



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 the difference between Jobs Victoria Advocates, Jobs Victoria Employment Services and Jobs Victoria Career Counsellors?

The three initiatives are all funded through the \$619.4m 2020/21 budget commitment to provide jobseekers with the information, advice and support they need to get back to work through an expanded Jobs Victoria, and they will be rolled out in 2021. The initiatives will offer complementary services and will be connected to ensure that all jobseekers receive the support appropriate support for them.

Through the Jobs Victoria Advocates program, organisations will be funded to employ Jobs Victoria Advocates who will provide navigational support to jobseekers. Advocates will be active in libraries, public housing foyers and shopping centres, among other strategic locations, to reach jobseekers that may not otherwise access employment services, and will help connect jobseekers to relevant services, follow up on these connections and identify potential service gaps. The role of the Advocates will not be to secure job placement or engage with employers directly and they will not be career counsellors or case managers.

By contrast, Jobs Victoria Employment Services will fund organisations to provide more intensive, tailored assistance to eligible jobseekers to improve their work readiness and support them into jobs. JVES services will employ case managers to assist jobseekers to prepare for and connect to work. JVES services will also engage with employers to connect them to high quality jobseekers that meet their business needs.

The Jobs Victoria Career Counsellors initiative will complement the Jobs Victoria Advocates and JVES. Organisations will be funded to employ Career Counsellors to offer career guidance and vocational counselling to Victorians who need support to understand their career options.

4. 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.

5. 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.

6. *Must a “Core” service be open to all jobseekers eligible for JVES? Or can it be more focused similar to a “Specialist” service?*

Core services must be made available to all eligible jobseekers. The department wishes to ensure that under JVES all eligible Victorians have access to a local Jobs Victoria service and are able to be supported into sustainable and suitable employment.

7. *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.

8. *Would survivors of family violence be considered a demographic in need of a Specialist Service?*

Yes, this is possible. In their applications, organisations should demonstrate an understanding of the needs of the cohort proposed as the target of the Specialist Service and the proposed approach to service delivery. Organisations should outline what specific barriers to employment this cohort face and the labour market needs that will be addressed through the proposal.

9. *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.

10. *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](#).

11. *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.

12. 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](#).

13. 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: Warrnambool, Glenelg, Southern Grampians, Moyne, Corangamite

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

Mallee: Buloke, Gannawarra, Mildura, Swan Hill

14. Can the department provide details of relevant organisations by region to enable communication and collaboration around JVES applications and delivery?

The department is exploring possible ways to share willing organisations' details and to facilitate connections. Once more information is available this will be communicated on the Jobs Victoria website.

[Questions about provider eligibility](#)

15. 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.

16. How do you define a "significant organisational presence in Victoria"?

An organisation must have a presence somewhere in Victoria, that is, have a physical presence and employ staff that work in the state. In their applications, organisations will be asked to outline their organisational capacity to deliver the proposed service.

17. Can an organisation deliver both Jobs Victoria Advocates and JVES?

Yes, organisations are invited to apply to both programs and can be granted funding through both initiatives.

18. 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 area/s or region/s for which they have a *jobactive* contract. For example, if an organisation is applying for the Barwon region but is already funded to deliver *jobactive* services in Colac within the Barwon region, they may only be considered for delivery of a Jobs Victoria Employment Service outside this area within the Barwon region. They would need to specify in their application the exactly where they are delivering existing Commonwealth services.

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.

19. 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.

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.

20. If the region applied for has existing services that are not currently funded by the State or Federal Government, would these be considered duplication of services if they formed a part of an application for JVES?

This would be considered on a case by case basis. Applications should outline how these existing services would complement the JVES proposal.

21. Can an organisation be part of a JVES consortium that is a jobactive provider in the serviced region(s), if it is not the lead organisation?

If an organisation is part of a consortium to deliver JVES, it should not also be a jobactive provider in the same region. Organisations should only apply to deliver services in regions other than where they are already delivering jobactive.

Organisations may be considered for funding in areas within regions where they are not delivering jobactive services. For example, an organisation may be a jobactive provider in Geelong (Barwon region) and would not be eligible to deliver JVES services in Geelong, whether as a sole applicant or part of a consortium. However, the organisation could be considered for JVES service delivery in Colac (Barwon region) if it was not a jobactive provider there. Organisations should outline such situations in their application.

22. Could organisations that are delivering DES services also service DES participants through a JVES Core Service?

Applications will be accepted from DES providers to deliver JVES Core Services.

