

JOBS VICTORIA EMPLOYMENT SERVICES

Funding Guidelines
January 2021

A photograph of a woman with grey hair tied back, wearing a black chef's uniform, smiling in a kitchen. The image is partially obscured by colorful geometric shapes (triangles) in shades of teal, yellow, and pink.

JOBS VICTORIA

1 PURPOSE OF THESE GUIDELINES

The purpose of these guidelines is to assist organisations applying for funding to deliver Jobs Victoria Employment Services for the period July 2021 to June 2023. Applications for funding will follow a two-stage process, and these guidelines will apply to both stages. The two stages are (1) an Expression of Interest, followed by (2) a full application by invitation.

The Department of Jobs, Precincts and Regions (DJPR) may negotiate with applicants to ensure geographic coverage and adequate services delivery to priority target groups. DJPR may also seek to facilitate connections between applicants to ensure comprehensive service delivery in a particular region.

Further information, including a link to the Expression of Interest application form is available at jobs.vic.gov.au/employment-services



2 INTRODUCTION

The Victorian Government has invested \$619.4 million to support to Victorian jobseekers into work through expanded and improved Jobs Victoria services as part of the 2020-21 State Budget.

Central to this new investment is the delivery of personalised employment support to long-term unemployed jobseekers and jobseekers at risk of being long-term unemployed through a network of Jobs Victoria Employment Services. These services will employ expert Jobs Victoria Mentors who will work with jobseekers to get them work-ready and connect them to jobs. The investment in local employment services represents a trebling of the existing investment in these services. Other elements of Jobs Victoria are:

- **Wage subsidies** to create employment opportunities for jobseekers with a focus on the people who need it most.
- **Jobs Victoria Advocates** working in the community to connect jobseekers to information, advice and support.
- **Jobs Victoria Career Counsellors** offering career guidance and vocational counselling to Victorians who need support to understand their work/career options and who lack access to professional career counselling.
- **Online platform and telephone hotline support** as a virtual employment connection and navigation hub to provide advice and connect jobseekers to local services that can support them to be work-ready and gain employment.
- **Investing in social procurement** to maximise the jobs flowing from government spending.
- **Place-based approaches** that will compliment other Job Victoria services by supporting local leadership and solutions to unemployment.

Further information and background on these initiatives can be found at www.jobs.vic.gov.au. Jobs Victoria Employment Services will be connected to these initiatives to leverage employment opportunities generated and deliver comprehensive support to jobseekers.

DJPR is responsible for the implementation of Jobs Victoria.

3 OBJECTIVES

Jobs Victoria Employment Services aim to:

- increase employment and economic inclusion of Victorians who are long-term unemployed or at risk of long-term unemployment
- build the work-readiness and resilience of jobseekers to gain and sustain work that meets their needs and aspirations
- support Victorian employers to meet their skills and labour needs by connecting them to suitable Jobs Victoria jobseekers
- deliver broad benefits to jobseekers, their families and communities through their increased social and economic engagement
- complement and address gaps in existing services, including Commonwealth employment services.



4 WHAT SERVICES WILL BE FUNDED THROUGH THIS PROGRAM?

4.1 Key features of Jobs Victoria Employment Services

The Jobs Victoria Employment Services model has proven to be effective in supporting long-term jobseekers and those at risk of long-term unemployment to secure work. Key features of the model include:

- **Voluntary participation:** The participation of jobseekers in Jobs Victoria programs is voluntary.
- **A focus on long-term jobseekers:** The model focuses on jobseekers who require additional assistance to gain and retain employment.
- **Flexible, outcome-focused support:** The model provides a level of flexibility allowing services to be tailored to suit the individual needs of jobseekers and the workforce needs of employers while retaining **a strong focus on employment outcomes**. Jobs Victoria programs offer eligible jobseekers bespoke and targeted assistance based on their specific needs and circumstances, including pre-employment and post-employment support.
- **Strong employer engagement:** Jobs Victoria services are underpinned by strong connections with employers, assisting employers to meet their workforce needs by connecting them to jobseekers that will suit their business. As well as matching jobseekers to vacancies, Jobs Victoria services work with employers to design and deliver customised pre-employment preparation and skill development strategies that are tailored to employers' needs.
- **Collaborative local delivery:** Local partnerships with other State and community support services including education, vocational training, housing, mental health and correctional services support the development of employment pathways for jobseekers with complex or multiple needs.
- **Place-based services tailored to local labour market needs and opportunities:** Place-based approaches that consider local employer needs, local labour markets and opportunities and are linked with other local services and supports are generating sustainable outcomes for participants and providing value for money for government.

