers into those roles.

## ELIGIBILITY

### JVES supports:

- unemployed people who face labour market disadvantage and need assistance to gain employment but are ineligible for full Commonwealth employment services (i.e. people who are only able to access jobactive services as a volunteer). This will generally be people who are unemployed but not in receipt of income support payments
- disadvantaged jobseekers who are eligible for full Commonwealth job services but have complex barriers to employment and are either referred by other State Government services (e.g. youth justice clients, young people in out-of-home care) or are designated as a priority target group

## COMMITMENT REQUIRED

- JVES is a voluntary program.
- It would be beneficial for job seekers to meet weekly with the Employment Facilitator.

## SERVICES OFFERED

### JVES provides:

- active job search support and job search mentoring
- work preparation, including job-specific skills training
- active engagement with employers, industry and trade unions to identify suitable employment opportunities and match jobseekers to roles
- job matching and placement into employment
- post-employment support to employees (jobseekers) and employers
- personal support to address non-vocational barriers (e.g. health, housing, drug and alcohol issues, childcare, transport) in collaboration with community support services
- referral to vocational skills training if required
- referral to literacy and numeracy support if required

## SERVICE PROVIDER:

**Qualify**  
19 Albert St  
Ballarat Central VIC 3350  
P: 03 5332 4792  
E: ballarat@qualifytraining.com.au

**Westvic Staffing Solutions**  
Suite 3,  
106 - 110 Lydiard St Sth  
Ballarat Central VIC 3350  
E: lparker@westvic.org.au

**West @ Work**  
Djerriwarrh -  
Barkly Square  
25 - 39 Barkly St  
Ballarat VIC 3350  
P: 03 9689 3437

**Worn Gundidj**  
P: 03 5561 5315

**Highlands  
llen**  
P: 03 4344 4155 | e: admin@highlandstlen.org  
Suite 21 Ballarat Technology Park Central  
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www.highlandstlen.org



[Accurate as of 1 September 2021]

# JOBS VICTORIA EMPLOYMENT SERVICES (JVES) - "SPECIALIST"

AGE GROUP 15 AND ABOVE | STATE FUNDING

Employment assistance for jobseekers from priority groups. A key feature is engagement with employers to identify vacancies and support job seekers into those roles.



## ELIGIBILITY

### Specialist JVES supports:

- unemployed Aboriginal jobseekers, Culturally and Linguistically Diverse (CALD) jobseekers as well as women experiencing domestic and family violence and ex-offenders who are unemployed and need assistance to gain employment but are ineligible for full Commonwealth employment services (i.e. people who are able to access jobactive services as a volunteer). This will generally be people who are unemployed but not in receipt of income support payments
- unemployed Aboriginal jobseekers, Culturally and Linguistically Diverse (CALD) jobseekers as well as women experiencing domestic and family violence and ex-offenders who are eligible for full Commonwealth job services but have complex barriers to employment and are referred by other State Government services.

## COMMITMENT REQUIRED

- JVES is a voluntary program.
- It would be beneficial for job seekers to meet weekly with the Employment Facilitator.

## SERVICES OFFERED

### JVES provides:

- active job search support and job search mentoring
- work preparation, including job-specific skills training
- active engagement with employers, industry and trade unions to identify suitable employment opportunities and match jobseekers to roles
- job matching and placement into employment
- post-employment support to employees (jobseekers) and employers
- personal support to address non-vocational barriers (e.g. health, housing, drug and alcohol issues, childcare, transport) in collaboration with community support services
- referral to vocational skills training if required
- referral to literacy and numeracy support if required

## SERVICE PROVIDER:

**AMES Australia**  
(for CALD jobseekers)  
Ballarat Community  
Health Centre  
12 Lilburne St  
Lucas VIC 3350  
P: 5338 4500

**FGM Consultants**  
(for ex-offenders)  
Level 1, 921 Sturt St  
Ballarat Central VIC 3350  
P: June Harper –  
0421 046 909

**McAuley Community  
Services for Women**  
(domestic and family  
violence)  
P: 03 9362 8900

**Worn Gundidj**  
(for Aboriginal jobseekers)  
P: 03 5561 5315  
or 0419 365 731  
E: employment2@  
worn Gundidj.org.au

**Highlands  
llen**  
P: 03 4344 4155 | e: admin@highlandslen.org  
**Suite 21 Ballarat Technology Park Central**  
106 – 110 Lydiard Street South, Ballarat  
PO Box 583, Ballarat VIC 3350  
[www.highlandslen.org](http://www.highlandslen.org)



[Accurate as of 1 September 2021]

# JOBS VICTORIA MENTORS



AGE GROUP 15 AND ABOVE | STATE FUNDING

Jobs Victoria Mentors help people to become work-ready and find a job that suits them, they also connect employers with local jobseekers.

