EMPLOYMENT ASSISTANCE

FOR YOUNG PEOPLE IN THE HIGHLANDS REGION

Over the past few years a range of new programs were introduced to our region to assist young people to find employment. In June 2017, the youth unemployment rate for Ballarat was 7.5%, and the Australian average was 11.4%. (ABS, June, 2017) This resource will help young people and the professionals working with them to navigate the complex suite of services available to support young people to find employment.



The government funded programs covered in this resource are:

- Digital Industry Mentor Service
- Disability Employment Service
- Empowering YOUth
- Empower Youth Initiative Ballarat Youth Power
- jobactive
- Jobs Victoria Employment Network (JVEN)
- Skills First ReConnect
- Skills and Jobs Centre
- Transition to Work
- Youth Jobs PaTH Employability Skills Training
- Work and Learning Centre Next Steps

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.

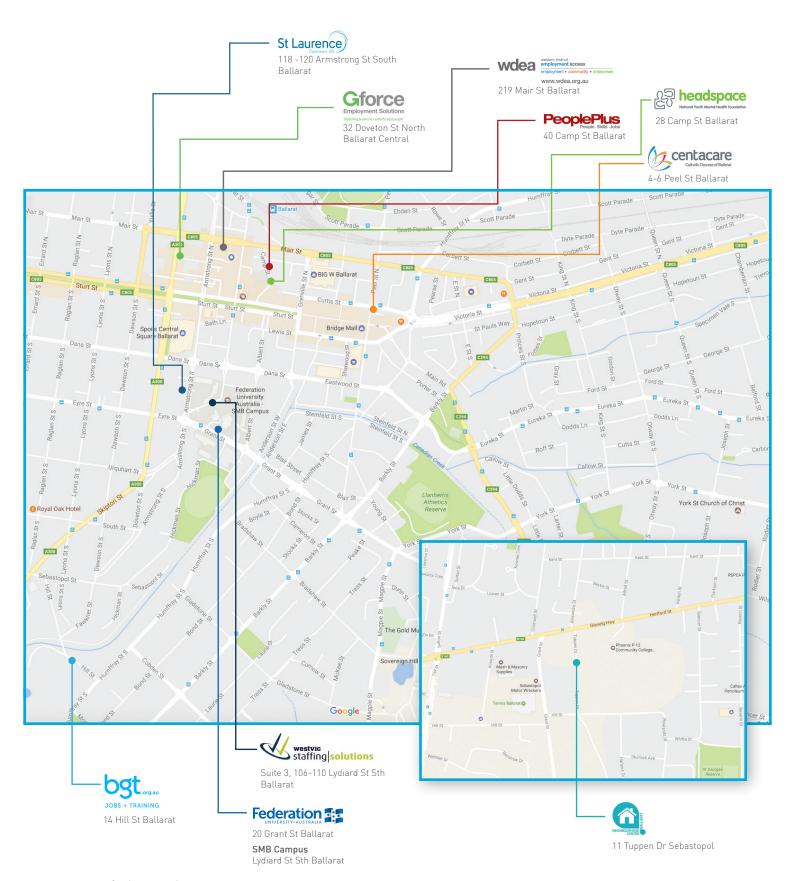
For enquiries regarding programs, please contact the service providers or Highlands LLEN.



Highlands Local Learning and Employment Network
P: 4344 4154 | e: info@highlandsllen.org

Suite 21 Ballarat Technology Park Central 106 – 110 Lydiard Street South, Ballarat PO Box 583, Ballarat VIC 3350 www.highlandsllen.org

PROGRAM LOCATIONS





TRANSITION TO WORK

AGE GROUP 15 TO 21 | 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

32 Doveton St North Ballarat VIC 3350 P: 03 5333 5730 | 1800 436 723





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 University Australia SMB Campus 20 Grant St Ballarat VIC 3350 P: 03 5327 6540 | E: skillsandjobs@federation.edu.au





JOBS VICTORIA EMPLOYMENT NETWORK (JVEN)

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

JVEN 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

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

SERVICES OFFERED

JVEN 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

Please refer to the 'Futures Program' flyer from Quality.

SERVICE PROVIDERS:

Westvic Staffing Solutions

Suite 3, 106 - 110 Lydiard St Sth Ballarat P: Leanne Parker - 0429 899 065 E: lparker@westvic.org.au



Qualify
Paul Harrip
M: 0419 935 046
E: paul@qualify.com.au



SKILLS FIRST RECONNECT

AGE GROUP 17 TO 64 | STATE FUNDING

Skills First Reconnect, delivered by Federation University and Ballarat Group Training (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

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 14 Hill St Ballarat VIC 3350 P: 03 5333 8600





WORK & LEARNING CENTRE NEXT STEPS

AGE GROUP 16 AND ABOVE | STATE FUNDING

Job seekers receive professional one on one support and mentoring from a Work and Learning 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

- Must not be enrolled in school.
- Possess Australian work rights.