Jobs Victoria Employment Services are delivered by employment specialists – Jobs Victoria Mentors – who work closely with employers to identify job opportunities and prepare jobseekers for those roles.

4.2 Key activities

Jobs Victoria Employment Services are not prescriptive in the support to be provided to jobseekers. Instead, services will deliver employment assistance that is tailored to the individual needs of eligible jobseekers (see Section 4.3). Key activities to be delivered by the services will include but not be restricted to:

- engaging with jobseekers to understand their circumstances and assess their work readiness and support needs
- pre-employment support tailored to the needs and aspirations of the jobseeker, including broad 'employability' skills as well as job-specific skills training
- personal support to address non-vocational barriers (e.g. health, housing, drug and alcohol dependence, childcare, transport) in collaboration with community support services
- connection to vocational skills training
- connection to English language, literacy and numeracy support
- active job search support and job search mentoring
- preparation for interviews including assistance with appropriate clothing/grooming and travel to interviews
- active engagement with employers to identify suitable employment opportunities and match jobseekers to roles
- job-matching and placement into employment
- post-employment support to employees (jobseekers) and employers.

Funded organisations will be encouraged to deliver support in ways that suit the needs of jobseekers and employers.

All funded organisations will be expected to achieve employment outcomes for an agreed number of jobseekers.

The following activities will not be supported:

- duplication of existing services
- research projects or feasibility studies
- establishment of new organisations
- retrospective activities
- capital works
- activities that displace existing workers or contravene industrial or other laws.

4.3 Jobseeker eligibility

Jobseeker eligibility

Eligibility for support through Jobs Victoria Employment Services is restricted to Victorian jobseekers¹ who are either long-term unemployed (over six months) or at risk of long-term unemployment due to employment barriers and **who lack adequate support through other services** including Commonwealth Government employment services. Barriers to employment may include, but are not limited to:

- not completing 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 limit employment options or that hinder job searching and/or holding down a job (e.g. experience of family violence, unstable housing/homelessness, mental health issues, drug and alcohol dependence)
- low confidence and self-esteem.

Jobseekers in receipt of Commonwealth employment services, who are long-term unemployed or at risk of long-term unemployment, are eligible for Jobs Victoria Employment Services if they require additional, more personalised employment support than is available to them.

¹ Jobseekers must be residents in Victoria, and either Australian citizens, permanent residents or temporary residents under Australia's refugee and humanitarian program who hold visas with work entitlements.

Targeting of support

Jobs Victoria Employment Services will target places and communities with high levels of unemployment, with the nature of support tailored to the needs of local jobseekers.

A key element of Jobs Victoria Employment Services will be tailored support to clients of other Victorian Government services, recognising that employment and economic participation are invaluable to driving achievement of outcomes across multiple Victorian Government policy objectives. This includes:

- multicultural communities, especially refugees and asylum seekers who experience high unemployment
- Victorians experiencing mental health issues
- ex-offenders, youth justice clients and others in contact with the justice system
- people with disability who lack adequate support through Commonwealth employment services
- young people leaving state care
- social/public housing residents
- women experiencing family violence
- veterans.

Consistent with the Victorian Government's commitment to Aboriginal self-determination, specialist Jobs Victoria Employment Services supporting Aboriginal jobseekers will be established in mid-2021 following further consultation with Aboriginal communities.

5 HOW WILL THE PROGRAM BE DELIVERED?

DJPR will provide funding to suitably skilled and experienced organisations to deliver Jobs Victoria Employment Services until June 2023.

Jobs Victoria Employment Services will be delivered under two streams:

1. Core Services

Core Services will be delivered in each of 15 identified regions (six metropolitan and nine regional), focusing on areas with high concentrations of unemployment. Regional and metropolitan maps are provided at **Attachment 1**. Core Services are diversified services that are open to all eligible jobseekers (see section 4.2) and which leverage strong connections with employers to deliver employment support and job outcomes for jobseekers.

Delivery of Core Services across the state will ensure that intensive and tailored employment support is available to every eligible Victorian jobseeker. Core services must be able to support all eligible jobseekers in a region, including through provision of culturally safe and responsive services.

