

Job Network has achieved what it was set to achieve: Delivering a better employment service and creating more jobs at a lower cost than the old C.E.S.

Job Network success is highly recognised not only by employers, jobseekers, community groups within Australia but also by the O.E.C.D.

Employers, jobseekers and community have become more comfortable with Job Network.

Most employers we have been in contact with agree Job Matching and post-placement support are quite beneficial for them.

Employers can save substantial recruiting cost by using Job Network. This factor, together the financial assistance (e.g: employment bonus) offered by Job Network members, encourage employers to take on more people and create more jobs.

The competitive environment is good as it encourages better quality services.

Employers found quicker response to their vacancy advertisements as Job Network providers compete to achieve better outcomes.

Jobseekers have more confidence in Job Network as their individual needs are taken into account when negotiating the Schedule of Agreed Activities and Intensive Assistance Support Plan.

Job Network allows flexibility in service delivery, which is great, as providers can use their own resource to help jobseekers in many different ways. For example, providers can purchase training program to improve jobseekers skills, to pay for travelling expenses, to pay for the renewal of driver's licence, to pay for jobseekers grooming before going for job interviews, etc.

The code of conduct is useful as it helps maintain public confidence in the Job Network.

Contract management branch is vital to the success of the Job Network as it ensures public accountability, maintains public confidence and ensures Job Network members deliver the services in a professional manner.

#### AREAS WHERE THINGS COULD BE IMPROVED:

The assessment of jobseekers (conducted by Centrelink) to determine funding level, should take into account the fact that some jobseekers may not be willing to

disclose personal problems at their first interview with Centrelink. It would be good if Centrelink staff could explain to Jobseekers the importance of the assessment.

In terms of future purchasing policy, we support the idea of having a longer contract because it ensures stability in the industry, maintains staff morale and allows providers to invest in infra-structure.

Vu Nguyen  
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