

## JOBS VICTORIA EMPLOYMENT SERVICES

### FREQUENTLY ASKED QUESTIONS (FAQ)

This document will be updated each Friday by COB until applications close. Please read the following questions and the [Jobs Victoria Employment Services Guidelines](#) (the Guidelines) before submitting an Expression of Interest.

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## General Questions

### **1. What are Jobs Victoria Employment Services?**

Jobs Victoria Employment Services are part of the 2020-21 Budget investment in employment by the Victorian Government. This expanded service will provide 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 'mentors' who will work with jobseekers to get them work-ready and connect them to jobs.

### **2. How will Jobs Victoria Employment Services be different to the Jobs Victoria Employment Network (JVEN)?**

The new Jobs Victoria Employment Services build on the achievements of JVEN and retain many of its key features. These include flexibility to respond to needs of jobseekers and local labour markets; strong engagement and relationships with employers; collaboration between Jobs Victoria and other services to meet needs; and funding linked to achievement of outcomes.

A number of changes have been introduced to enhance service delivery. These include:

- introduction of 'core' (multi-target group) services in every region and 'specialist' services as required to more effectively meet the needs of different jobseeker cohorts
- changes to the funding model to recognise the time and resources required to support long-term jobseekers into work
- introduction of flexible pathways funding to support jobseekers with complex and/or significant barriers to employment
- inclusion of a new 'charter of service' to drive more consistent service standards across Jobs Victoria services
- a two-step application process: shorter Expression of Interest followed by full Application by invitation.

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.

### **3. What is a 'Core' Jobs Victoria Employment Service?**

Core Services will be delivered in each of 15 identified regions (6 metropolitan and 9 regional), focusing on areas with high concentrations of unemployment.

Core Services are diversified services that are open to all eligible jobseekers (see section 4.3 of the Program [Guidelines](#)) and which leverage strong connections with employers to deliver employment support and job outcomes for all jobseekers. Core services must be able to support all eligible jobseekers in a region, including through provision of culturally safe and responsive services.

Delivery of Core Services across the state will ensure that intensive and tailored employment support is available to every eligible Victorian jobseeker.

#### **4. What is a 'Specialist' Jobs Victoria Employment Service?**

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. What priority groups will Specialist Services be required to target?**

Apart from Aboriginal employment services, the department has not specified priority groups to be targeted with Specialist Services. Specialist Services will be funded where there is a strong case made by applicant organisations to address a cohort group or industry sector.

Applicants for Specialist Services funding must demonstrate strong connections with their target jobseeker cohort/industry and that they have the capability to deliver effective outreach and tailored employment support to the target cohort/industry.

#### **6. What is the duration of the program?**

DJPR is seeking Expressions of Interest from suitably skilled and experienced organisations to deliver Jobs Victoria Employment Services until June 2023.

#### **7. What services and activities will be funded as part of the program?**

Jobs Victoria Employment Services will deliver employment assistance that is tailored to the individual needs of eligible jobseekers as outlined in the [Guidelines](#).

#### **8. What services or activities will not be funded?**

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.

**9. Who will be eligible to access the program?**

Eligibility for support through Jobs Victoria Employment Services is restricted to Victorian jobseekers 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 as outlined in the [Guidelines](#).