2. Specialist Services

Specialist Services will complement and work in concert with Core Services to:

- meet the needs of specific groups of jobseekers facing barriers to employment where a strong case can be made that a specialist service will be more effective in delivering outcomes for those jobseekers through increased tailoring of support and connections to other relevant services;
- OR
- meet the needs of employers in industries offering strong employment opportunities, where specialist services will enable delivery of outcomes that would be difficult to achieve through Core Services.

For example, a Specialist Service may be established to support jobseekers with professional qualifications to gain work that utilises their skills and qualifications. Such a service may target recently arrived migrants or jobseekers with a disability who have been unable to secure work that matches their qualifications and who lack work experience.

Specialist Services will work collaboratively with Core Services to ensure that jobseekers are connected to the service most appropriate to their needs and to share employment opportunities. Services will also be connected via local Communities of Practice.

Note: A separate funding process will establish specialist Aboriginal Jobs Victoria Employment Services. More information will be provided in early 2021.

5.1 Charter of Service

A Jobs Victoria Employment Services Charter of Service (see **Attachment 2**) sets minimum standards of customer service that a Jobs Victoria client can expect from a Jobs Victoria Employment Service.

Each funding recipient is expected to commit to the Charter of Service, with this commitment reflected in funding agreements. Assessment against Key Performance Indicators (KPIs) will be undertaken by DJPR as part of annual performance reviews and as part of formal evaluation of the program by independent evaluators.

The Charter of Service will support efforts to establish Jobs Victoria as a provider of high-quality employment services to both jobseekers and employers.

5.2 Links with other programs

Jobs Victoria Employment Services will be required to work collaboratively with other services in order to maximise positive outcomes for clients and avoid duplication. Relevant services include, but are not limited to:

- other employment programs and initiatives delivered through Jobs Victoria
- vocational training and education delivered through TAFEs, Learn Local and other registered training organisations
- relevant Victorian Government and community sector support services delivering support in the areas of health, mental health, housing, disability, justice, drug and alcohol dependence, family support, multicultural affairs, family violence, youth, and Aboriginal services
- Commonwealth Government employment services including jobactive, Disability Employment Services and Transition to Work
- Skills and Jobs Centres
- Local Learning and Employment Networks
- Skills First Reconnect and other education and training services.

6 ELIGIBILITY TO APPLY FOR FUNDING

Organisational eligibility

To be eligible for funding, an applicant must be an incorporated entity with an Australian Business Number (ABN), have a significant organisational presence in Victoria, and have enough dedicated resources to manage the proposed service. Applications are encouraged from organisations with appropriate experience in supporting unemployed Victorians into work.

Organisations with contracts to deliver employment assistance under the Commonwealth's jobactive program will only be considered for funding in areas outside the region/s for which they have a jobactive contract. For example, if an organisation is funded to deliver jobactive services in the Barwon region, they may only be considered for delivery of a Jobs Victoria Employment Service outside the Barwon region.

Any organisation with a contract for delivery of employment and/or employment-related services under Commonwealth or Victorian Government programs must demonstrate clearly how the funding would not duplicate existing services and would result in additional services.

Applications from consortia are encouraged. A lead applicant/organisation will need to be identified and should lodge one application on behalf of the consortium.

Applicants are encouraged to establish formal links with other Core and Specialist Services providers in their region. DJPR will facilitate introductions between short-listed applicants following the Expression of Interest stage and prior to the completion of the full Application stage of the application process to facilitate this process.

7 FUNDING

7.1 Service delivery funding

Funding for delivery of Jobs Victoria Employment Services will be linked to the achievement of employment placements/commencements and employment outcomes. An employment outcome is a job that is sustained for a minimum of 26 weeks. Employment outcomes may be full-time or part-time depending on the needs of jobseekers and employers. Full-time employment is defined as placement of a jobseeker into ongoing employment for at least 30 hours per week for a minimum of 26 weeks. Part-time employment is defined as 15-29 hours per week.

Evidence of achievement of employment placements/commencements and employment outcomes will be required.