Eligible jobseekers who are long-term unemployed or at risk of long-term unemployment and who lack adequate support through other services can access assistance through JVES. If proposing to service DES clients under JVES, organisations will have to outline how the proposed services would be additional or complimentary to DES and how duplication of services would be avoided. Organisations should also consult the Department of Social Services to ensure that the proposal is consistent with DES and other Commonwealth policies.

23. 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.

24. Can an organisation that is not located in one of eligible LGA's apply as part of a consortium, provided that the lead organisation meets the eligibility criteria?

Organisations can apply that have a presence somewhere in Victoria, and in their applications, they 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.

Organisations that don't have a direct presence in (a) particular region(s) can form part of consortium applications to deliver services in the region(s). The application should outline how the consortium arrangement would ensure good service delivery in the proposed region(s) and what the role(s) of the consortium partner(s) would be.

25. 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.

26. Do organisations have to have a physical presence in the region(s) to which they are applying?

If an organisation has a presence somewhere in Victoria and fulfills the remaining eligibility criteria, it can apply. In completing the application, applicants will be asked to outline their understanding of the labour market needs of the region(s) to which they are applying, as well as their experiences and resources to work with employers and other organisations to deliver the program in the region(s). Organisations are encouraged to consider entering into partnerships with organisations delivering services in the relevant region(s).

27. What does a "significant organisation presence" mean in the case of a Specialist Service?

Organisations can apply to deliver Specialist Services that have a presence somewhere in Victoria, and in their applications, they should demonstrate that they have sufficient dedicated resources to manage the proposed service. Applicants for Specialist Services funding must demonstrate strong connections with their targeted jobseeker cohort or industry and that they have the capability to deliver effective outreach and tailored employment support to the target cohort or industry in the proposed region(s).

28. 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.

29. Can an organisation with clients across metro Melbourne apply to deliver a Specialist Service in the whole metro region?

Yes. Organisations may apply to deliver a Specialist Service across multiple regions, or even state-wide. In their applications, organisations should demonstrate that they have suitable knowledge and resources to deliver the proposed service.

30. Can organisations apply if they are not currently providing employment services?

Such organisations could apply, however, in their applications, they should demonstrate that they have sufficient capacity and capability to deliver effective employment services. Such organisations are encouraged to consider formal partnerships with organisations currently delivering employment services.

31. 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.

32. Does the department recommend that a small organisation partner with a larger organisation for JVES?

Joint applications are 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. However, this is not mandatory, and a small organisation may apply on their own, provided that they meet the organisational eligibility criteria and can demonstrate organisational capacity to deliver their proposal.

33. Noting that an organisation cannot apply to be a JVES and jobactive provider in same region and that the jobactive contracts will go out to tender later this year, what will happen if an organisation wins a jobactive contract in a region where they are delivering JVES services?

The department cannot hinder organisations submitting tenders for *jobactive* from also applying for JVES. Should an organisation be approved for JVES funding and subsequently be approved to deliver *jobactive* services in the same region, a conversation will be initiated at the time and the department will work with relevant organisations to ensure complementarity of services.

34. How does regional selection work? Will more than one contract be offered per region?

Organisations will specify in their applications which region(s) they propose to service and should outline how they would ensure that services would be delivered that secure strong outcomes for jobseekers, based on methodology, collaborations, organisational capacity and other factors. No specific number of

organisations to service each region has been anticipated or set. The department will consider all applications and approve funding so as to maximise outcomes for jobseekers in all regions.

35. Can an organisation apply if it cannot provide 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.

Financial statements required at application are the following:

- Final accounts for the year ended 30 June 2018 prepared by the organisation’s accountant
- Final accounts for the year ended 30 June 2019 prepared by the **organisation’s accountant**
- Final accounts for the year ended 30 June 2020 prepared by the **organisation’s accountant (not accepting ‘draft’ accounts)**
- Interim accounts (profit & loss statement and balance sheet) for the period 1 July 2020 – 31 December 2020

OR

- Final accounts for the year ended 31 December 2017 prepared by the organisation’s accountant
- **Final accounts for the year ended 31 December 2018 prepared by the organisation’s accountant**
- Final accounts for the year ended 31 December 2019 prepared by the organisation’s accountant
- Draft accounts (profit & loss statement and balance sheet) for the period **1 January 2020 – 31 December 2020**