**10. What suburbs or LGAs are included in each of the 15 identified regions?**

**Metropolitan Victoria**

**Inner Metro:** Melbourne, Port Philip, Yarra

**Inner South East Metro:** Boroondara, Stonnington, Bayside, Glen Eira

**Western Metro:** Moonee Valley, Hobsons Bay, Maribyrnong, Wyndham, Brimbank, Melton

**Northern Metro:** Hume, Whittlesea, Nillumbik, Darebin, Moreland, Banyule

**Eastern Metro:** Manningham, Monash, Whitehorse, Knox, Maroondah, Yarra Ranges

**Southern Metro:** Kingston, Cardinia, Casey, Greater Dandenong, Mornington Peninsula, Frankston

**Regional Victoria**

**Gippsland:** Bass Coast, Baw Baw, East Gippsland, Latrobe, South Gippsland, Wellington

**Ovens Murray:** Alpine, Benalla, Indigo, Mansfield, Towong, Wangaratta, Wodonga

**Goulburn:** Greater Shepparton, Mitchell, Moira, Murrindindi, Strathbogie

**Loddon Campaspe:** Greater Bendigo, Campaspe, Macedon Ranges, Mount Alexander, Central Goldfields, Loddon

**Central Highlands:** Ararat, Ballarat, Golden Plains, Hepburn, Moorabool, Pyrenees

**Barwon:** Colac Otway, Greater Geelong, Queenscliff, Surf Coast

**Great South Coast:** Campaspe, Central Goldfields, Greater Bendigo, Loddon, Macedon Ranges, Mount Alexander

**Wimmera Southern Mallee:** Hindmarsh, Horsham, Northern Grampians, West Wimmera, Yarriambiack

**Mallee:** Buloke, Gannawarra, Mildura, Swan Hill

**Questions about provider eligibility**

**11. What type of organisations are eligible to apply?**

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 sufficient dedicated resources to manage the proposed service. Applications are encouraged from organisations with appropriate experience in supporting unemployed Victorians into work.

**12. Are organisations who already receive funding to deliver the Commonwealth's jobactive program eligible to apply?**

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.

***13. What about organisations delivering other programs such as Disability Employment Services, Transition to Work and Parents Next?***

The restrictions that apply to jobactive providers do not apply to providers of other Commonwealth services. jobactive's broad eligibility makes it more closely aligned with Jobs Victoria Employment Services, thereby increasing the risk of service duplication. By contrast, Disability Employment Services, Transition to Work and Parents Next have discrete eligibility. Providers of these services may submit proposals to deliver services to groups of jobseekers other than those supported through their Commonwealth contracts.

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

***14. Can organisations apply for the Jobs Victoria Employment Services program if they have a head office elsewhere but deliver services in areas or regions of Victoria?***

Yes. Organisations with a head office or main presence outside of Victoria can apply if they have a significant presence in (an) area(s) or region(s) of Victoria.

***15. Do organisations have to have a significant organisational presence across the state to apply?***

No. Organisations are not required to have a presence across the entire state, just a presence somewhere in the state. In their applications, organisations should demonstrate that they have sufficient dedicated resources to manage the proposed service. This includes having a significant organisational presence in relevant area(s) or region(s) and appropriate experience in supporting unemployed Victorians into work.

***16. Do organisations need to have experience delivering targeted services state-wide to be eligible for state-wide Specialist Services funding?***

Organisations who wish to apply for state-wide Specialist Services funding will need to demonstrate that there is a need for those services in the areas they are wishing to apply for. Organisations should also demonstrate in their application an understanding of those regions including the local labour market needs, as well as experience in delivering services to meet these needs.

***17. Why are joint applications from organisations encouraged?***

Joint applications, or consortium proposals, are strongly encouraged as they have the potential to meet the needs of different jobseekers across a region and can bring a diversity of local community expertise and connections to the program. All joint proposals should identify a 'lead organisation' with whom the department will liaise and who will lodge the application on behalf of the consortium. The roles of all consortium members and governance arrangements will need to be clearly articulated in the application form.

***18. Can an organisation apply if it cannot provide the documentation to enable the completion of a Financial Risk Assessment, including audited financial reports for the last three years?***

All documents required for the completion of a Financial Risk Assessment must be provided at application. If an organisation cannot provide these, it might want to consider submitting a consortium application with a lead organisation that can furnish the required documentation.

## Questions about the application process

**19. Can an organisation submit an application in Step 2 of the application process if it didn't submit an Expression of Interest (EOI) in Step 1, or if its EOI was unsupported?**

No. Only applicants whose proposals are supported at Step 1 will be invited to submit a full application in Step 2.