The grant agreement will specify the payment arrangements, but an indicative payment schedule is as follows:

Funding component	Indicative funding amount	Payment timing	Payment conditions
General Service Funding	30 per cent of total funding	Paid up-front on signing of contract.	<ul style="list-style-type: none"> Agreement to terms and conditions of funding agreement <p><i>NOTE: DJPR may vary the timing of this payment depending on the financial risk rating of the funded organisation.</i></p>
Outcome Funding	65 per cent of total funding	Paid on the achievement of employment outcomes.	<ul style="list-style-type: none"> Tied to the delivery of: <ul style="list-style-type: none"> Employment commencement/ placement. (32 per cent of total funding). 26-week employment outcome (33 per cent of total funding). Payments made on acceptance of evidence of outcomes.
Completion Funding	5 per cent of total funding	Paid on completion of contracted services.	<ul style="list-style-type: none"> Achievement of all contracted milestones. Services meet standards as defined in the Charter of Service. Delivery and acquittal of all required program reporting. Complete and accurate data entry into program grant management system.

There is no fixed funding rate/price for the delivery of Jobs Victoria Employment Services. Costs will vary with the needs of jobseekers to be assisted and the service model proposed by the service delivery organisation. Expressions of Interest must include the proposed number of employment outcomes to be achieved for the funding sought, and justification that the funding sought provides good value for money. See section 8.1 for Selection Criteria.

7.2 Flexible Jobs Pathways Funding

In addition to funding for service delivery (as outlined in section 7.1), all Jobs Victoria Employment Services (funded partners) will have access to a Flexible Job Pathways Fund to help address vocational and non-vocational barriers of jobseekers with multiple and complex needs.

Funds will be paid to funded Jobs Victoria partners to purchase goods and/or services that will directly benefit jobseekers and make it easier for them to gain employment, such as transport, emergency accommodation, work related clothing and equipment, digital communications/IT costs required for job search/employment (e.g. mobile phone data), allied health services where access to Government funded services is not available in a suitable timeframe, and workplace related certifications such as Working with Children Checks, vehicle licences, and first aid certificates.

The quantum of Flexible Funding will be negotiated with each funded organisation but is expected to equate to \$3,000 per person for up to ten per cent of registered jobseekers. Funded Jobs Victoria partners will be able to determine to which of their clients Flexible Funding will be applied, and to determine the value of funding allocated to each jobseeker.

Jobs Victoria funded partners will be required to make maximum use of funding and support services available to jobseekers through other government (Commonwealth, State and Local) or community programs before utilising Flexible Funding. Operational guidelines and funding agreements will specify further details about use of the Flexible Jobs Pathways funding.

7.3 Funding duration

Funding will be available to support service delivery for the period July 2021 to June 2023, subject to a mid-point review to evaluate performance-to-date and continued labour market need for the service.

8 APPLICATION AND ASSESSMENT PROCESS

Applications for Jobs Victoria Employment Services funding will follow a three-step process:

Step 1: Expressions of Interest

Expressions of Interest for Jobs Victoria Employment Services funding will open on 13 January 2021 and close on 17 February at 5.00pm. An online Expression of Interest form is available on the Jobs Victoria website at jobs.vic.gov.au/employment-services.

Expressions of Interest will need to indicate the number of jobseekers to be supported through the proposal, and the number anticipated employment outcomes (people supported into work and people supported into work that is sustained for at least 26 weeks).

Expressions of Interest will be assessed against the Selection Criteria (see below) by Victorian Public Service staff. The level of detail required at the Expression of Interest stage will be less than that required at the full application stage.

Advice will be sought from regional offices and other Victorian Government departments as required.

At this stage, the department may negotiate with applicants on the number of employment outcomes proposed, level of funding, geographic coverage and target groups. DJPR may also seek to facilitate connections between applicants to ensure comprehensive delivery in a particular location.

Step 2: Full applications

Applicants whose proposals are supported at Step 1 will be invited to submit a full application to DJPR, detailing the funding sought, proposed methodology, proposed staffing, partnerships, and budget. Applications will respond in greater detail to the Selection Criteria and will need to indicate the anticipated employment outcomes (including the number of jobseekers to be assisted, supported into work and supported into work that is sustained for at least 26 weeks).

Applicants will be required to provide documentation to enable the completion of a Financial Risk Assessment. This will include audited financial reports for the last three years, a current business plan and financial projections for the next three financial years.

DJPR may negotiate with applicants to ensure geographic coverage and adequate services delivery to priority target groups. DJPR may also seek to facilitate connections between applicants (particularly between Core Services and Specialist Services applicants) to ensure comprehensive service delivery in a particular region.

During this stage, applicants may be invited to meet with DJPR to discuss their application.

Step 3: Assessment

DJPR will assess applications, in consultation with regional offices and other government departments.