## ELIGIBILITY

### For people who:

- have been unemployed for more than six months or more, or
- are unemployed and at risk of long-term unemployment due to challenges when seeking employment, and are not receiving enough support through other services. Challenges may be, but are not limited to:
  - not completed secondary education
  - lack of post-school qualifications
  - little or no local work experience
  - low English language proficiency
  - low literacy (reading/writing)
  - lack of digital literacy
  - lack of knowledge of job search techniques/processes
  - limited social and professional networks that can assist job seeking
  - personal circumstances that make it harder to find or hold down a job such as experience of family violence, unstable housing, homelessness, mental health issues, drug and alcohol dependence
  - low confidence and self-esteem

## ELIGIBILITY CONT'

- are an Australian citizen, a permanent resident or a temporary resident under Australia's refugee and humanitarian program who hold visas with work entitlements.

## COMMITMENT REQUIRED

- Be actively engaged with the services provided. Jobs Victoria services are free and voluntary.

## SERVICES OFFERED

Jobs Victoria Mentors discuss eligibility for support for job seekers, plus provide:

- active job search support, advice and job search mentoring
- help updating skills
- support into a job that suits the job seeker.

For employers looking for staff, help can be provided to plan recruitment and connect employers to ready, local jobseekers.

## SERVICE PROVIDERS:

For Job Victoria Mentors providers in the Highlands region, please see overleaf.



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[Accurate as of 1 September 2021]

# JOBS VICTORIA MENTORS

## SERVICE PROVIDERS:

**McAuley Community Services  
for Women**  
(domestic and family violence)  
P: 03 9362 8900



**AMES Australia**  
(for CALD jobseekers)  
Ballarat Community Health Centre  
12 Lilburne St Lucas VIC 3350  
P: 5338 4500



**Qualify**  
19 Albert St  
Ballarat Central VIC 3350  
P: 03 5332 4792  
ballarat@qualifytraining.com.au



**West @ Work**  
Djerriwarrh - Barkly Square  
25 - 39 Barkly St  
Ballarat VIC 3350  
P: 03 9689 3437



**Westvic Staffing Solutions**  
Suite 3, 106 - 110 Lydiard St Sth  
Ballarat Central VIC 3350  
E: info@westvic.org.au



**Jobs Victoria**  
P: 1300 208 575  
E: info@jobs.vic.gov.au  
Online resources: <https://bit.ly/3ABxVFu>



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[Accurate as of 1 September 2021]

# JOBS VICTORIA ONLINE HUB

AGE GROUP 15 AND ABOVE | STATE FUNDING

The Jobs Victoria online hub matches jobseekers who are ready to work with employers who are looking for skilled and talented workers. Jobseekers can register as a jobseeker, and then receive job alerts that match their skills, experience and location.



## ELIGIBILITY

Register as a jobseeker on the Jobs Victoria online hub if you are:

- legally able to work in Victoria; and
- unemployed or have recently experienced a significant reduction in income; this includes international students and those on student visas.

## SERVICES OFFERED

- Online registration to find work
- Job matching through e-mail, matching job location and preferences
- Links to online resources to help plan job and career options
- Links to resources around pathways to training and apprenticeship opportunities
- Links to online resources to support finances and wellbeing

## COMMITMENT REQUIRED

- Create an account, complete the registration form and update your profile with details about yourself. Regularly check e-mail for correspondence and as required.

## SERVICE PROVIDERS:

### Jobs Victoria

Online resources: <https://bit.ly/3tA45hP>

Technical help with the online hub is provided by Sidekicker:

[support@sidekicker.com.au](mailto:support@sidekicker.com.au)

P: 1800 882 694.