**20. Can organisations apply for Jobs Victoria Employment Services in multiple regions?**

Organisations can apply to deliver services in multiple regions. As part of the application process they will be able to select the region(s) in which they intend to deliver the program and will be required to articulate how services will be delivered in each region.

**21. If applying for several regions, are organisations required to submit one EOI per region, or can one joint EOI be submitted?**

Each organisation or consortium will submit *one* EOI at Step 1 of the application process, even if they are applying to service multiple regions. The EOI form will request information about the estimated number of registrations, placements and outcomes to be achieved in each region included in the proposal.

**22. Will delivery of Jobs Victoria Employment Services in locations outside of the listed 'priority areas' be considered?**

Yes. Priority areas have high numbers of unemployed residents (based on labour market data at 'SA2' level) and have been highlighted in the guidelines to encourage proposals that target these communities. However, applicants may identify other areas/localities that warrant more intensive support. In that case, the applicant should make the case for targeted efforts in the relevant community.

**23. What is the process for funding specialist Aboriginal employment services?**

Consistent with the Victorian Government's commitment to the principles of Aboriginal self-determination, the department will fund Aboriginal employment services developed and delivered in partnership with Aboriginal organisations. Consultation with Aboriginal communities on arrangements for delivery of specialist Aboriginal employment services will commence in early 2021, with service delivery to commence in mid-2021.

**24. So, can an organisation apply to deliver Jobs Victoria Employment Services for Aboriginal jobseekers or will applications only be considered as part of the Aboriginal employment services that will commence in mid-2021?**

Organisations that would like to support Aboriginal jobseekers into employment are welcome to apply for Jobs Victoria Employment Services through the Specialist Services stream. The Expression of Interest will need to address the key selection criteria and put forward a strong case to address this specific cohort group. Please note that the department will also fund Aboriginal employment services developed and delivered in partnership with Aboriginal organisations as part of separate tender. Consultation with Aboriginal communities on arrangements for delivery of specialist Aboriginal employment services will commence in early 2021, with service delivery to commence in mid-2021.

**25. Will the Department publish the successful consortia/organisations on the website, or will they be contacted directly?**

The department will contact successful organisations. Subsequently, the outcomes will be published on the Jobs Victoria website.

**26. Will connections between applicants be facilitated?**

During the application process the department may facilitate introductions between short-listed applicants following the Expression of Interest stage to ensure complementarity and potentially the formation of partnerships.

**27. When will the department enter into negotiations with applicants and how will these be carried out?**

The department may, after reviewing the EOIs received at Step 1 and the applications received at Step 2 of the application process, seek to negotiate with applicants the number of outcomes, level of funding, geographical coverage and target groups proposed. Negotiations will seek to ensure that sufficient geographical coverage is reached and that adequate services are delivered to priority target groups.

Organisations may be contacted by representatives of the department if negotiations are sought and will then be informed of the points for discussion. The department reserves the right to support or reject EOIs and applications based on the outcome of negotiations.

### Questions about delivery of the program

**28. How will Core and Specialist Services work together in a region?**

Successful applicants will be encouraged to establish formal and informal working relationships with other core and specialist employment service providers in their region via communities of practice. The department will be involved in facilitating these networks upon commencement of the program.

**29. How do you envisage Jobs Victoria Employment Services will work with processes and supports that are already in place?**

Jobs Victoria Employment Services will complement and be integrated with existing State and Commonwealth employment services and supports. Jobs Victoria Employment Services providers will be required to work collaboratively with other services to maximise positive outcomes for clients and to avoid duplication. Relevant services include, but are not limited to:

- Other employment programs and initiatives delivered through Jobs Victoria.
- Relevant Victorian Government and community sector support services and initiatives delivering support in the areas of health, mental health, education and training, housing, disability, justice, drug and alcohol, 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.
- Reconnect and other education and training services.