8.1 Selection criteria

Applications will be assessed against the following selection criteria:

Responsiveness to labour market need: The proposal demonstrates a labour market need that will be fulfilled by the proposal. The proposal demonstrates an understanding of the labour market needs and opportunities of priority groups in a particular location.

Sound approach/methodology to achieve employment outcomes: The proposal clearly describes the activities proposed to prepare jobseekers for employment, link them to job opportunities and maximise ongoing employment.

Demonstrated experience in delivery of effective assistance to long-term jobseekers: The proposal provides examples of past achievement in the delivery of employment services to long-term unemployed jobseekers and those facing barriers to employment.

Demonstrated understanding of and experience in working with employers to achieve sustainable employment placements for unemployed people:

The proposal provides examples of past experience working with employers and demonstrated evidence of partnerships with employers to deliver employment outcomes.

Organisational capacity: The proposal demonstrates the current capacity of the organisation and its partners, including infrastructure, to successfully deliver on the proposal.

Commitment to collaborative service delivery: The proposal provides evidence of collaboration with other agencies to deliver employment outcomes for jobseekers and articulates productive and complementary relationships with other services that will support clients to increase their work-readiness.

Value for money: Applicants must demonstrate how the proposed outcomes justify the funding sought.

Applicants will also be assessed against the following criteria depending on which service stream they are applying:

Core Services: Applicants for Core Services funding must demonstrate an ability to deliver employment support and services to a range of jobseeker cohorts and industries. They must be able to deliver services that are inclusive and responsive to the needs of different jobseekers. They will also demonstrate strong connections with diverse employment and related services.

Specialist Services: Applicants for Specialist Services funding must demonstrate strong connections with their target jobseeker cohort/industry. They must demonstrate a capability and plan for delivering effective outreach and tailored employment support for their target cohort/industry.

At the full application stage (Step 2), applicants will also be required to:

- demonstrate strong partnerships with employers in industry sectors offering employment opportunities
- provide details of locations of service delivery

9 GRANT APPROVAL AND GRANT AGREEMENT

The Minister for Employment is responsible for the approval of grant funding. Subject to acceptance of a formal letter of offer sent from the Minister to a successful applicant, a legally binding grant agreement will be prepared describing the services to be delivered, proposed outcomes, milestones, timeframes and conditions of payment. Services can only commence once the agreement is executed by both parties.

DJPR reserves the right to withdraw the offer of funding if the grant agreement is not finalised or if the project has not commenced within a specified timeframe.

9.1 Reporting and other requirements

Successful applicants will be required to:

- report on service delivery, as specified by DJPR, including details of jobseekers assisted, activities undertaken, referrals and follow-up of jobseekers using the information system required by the department
- cooperate with DJPR in communicating and promoting the benefits of the program, such as the preparation of media releases and case studies
- cooperate with DJPR in regard to training (e.g. in departmental systems and standards) and in communities of practice/collaborative delivery with other services
- consult with DJPR prior to the publication of any promotional materials relating to Jobs Victoria
- liaise with DJPR to coordinate any events or announcements related to the activity
- provide annual company and financial reports as contracted and upon request
- contribute information on outcomes for use in program evaluation reviews and/or marketing materials
- cooperate fully with audit activities and evaluations undertaken either during or after the completion of the program
- acknowledge financial and any other support from the Victorian Government according to the Acknowledgement and Publicity Guidelines as amended from time to time, which can be found at <https://www.vic.gov.au/brand-victoria-guidelines-logos>.

9.2 Negotiation on grant funds

DJPR reserves the right to negotiate with recommended applicants on the number of employment outcomes contracted and level of funding. DJPR may also seek to facilitate connections between applicants to ensure comprehensive delivery in a particular region.

Payment of grant funds is only to be made following documented evidence of milestone conditions being met. The approval and allocation of funding will comply with the Financial Management Act.

9.3 Confidentiality

The department will, to the extent permitted by law, treat all information as strictly confidential and commercial-in-confidence where relevant. Any personal information will be managed in accordance with the published Privacy Policy, which can be found at <https://www.business.vic.gov.au/privacy>.

10 CONTACT AND FURTHER INFORMATION

For more information

Jobs Victoria website: <https://jobs.vic.gov.au/>

Email: jobsvictoria@ecodev.vic.gov.au

Phone: 1300 208 575

Please note that engagement with the department or any Victorian Government representative does not constitute endorsement of any application for funding.