If an organisation has not traded for three years, it should instead provide its profit & loss and cashflow projections for the following time periods:

- 1 July 2020 – 30 June 2021
- 1 July 2021 – 30 June 2022
- 1 July 2022 – **30 June 2023**
- 1 July 2023 – 30 June 2024
- 1 July 2024 – 30 June 2025

OR

- 1 January 2021 – 31 December 2021
- 1 January 2022 – 31 December 2022
- 1 January 2023 – 31 December 2023
- 1 January 2024 – 31 December 2024
- 1 January 2025 – 31 December 2025

36. Would an industry engagement function, whereby an organisation connects local JVEN and jobactive organisations with local employment opportunities, be considered a Specialist Service?

No, employer engagement is a critical component of all Core and Specialist Services but needs to be complemented by other activities. A list of activities to be delivered by JVES can be found at section 4.2 of the Guidelines.

37. Can targeting a specific LGA be a Specialist Service?

Yes, this is possible. Organisations should clarify why the LGA in question needs a Specialist Service.

38. Can an app or a digital platform qualify to be a Specialist Service?

An app can be a part of an organisation's service provision under JVES but does not suffice as its entire service offer. Key activities to be delivered by JVES are listed in section 4.2 of the Guidelines.

39. Will organisations that have not previously delivered JVEN be at a disadvantage in applying for JVES?

No, all applications will be assessed based on the selection criteria and without bias.

40. Will organisations that don't intend to partner with other organisations be at a disadvantage in applying for JVES?

Partnerships, whether formal or informal, are encouraged as they are expected to improve the ability of an organisation to effectively deliver strong outcomes for jobseekers and employers. If an organisation is not in formal partnership with others, it should outline in its application how informal partnerships and collaborations would be utilised.

41. Can Skills and Jobs Centres apply to deliver Core Services?

Yes, Skills and Jobs Centres are welcome to apply to deliver JVES Core Services. Organisations applying should demonstrate an ability to achieve employment placements and sustainable employment outcomes. Where relevant, they should also clarify how duplication of services would be avoided, such as, in the case of Skills and Jobs Centres, services funded by the Department of Education and Training.

[Questions about the application process](#)

42. 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.

43. The boundaries noted in the EOI are different to the jobactive regions. Can an application be made for a particular postcode?

The regions outlined in the JVES EOI have been based on the Victorian Government Regional and Metro Partnership regions. Organisations can apply to deliver services in particular postcodes. If doing so, their applications should specify what region the postcodes are located in.

44. 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.

45. Can an organisation apply to deliver JVES services in all regions?

Yes. Organisations can apply to deliver services in all regions when completing the EOI form.

46. Can organisations apply for different types of Specialist Services across multiple regions?

Yes. Separate applications should be lodged for each type of Specialist Service proposed.

47. 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.

48. Can an organisation be both a Core and Specialist Service provider within the same region?

Yes. In their applications, the organisation should outline how the proposed services will be complementary and will optimise outcomes for the relevant communities. Organisations that wish to apply to deliver both Core and Specialist Services should submit separate EOIs and applications for these different proposals.

49. Will Core and Specialist Services delivered by the same organisation be treated as separate contracts?

Yes, separate applications should be submitted for the delivery of Core and Specialist Services and these will be treated as separate contracts.

50. 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.

51. 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.

52. 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.

53. When completing the EOI, are the organisations required to specify the estimated cost per applicant or just the overall funding amount?

The EOI form requires applicants to provide an approximation of the overall funding amount requested as well as an estimation of the number of jobseekers your program will be able to assist; including number of registrations, placements and outcomes.

54. 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.

55. 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.

56. 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.

57. Can organisations propose different service models for different purposes, that is, to service different demographics, industries or regions?

Yes, this is encouraged. Separate applications should be submitted for separate proposals, and organisations should outline why the proposed service would suit the demographic/industry/region in question; how outcomes would be achieved effectively; and how the service would complement, and not duplicate, existing services.

58. Will evidence of formal partnerships be requested by the department?

Such evidence will not be required at Step 1 (EOI) of the application process but may be requested later. Organisations should outline the nature of intended partnerships clearly in their applications.

59. Should the number of proposed outcomes equal the number of registrations.

No. The department would expect the number of placements and outcomes to be less than the number of registrations due to jobseeker attrition.

