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## **Productivity Commission Independent Review of Job Network**

### **Response To Proposal To Abolish General Job Matching.**

#### **Background**

Your Employment Solutions is a Job Network Provider delivering Job Matching and Intensive Assistance Services in 10 sites in Outer Metropolitan, Regional and Rural Victoria.

Your Employment Solutions has been involved in Labour Market Programs since 1992 and has been a Member of the Job Network since it's inception.

In ESC1, YES delivered Job Matching only from two sites and Intensive Assistance and Job Matching from one site. The delivery of Job Matching only was not financially viable. However, in ESC2 the delivery of Job Matching with Intensive Assistance makes an important financial contribution to the viability of this organisation.

Your Employment Solutions rejects the view that general job matching should be abandoned for the following reasons:-

1. The Job Network provides labour market assistance to jobseekers not provided elsewhere. Our experience is that jobseekers do not possess universal skills or ability in job search and need individual attention. Such services includes free resume services, printing, photocopying, fax, expanded access to and instructions in use of touch screen facilities, skills assessment, job seeking advice and direction.
2. Job Matching provides a gateway to the wider Job Network and allied services. Providing Job Matching services facilitates the identification of job seekers requiring additional support services and their engagement into other programs such as Intensive Assistance or NEIS. As such it provides a pathway for early intervention.
3. Within our organization, Job Matching is an integral strategy for assisting our Intensive Assistance jobseekers into sustainable employment. Approximately 30% of our Job Matching outcomes are for placing our Intensive Assistance clients.
4. Our placement of IA clients into Job Match positions has increased by 100% over the past 12 months. This increase has occurred because Job Matching has allowed us to broaden and deepen our relationship with employers. These relationships have been fostered to create opportunity for Intensive Assistance clients that otherwise would not exist.

Due to the development of a relationship through Job Matching we are far more likely to persuade an employer to consider applicants who require some training, or who have been unemployed for long periods of time etc. Our experience is that employers are also more likely to work with us on post placement support to ensure the sustainability of the placement.

5. Job Matching enables market branding, in that we market ourselves as an organization with a broad range of job seekers providing the best person for the job. Abandonment of Job Matching potentially leads to marginalization and the perception that Job Network Companies are organizations that only work with long term unemployed people.

This perception has potential impact on employers and job seekers. Employers clearly want to ensure that they have the best possible candidate selection available. Job seekers may be reluctant to become involved in a Job Network identified as being specifically for people with major employment barriers.

6. The provision of Job Matching services facilitates a more positive environment for Intensive Assistance clients. Exposing clients to a flow of vacancies assists clients, particularly those who are long term unemployed; regain optimism in their job search and in their personal development.
7. Job Matching Services are largely used by small to medium business (approximately 95% in our business) Using private labour hire is not part of their business strategies. For most employers using job matching private Labour Hire companies are not a substitute.
8. Small employers particularly, report their need for free job matching services. For many often the transition when growing from self employed to employing others is challenging. The support and information provided by Job Network through Job Matching can often be the key that encourages employers to consider growth and create positions within their business.
9. Job Matching actively allows Job Network companies to intervene in the labour market place to provide greater opportunities for long term disadvantaged clients, particularly Intensive Assistance clients.
10. Job Matching can make a critical contribution to provider viability and allows the provider to make available greater resources to jobseekers than otherwise might be the case.

Yours sincerely,

Barry Smith  
**DIRECTOR**