P: 03 4344 4155 | e: [admin@highlandslen.org](mailto:admin@highlandslen.org)

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[Accurate as of 1 September 2021]

# JOBS VICTORIA WORK & LEARNING CENTRE



AGE GROUP 16 AND ABOVE | STATE FUNDING

Job seekers receive professional one on one support and mentoring from a Work and Learning Centre Advisor on job seeking skills, supporting people entering or re-entering the workforce. Whether they are looking for help to apply for jobs, seek training, work experience or career guidance – the Advisors can help.

## ELIGIBILITY

- Possess Australian work rights.

## COMMITMENT REQUIRED

- Meet on a regular basis with the Work and Learning Advisor – a minimum of monthly meetings or more if needed.
- Be an active participant – this is a partnership!
- This service is free and participation is voluntary.

## SERVICES OFFERED

### The Work & Learning Centre offers:

- skills-assessment sessions
- computer classes
- training
- advice on resume preparation, interview techniques and personal presentation
- advice on how to meet the needs of local employers
- workshops on Australian workplace culture

### Advisors will:

- provide one-on-one coaching to support the development of work readiness
- advocate on behalf of their client to other agencies eg. Centrelink or jobactive
- refer job seekers to community service providers to address non-vocational barriers
- assist job seekers to investigate suitable training options
- post placement support after commencement of training or employment

## SERVICE PROVIDER:

**Ballarat Neighbourhood Centre**  
Ballarat South Community Hub  
11 Tuppen Dr Sebastopol VIC 3356  
P: 03 5329 3273



P: 03 4344 4155 | e: admin@highlandslenn.org  
**Suite 21 Ballarat Technology Park Central**  
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[Accurate as of 1 September 2021]

# JOBS VICTORIA YOUTH EMPLOYMENT PROGRAM

AGE GROUP 17 TO 29 | STATE FUNDING

The Youth Employment Program offers 6–12 month roles in Victorian Government departments and agencies.



## ELIGIBILITY

### Participants must be:

- unemployed
- eligible to be employed by the Victorian Government.

## SERVICES OFFERED

- Short training course in public sector administration
- Support and mentoring for job-preparation including advice on resume preparation, interview techniques and personal presentation
- Post-placement support including assistance with job search after the 6-12 employment experience

## COMMITMENT REQUIRED

- Completion of a short training course.
- Participation in employment with a Victorian Government department or agency.

## SERVICE PROVIDERS:

### Jobs Victoria online hub

P: 1300 208 575

Online resources: <https://bit.ly/3hNwufs>



P: 03 4344 4155 | e: [admin@highlandslen.org](mailto:admin@highlandslen.org)

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[Accurate as of 1 September 2021]

# JOBS VICTORIA YOUTH EMPLOYMENT SCHEME (YES)

AGE GROUP 15 TO 24 | STATE FUNDING

The Youth Employment Scheme (YES) provides young people an opportunity to work in the Victorian Public Service for 12 months while completing accredited training. The program is a paid work experience opportunity to develop skills and gain qualifications that can lead to ongoing employment.



## ELIGIBILITY

### YES, participants must be:

- unemployed or not working more than 15 hours per week (participants do not have to be registered with a jobactive provider or receiving assistance from Centrelink)
- not currently undertaking tertiary education
- without a post-school qualification (excluding Certificate level I-IV courses).

The program has a focus on addressing barriers to employment. Priority is given to young people who:

- have left school without completing Year 12 or, in the case of Australian School-based Traineeships, are at risk of leaving school early
- are from culturally diverse backgrounds
- are Aboriginal or Torres Strait Islander
- are at risk of homelessness
- are young offenders
- have a disability
- live in social housing.

## COMMITMENT REQUIRED

- Must make an application through a Group Training Organisation (GTO).
- Participate in paid work experience.
- Participate in relevant accredited training.

## SERVICES OFFERED

YES offers 12-month entry-level traineeship positions in the Victorian Public Service which include paid work experience and accredited training. The opportunity supports young people to learn valuable new skills, meet inspiring mentors and gain the confidence needed to get on a career path.

## SERVICE PROVIDERS:

**Ballarat Group Training**  
Barkly Square  
25-39 Barkly St  
Ballarat VIC 3350  
P: 03 5333 8600

**Skillinvest**  
110 Lydiard St Nth  
Ballarat VIC 3350  
P: (03) 5322 4500 or 1300 308

**Jobs Victoria**  
P: 1300 208 575  
Online resources:  
<https://bit.ly/3hNwufs>

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**llen**

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# SKILLS AND JOBS CENTRE

OPEN TO ALL AGE GROUPS | STATE FUNDING

Your first port-of-call to receive expert advice on training and employment opportunities.