60. Are the number of outcomes proposed for the JVES program a factor of the EOI assessment?

The scale of outcomes proposed will not be a key determinant, however, organisations should clearly outline their rationale for the proposed services and outcomes and how these will contribute to the broader objectives of JVES.

61. Are the numbers of estimated registrations, placements, and outcomes per year or for the duration of the contract?

The proposed numbers will be for the duration of the contract.

62. Do you have any advice for submitting a successful application?

Before submitting applications, organisations should carefully read the Guidelines and FAQs to ensure that their proposals align with these. Applications will be assessed against the Selection Criteria listed in section 8.1 of the Guidelines and organisations should ensure that they answer these clearly and persuasively. Organisations are also encouraged to provide strong cases for the needs of the proposed services and to outline the suitability of the proposed response.

63. What budget details are required to be provided at the EOI stage?

Organisations will only be asked to provide an estimated total funding figure at the EOI stage. However, applicants whose proposals supported at Step 1 and are invited to submit a full application will need to provide greater detail around their proposed budget, including providing a breakdown of the proposed income and expenditure details for the project. Further guidance will be provided at the application stage to assist organisations in providing sufficient information.

64. The EOI form asks if the applying organisation is registered for GST, is an organisation able to tick 'yes' if they would consider registering should we be successful?

If organisations are not currently registered for GST then they should select 'no.' They may however note in the EOI form that they are willing to register should their proposal be successful and this will be considered on a case by case basis.

Questions about delivery of the program

65. Is there a limit to the number of applicants a service can support once they are approved as a JVES provider?

No, approved organisations will be able to register and service as many eligible participants as they deem viable.

66. 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.

67. 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.

68. Will jobseekers be able to register and receive services from both a Core and a Specialist Service in a region?

Jobseekers should only register with one of the services, either specialist or core, whatever is most applicable to their situation. A more comprehensive referral system is in development to assist organisations in preventing duplications of services.

69. As a Specialist provider, are we able to provide a pre-employment jobs service?

The department is not specifying what the delivery model for Specialist services needs to be. However, applicants should outline the needs of the jobseekers they are targeting and how a pre-employment service will meet these needs as a part of the wider proposed program.

70. Will organisations be able to transfer participants from their JVEN contracts if they are granted funding under JVES?

This is to be confirmed and a discussion will be had with relevant partners at the time if required. The department is currently considering operating policies and procedures for JVES and this is one of the topics that is will be explored.

71. 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.

72. How important are organisational connections to local employers and local jobs to the quality of an application for JVES?

A key finding of the JVEN evaluation was how critical it is for organisations to have strong linkages to local employers. Applications should outline a robust business engagement function that will work with local employers and the Jobs Victoria Employer Engagement team to source appropriate vacancies and achieve sustainable employment outcomes.

73. With the likelihood of providers collaborating to deliver the JVES program, how should providers negotiate who claims the outcome milestone funding?

A comprehensive referral system is in development to assist organisations in preventing duplications of services and help mitigate outcome funding issues between JVES providers. The Department will work closely with organisations to develop arrangements that support collaborations.

74. 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](#)

75. 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.

76. 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.

77. 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.

78. 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.

79. 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.

80. The Flexible Job Pathway Fund will be made available for up to ten per cent of registered jobseekers - does this refer to 10 percent of all jobseekers registered for JVES, or 10 percent of the jobseekers registered for JVES with a relevant organisation?

The 10 percent refer to jobseekers registered with one organisation or consortium.

81. Is the Flexible Jobs Pathway Fund tied to specific participants?

Flexible Funding of up to \$3,000 per person will be made available for up to ten per cent of each approved organisation's 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.

82. Should organisations include the Flexible Jobs Pathway Fund in its proposed program budget?

Yes, the Flexible Jobs Pathway Fund should be included in the budget. It could be included as one single line item in the proposed budget at this stage.

83. What kind of emergency accommodation could be funded by the Flexible Jobs Pathway Fund?

The emergency accommodation funding is intended to assist jobseekers who require immediate housing while more permanent options are being organised. Funding for this will be considered on a case by case basis.

84. Is the flexible funding allocated for the entire contract period or on a per annum basis?

The funding is for the entire period, up to 10% of registrations. It is up to the organisations to determine within the guidelines, how the funding is allocated per eligible jobseeker.

85. 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.

86. 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.

87. What is meant by 'meaningful employment opportunities'?

The guidelines use the term 'suitable employment opportunities'. 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.