COMMITMENT REQUIRED

- Meet on a regular basis with the Work and Learning Advisor – either weekly or fortnightly 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







EMPOWERING YOUTH

AGE GROUP 15 TO 24 | FEDERAL FUNDING

The Empowering YOUth Initiative available in the Highlands region is a Digital Work and Study Service that 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 online chat, 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

www.headspace.org.au/young-people

SERVICE PROVIDER:

headspace

P: 1800 810 794

Chat online: digitalworkandstudy.org.au

Online resources: headspace.org.au/young-people





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.



FI IGIBII TY

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

See overleaf for Services Offered. \rightarrow

SERVICE PROVIDERS:

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



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



PeoplePlus

40 Camp St Ballarat VIC 3350 P: 03 5333 6100 | 1800 773 338 www.peopleplusaustralia.com.au



St Laurence Community Services

118 - 120 Armstrong St Sth Ballarat VIC 3350 P: 03 5273 2260 | 1800 755 627 E: jobactive.ballarat@stlaurence.org.au



Western District Employment Access

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



western district employment access

employment • community • enterprises

www.wdea.org.au



EMPOWER YOUTH INITIATIVE BALLARAT YOUTH POWER

AGE GROUP 15 TO 25 | STATE FUNDING

The Empower Youth Initiative in the Highlands region is the Ballarat Youth Power project. Ballarat Youth Power aims to bring together the resources of Centacare Ballarat and headspace Ballarat to provide holistic assistance for vulnerable and disadvantaged young people. The project aims to build young people's resilience and positive self-concepts, improve health, wellbeing and social connection and develop their skills for work and career pathways.



ELIGIBILTY

For young people who are:

- at risk of disengagement from family and community, or
- at risk of anti- social behaviours
- wanting some assistance to improve their health and well being
- requiring help to find a way back to school, enter training or secure employment

SERVICES OFFERED

- Help to connect with health workers, doctors and youth support services.
- Assistance with training and education and returning to school where appropriate.
- Assistance to develop motivation and career goals, increase employability skills.
- Help to develop resumes, job applications, interview skills.
- Access to volunteer work, work trials, work placements.
- Support to link to community supports and join community groups.
- Meet with Centacare's Ballarat Youth Power worker at headspace in Camp St Ballarat.

COMMITMENT REQUIRED

- Meet regularly with the Youth Worker.
- Be actively engaged with the services provided.

SERVICE PROVIDER:

Centacare Employment

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





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.



ELIGIBILTY

Young people may be eligible to take part in Employability Skills Training (EST) if they are aged 15 - 24, are on income support, are registered with jobactive and have mutual obligation requirements. 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 | F: 03 5327 8423 E: college@federation.edu.au Westvic Staffing Solutions
Suite 3, 106 - 110 Lydiard St Sth Ballarat
P: Leanne Parker - 0429 899 065
E: lparker@westvic.org.au







DIGITAL INDUSTRY MENTORING SERVICE

AGE GROUP 17 TO 24 | 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.



ELIGIBILTY

Young people aged 17 to 24 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. webchat, 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

Chat online: digitalworkandstudy.org.au

Online resources: headspace.org.au/young-people





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.



ELIGIBILTY

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 their assessed work capacity

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.



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

Ballarat Business Centre 15 Dawson St South Ballarat VIC 3350 P: 1300 034 997 (Services Ballan area)

Atwork Australia Pty Ltd

Office 2, 6/3 Peel St South Ballarat VIC 3350 P: 1300 080 856

AXIS Employment

15 Albert St Ballarat VIC 3350 P: 03 5331 4898 (Services Wendouree, Daylesford, Ballan 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

Ballan & District Community House and Adult Centre

143 Inglis St Ballan VIC 3342

Beaufort Community House and Learning Centre

72 Neill St Beaufort VIC 3373

Lerderderg Library

215 Main St Bacchus Marsh VIC 3040 P: 13 28 48

GForce

32 Doveton St North Ballarat VIC 3350 P: 03 5333 5730 (Services Ballan 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

72 O'Shanassey St Sunbury VIC 3429 P: 03 9217 9200 (Services Bacchus Marsh area)

OCTEC Limited

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

PeoplePlus

40 Camp St Ballarat VIC 3350 P: 03 5333 6100 (Services Daylesford and Ballan 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)



