

55
Sheryl Scarlett
Employment Relations
Committee
House of Rep's
Parliament House
Canberra
2600

Thursday 28th August 2003
Lynne Pamela W Mitchell
Unit 9/Building 1
Bega Court
cr Boodle st + Kogarah
Lane
Reid 2611

Dear Sheryl

I spoke to you on the telephone this morning about the committee.

Its been some years since I've been to the rural areas such as Goulburn and Orange and Young, but Orange and Goulburn are limited in employment as well as facilities, Young has grown in the employment agencies with Oz Jobs replacing Employment National, but similar to this region the touch screens & internet and system and the employment contracts need reviewing, and some employment agencies dont reply to the results of interviews or job applications for many months.

According to Cardrelink who prepares the contracts for the job seekers with a nominated job network member

most are chargeable except with exceptional circumstances and usually full time Monday to Friday which doesn't leave much time for approvals of voluntary work or actually doing voluntary work. In Canberra Caloola, Quest, IPA, are the most frequently used job network members. Employment National closed, and Mission Australia is limited to few areas though the facilities are good the amount & type of jobs are not a lot, Wesley Employment & Salvation Army Employment Plus are only located in Queanbeyan for the Canberra region which isn't very good.

Most of Wesley, Quest & Caloola + IPA are limited to one touch screen or internet cafe and one internet computer, most have more. There used to be a company print out for the jobs the network member has rather than to search the entire network of all the job network members for today's jobs & all the jobs in the region.

P3.

The contracts for drafts to different areas within the same network are also difficult to resolve.

Most of these issues about facilities contracts, conduct, & the contracts & forms via conduct & employment agencies for complaints to Dept of Workplace Relations & Small business & responses, & the design of the job network system need improvements or restructure, and so does the design of the personal page & access to amendments & the profile.

My own circumstances is that I was using Caloola at Tuggerahong as a job network member before the changes in July 2003 & when there was a print out for today's jobs & current jobs, but the network & internet was limited to one computer that worked & the case manager didn't have the time for difficulties, so I transferred to Woden still with Caloola, but it was similar then in July the system altered & there was no job network print outs of the jobs only

one internet browser for the jobs & the touch-screens & the personal page of the jobseeker's computer which was more time consuming.

Then recently when I started work, my/ the job network system and certificate system wasn't active & I couldn't access my resume or job network system so the case manager said probably I'd have to wait until September when I had my certificate appointment to get my system back up or if they phone to query why it isn't working & possibly the contract would be cancelled & when I have my appointment I will have another job network contract from that date (until according to certificate for 2 years, instead of January 2004).

I mentioned I want to change to Quest who though has limited net facilities etc replies to job applications with a letter, which so far Calceola hasn't. But, I'm not sure still yet if this is possible, so I wrote to the Dept of Employment Workplace Relations

Small Business & telephone and
 I'm still negotiating this or finalising
 until September 2003.

I think there should be more
 flexibility for this or at least the forms
 for complaints to be displayed when
 available at Cerduelink & the employment
 agency.

I hope this letter helps with your
 Committee submissions.

To the subject of increasing the
 level of participation in paid work
 in Australia, the availability of
 work, the area, a casual part time &
 full time work, transport & hours, &
 the applicants versus demand eg if
 there's more applicants than jobs,
 obviously not everyone will be at
 work.

The assistance, incentives &
 obligations for income support
 recipients, would be travel concessions
 for jobseekers, or bus tickets, rebates

P6

on some services which aren't available to H.C.C. holders, pensioners get a telephone rebate though not a large amount, electricity & gas, jobseekers & H.C.C. holders at the moment don't get the same rebates or concessions, rent is rebated & welfare is available & the motivation is basically, do that or you won't get any money to live on.

Thank you

Sincerely

Lyne.