**30. What engagement with employers will be expected by Jobs Victoria Employment Services providers?**

All 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 Employment Service providers should work with employers to design and deliver customised pre-employment preparation and skill development strategies that are tailored to employers' needs.

### **31. Where can I find information about the targeted regions?**

Attachment 1 of the Guidelines provides map breakdowns of the targeted regions. The following links may be useful in providing more data and information about the priority regions:

- [Australian Bureau of Statistics](#)
- [Labour Market Information Portal](#)
- [My Victoria](#)
- [ID Community](#)
- [Regional Partnerships Network](#)

### **32. What data will need to be collected and how often will reporting be required?**

Successful applicants will need to meet the reporting and other requirements as detailed in section 9.1 of the [Guidelines](#). This will include reporting on the number of eligible jobseekers assisted, the number of jobseekers supported into work and the number of jobseekers supported into work that is sustained for at least 26 weeks. This data will from part of the department's reporting against Victorian Government budget paper measures. Visit the website for more information about the [budget papers](#). Further information about reporting requirements will be made available as part of the funding agreement.

### **33. How much will be funded? Is there a cap?**

There is no set funding amount for the delivery of Jobs Victoria Employment Services. Costs will vary with the needs of jobseekers to be assisted and the service delivery 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.

### **34. What is the funding model for the program?**

Funding for delivery of Jobs Victoria Employment Services will be linked to the achievement of milestones. The grant agreement will specify the payment arrangements, but an indicative payment schedule can be found in section 7 of the [Guidelines](#). Note that the funding model is slightly different from that of JVEN.

### **35. What is the Flexible Job Pathways Fund?**

In addition to funding for service delivery, all Jobs Victoria Employment Services will have access to a Flexible Job Pathways Fund to help address vocational and non-vocational barriers of jobseekers with multiple and complex needs. Flexible Funding of up to \$3,000 per person will be made available for up to ten per cent of registered jobseekers, with funded Jobs Victoria partners able to determine to which of its clients Flexible Funding will be applied in accordance to the stipulated [Guidelines](#).

### **36. What sort of purchases are eligible for Flexible Job Pathways Funding?**

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 and work-related clothing.

### **37. What are the expected outcomes of the program?**

All funded organisations will be expected to achieve employment placements and outcomes for an agreed number of jobseekers. An employment outcome 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 (minimum 15 hours per week) will be accepted where it meets the needs of an individual jobseeker and/or employer.

**38. What is meant by ‘suitable employment opportunities’ for jobseekers?**

A suitable job will vary with circumstances of the situation, but it should meet the needs and aspirations of the jobseeker. While secure on-going employment is the preferred outcome, non-permanent or casual roles may be appropriate under some circumstances. For example, where the role is a stepping-stone to more secure employment in a field the jobseeker is wishing to enter or to accommodate the jobseeker’s personal circumstances such as caring responsibilities.

**Questions about the application form**

**39. What is the word limit for the questions regarding the Selection Criteria?**

The word limits for the Selection Criteria questions range from 250 to 350 words. The word limits for each question are specified in the application form.

**40. Is there a size limit for attachments?**

The limit is 5MB per attachment.

**41. If we incorporate graphics like graphs and tables into our responses, are they included in the word count limit?**

All text entered into the text fields count towards the word count limit. If you wish to submit graphs or similar supportive content you may wish to add these as a separate attachment to your application instead.

**Other Jobs Victoria Questions**

**42. Will the Career Counsellors roles be put to tender? If so, is there any timeframe?**

The department is currently finalising the model for delivery of Career Counsellors and will provide further information in early 2021.

**43. How can a service provider be made aware of the future Jobs Victoria tender opportunities? Through what channels will this information be released?**

Any future opportunities to apply for funding will be shared on the [Jobs Victoria website](#).