ATTACHMENT 1: JOBS VICTORIA EMPLOYMENT SERVICES REGIONS

Metropolitan Melbourne



Regional Victoria

ATTACHMENT 2: JOBS VICTORIA EMPLOYMENT SERVICES – CHARTER OF SERVICE

What is it?

The Jobs Victoria Charter of Service represents a commitment to all jobseekers and employers who engage with Jobs Victoria services. It sets out minimum standard levels that clients can expect throughout their engagement with Jobs Victoria.

Why do we have it?

The Charter of Service is important for defining what we stand for to our clients. Jobs Victoria is delivered by multiple organisations at the ground level, with each adopting a different approach to service delivery. We believe that this is a strength of Jobs Victoria, enabling it to effectively respond to the unique needs of jobseekers and employers in a particular region. The Charter of Service sets minimum standards for customer service that a Jobs Victoria client can expect whichever Jobs Victoria service they engage with. This will support efforts to establish Jobs Victoria as a high-quality provider of employment services to both jobseekers and employers.

How will we use it?

The Charter of Service is split into two parts:

Public Charter of Service

The Public Charter of Service is the key mechanism through which we communicate our commitment to jobseekers and employers. It is designed to be easily handed to a client on engagement with a Jobs Victoria service, or to be displayed on a service website or other promotional material.

Key Performance Indicators

The Key Performance Indicators (KPI) set out how we will measure our performance against the Charter of Service. Assessment against KPI will be undertaken by the department and as part of formal evaluation of the program by independent evaluators. The formal evaluation of Jobs Victoria will include annual client satisfaction surveys of jobseekers and employers, which will be a key mechanism for testing performance against each KPI. Each Jobs Victoria Partner is expected to commit to the Charter of Service, with this commitment reflected in funding agreements. Performance against KPI will be reviewed annually.

Departmental support

The department will undertake a range of activities to support Jobs Victoria Partners in meeting the standards set in the Charter of Service. Key among these are:

- Collaboration with relevant Victorian Government departments and agencies to better coordinate support to jobseekers across portfolio areas.
- Collaboration with relevant Victorian Government departments and agencies to embed work readiness in their service delivery.
- Collaboration with the Commonwealth Government to maximise complementarity of activities.
- Comprehensive central communications campaign to promote Jobs Victoria as a high-quality provider of employment support and drive change both within and beyond Jobs Victoria.
- Deliver two-tiered employer engagement activity at the strategic and local levels and work to link employers with Jobs Victoria services.
- Identify job opportunities generated from Victorian Government expenditure, policy and recruitment activities.
- Supporting Communities of Practice at the regional and state-wide level to share learnings.
- Support a culture of knowledge sharing and learning to drive continuous improvement in service delivery.

JOBS VICTORIA – CHARTER OF SERVICE (PUBLIC CHARTER OF SERVICE)

Who we are and what we do

We are a Victorian Government employment service that works to enable long-term Victorian jobseekers to gain sustainable employment and Victorian employers to recruit the staff they need.

Charter of Service

At Jobs Victoria, we know that our success lies in delivering excellent service to our clients – jobseekers and employers. This Charter of Service sets out our commitment to provide you with the level of service that you need to find a job that's right for you or to meet your skills and labour needs.

Our commitment to jobseekers

- **We will respect you** – We will take the time to understand your unique experiences and skills.
- **We will support you** – We will provide you with real support to put you in the 'driver's seat' of your job search.
- **We will be honest with you** – We will help you to manage your expectations about what jobs will best suit you.
- **We will connect you** – We will connect you to the services that you need.
- **We will care about you** – We are committed to supporting your broader health and wellbeing.
- **We will believe in you** – We will present your skills and experiences to employers so they will value the 'real' you and not a misconception of you.
- **We will stick with you** – Once we have helped you into a job, we will be there for you to make sure that you keep it.

Our commitment to employers

- We will work with you to understand your specific employment needs so that we can connect you with the candidates that suit you best.
- We will help jobseekers to understand what it takes to successfully work with you.
- We will support jobseekers to obtain the skills that they need to make a valuable contribution to your organisation.
- We will provide ongoing support to both you and your Jobs Victoria employees to ensure a smooth transition.

Feedback

If you have any compliments, complaints or suggestions regarding your experience with Jobs Victoria, you can contact us at:

jobsvictoria@ecodev.vic.gov.au or on 1300 208 575.