## ELIGIBILITY

The Skills and Jobs Centre is aimed at:

- prospective students
- employers
- industry
- apprentices and trainees
- unemployed or retrenched workers

## COMMITMENT REQUIRED

- As required.

## SERVICES OFFERED

The Skills and Jobs Centre offers advice and a range of services including:

- apprenticeship and traineeship advice
- referral to additional service providers offering welfare support and financial advice
- job search skills and resume preparation assistance
- assistance to identify existing skills with the opportunity to formalise these through Recognition of Prior Learning (RPL)
- access to information on employment trends, industry areas with skills shortages and employment opportunities
- assistance with career and training plans, identifying training qualifications that could be undertaken to make a successful career transition

## SERVICE PROVIDER:

Federation TAFE, Building R, SMB Campus  
20 Grant St Ballarat VIC 3350  
P: 03 5327 6540 | E: [skillsandjobs@federation.edu.au](mailto:skillsandjobs@federation.edu.au)

# SKILLS FIRST RECONNECT

AGE GROUP 17 TO 64 | STATE FUNDING

Skills First Reconnect, delivered by Federation University and BGT Jobs and Training, is designed for people who are keen to explore study and training options, or kick start a career but are unsure where to start. Participants will be provided with wrap-around supports helping to identify future goals, steps to work towards them, addressing any challenges and skill gaps, whilst building resilience and confidence to chase their dreams.



## ELIGIBILITY

Skills First Reconnect is a support program aimed at people aged 17 to 64 who are living in the areas of Ballarat, Hepburn, Moorabool, Horsham, Central Goldfields, Northern Grampians, Golden Plains and Pyrenees.

To access support, the following must apply:

- aged 17 to 64 years old
- did not complete Year 12 or equivalent
- not currently studying
- if aged 16 to 19 years old, can be working casually or part-time
- unemployed for minimum 12 months (if over 19 years of age)

## COMMITMENT REQUIRED

- Be actively engaged with a Case Manager.
- Be willing to address any barriers to education and/or training participation.

## SERVICES OFFERED

Skills First Reconnect will work with clients to identify their individual needs and help them achieve their goals. This could include assisting clients in overcoming the barriers preventing them from enrolling and/or succeeding in formal training or employment. Skills First Reconnect can also support clients to complete an accredited course and utilise work placements to increase employability.

Skills First Reconnect have broken the process down into three steps:

- get help – to know where to start
- get support – receive guidance on where to go next
- get training – increase skills and employability with recognised training

For information or to make a referral:

[www.reconnectballarat.com.au](http://www.reconnectballarat.com.au)

## SERVICE PROVIDERS:

**Federation University Australia SMB Campus**  
Building A, Lydiard St South,  
Ballarat VIC 3350  
P: 03 5327 8240 | F: 03 5327 8423

**Ballarat Group Training**  
Barkly Square  
25-39 Barkly St  
Ballarat VIC 3350  
P: 03 5333 8600



P: 03 4344 4155 | e: [admin@highlandslenn.org](mailto:admin@highlandslenn.org)  
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[Accurate as of 1 September 2021]

# TRANSITION TO WORK

AGE GROUP 15 TO 24 | FEDERAL FUNDING

The Transition to Work service has a strong focus on helping young people understand and develop the skills, attributes and behaviours employers are seeking.



## ELIGIBILITY

Young people who are:

- aged between 15 to 21 and at risk of becoming long term unemployed
- not attending or engaged with school or study
- not working an average 8 hours or more per week

## SERVICES OFFERED

Transition to Work helps young people to:

- link with real jobs
- gain financial assistance with work related costs and further training
- develop practical skills to get a job
- connect with education and training
- find and participate in work experience opportunities
- identify employment opportunities in the local area
- connect with relevant local community services

## COMMITMENT REQUIRED

- To meet regularly with their youth work coach.
- Participate in up to 25 hours per week of relevant employment related activity designed by the young person and their youth work coach.

## SERVICE PROVIDER:

**gforce Employment + Recruitment**  
25 Doveton St North Ballarat VIC 3350  
P: 03 5331 1180  
E: info@gforce.org.au

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