88. What evidence will be required to demonstrate the achievement of employment placements and sustainable employment outcomes?

The evidence required to demonstrate achievement of employment placements and sustainable employment outcomes is likely to be the same as that applied to JVEN (ie. Payslips, verification email from employer, *jobactive* placement claim).

89. Can Tax File Numbers be used as evidence for sustainable employment outcomes?

No, not at this stage.

90. Is there any flexibility with the outcome requirements regarding hours worked?

The outcome requirement is for jobseekers to work 15-29 hours to be considered part-time or 30 or more hours to qualify for full-time. However, exemption requests will be considered on a case-by-case basis.

91. Will self-employment (ie. setting up a small business) be considered as a placement or outcome under JVES?

No. At this point in time self-employment is not considered a placement or an outcome under JVES.

92. Will GEMS be used for JVES?

The department is currently assessing the systems that underpin the Jobs Victoria programs, including JVES, and is exploring different options. Feedback about GEMS from funded partners over the last four years has been registered.

93. If awarded funding to deliver JVES, can organisations use the funds to offer existing, casual staff members permanent employment as Jobs Victoria Mentors?

Yes, this would be possible. The department will not prescribe to funded organisations who is to be employed as Jobs Victoria Mentors or how recruitment is to proceed.

94. Can jobseekers be supported through JVES that haven't been unemployed for 6 months?

Jobseekers are eligible to access JVES services who are long-term unemployed or at risk of long-term unemployment due to employment barriers, and who lack adequate support through other services. Each jobseekers' situation is unique and barriers to employment may include, but are not limited to, lack of post-school qualifications; low English language proficiency; lack of networks; and personal circumstances such as homelessness, drug and alcohol dependence and family violence. Organisations will be asked to outline in what way jobseekers are at risk of long-term unemployment if they service such individuals through JVES.

95. Would all sustainable employment outcomes have to be claimed by the end of an organisation's contract?

Yes, the outcomes that an organisation is contracted to deliver should be achieved by the completion date of the agreement. Should an organisation have difficulties achieving this, the department will work with the organisation to explore options.

96. Does the focus on outcomes mean that the aim of the program should be for all jobseekers to achieve 26 weeks of employment? And how many outcomes is the department hoping to achieve through the JVES program?

While the milestone of 26 weeks to be eligible for an 'outcome' is important, the focus of the program is to support jobseekers into employment that will be sustained beyond this period. At this stage there is no set target for number of outcomes achieved by the JVES program.

97. *If a jobseeker is placed into a job in the last six months of the program, will this be eligible for outcome funding?*

At this stage, no. The last six months will be to finalise the program and the contract. Organisations should consider this when submitting their budget request.

98. *Is there an expectation that organisations will also be contributing to the services financially?*

While the department is aware that organisations may contribute financially to projects, there is no expectation or financial contribution requirement.

99. *Will successful applicants receive the first 30% of the funding before 1 July 2021 in order to establish services before commencing operations by July?*

The department intends to have the first 30% of the funding paid to JVES partners before July, however this will be confirmed at the Funding Agreement stage of the process.

Questions about the application form

100. *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.

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

The limit is 5MB per attachment.

102. *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.

103. *What types of files can be attached to a GEMs application?*

Most file types are supported including docx, .pdf, .ppt, .pptx, .xls, and .xlsx. All image files are also supported (ie .gif, .jpg, .png).

Other Jobs Victoria Questions

104. *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. Information will be circulated and will be published on the Jobs Victoria website.

105. *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.



106. *Is there (or will there be) a sort of review or evaluation of the JVEN program to allow potential applicants to learn and shape their applications based on the lessons learnt?*

An independent evaluation has been completed of the JVEN program which is now publicly available on the Jobs Victoria website [here](#).

107. *Is there any update to the wage subsidy program?*

Additional programs under Jobs Victoria are currently in development and the department intends for it to be in place by the time JVES is implemented.

108. *How do you access the new Jobs Victoria Employment Services Noticeboard?*

Organisations can access the collaboration notice board by registering their details through a link on the Jobs Victoria website. Once their request has been reviewed and approved by the Jobs Victoria team, an email with a link to the noticeboard will be sent. Organisations are asked to please review their contact details before submitting and if they do not receive a link, they can contact Jobs Victoria at jobsvictoria@ecodev.vic.gov.au.

109. *If organisations have further questions, who can they contact?*

Organisations may contact JobsVictoria@ecodev.vic.gov.au