



Capital Region
Employment
Council Inc

Mr Mike Woods
Presiding Commissioner
Job Network Inquiry
Productivity Commission
PO Box 80
Belconnen, ACT 2616

281 Goyder Street
Narrabundah ACT 2604
Phone: 02 6295 5945
Fax: 02 6239 5743
Email: acc@crec.asn.au
Web: www.crec.asn.au

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Dear Mr Woods,

I understand from Mr Halton that you are aware that the Capital Region Employment Council (CREC) has only recently been advised that last September the Commission received a Reference from the then Assistant Commonwealth Treasurer to undertake an 'Independent Review of Job Network' and that you are prepared to accept a late submission from CREC.

Although it forms part of the national network of Area Consultative Committees (ACCs) established by the Commonwealth Government and, as such, has responsibilities relating to Job Network, CREC appears to have been overlooked when invitations to make submissions to the Inquiry were circulated last year.

We only became aware of your Inquiry when the release of the Commission's draft report was mentioned to one of CREC's members. Subsequently we obtained a copy of the 'Issues Paper' and copies of some of the submissions including that prepared by the (now) Department of Employment and Workplace Relations.

The submission attached to this letter pays particular attention to the services offered by Job Network Providers and Centrelink in the Capital Region outside of the ACT. It draws on work undertaken early last year by CREC and its Secretariat during the development of CREC's 2001-2004 Strategic Regional Plan and some more recent investigations that appear to be relevant to your Review.

As you know, before the change of Administrative Arrangements last November, the national network of ACC's formed part of the portfolio of the Minister for Employment, Workplace Relations and Small Business. Since then the network forms part of the portfolio of the Minister for Transport and Regional Services. I am therefore sending copies of this submission to the Secretaries to the Departments of Transport and Regional Services and Employment and Workplace Relations.

Please let me know if CREC can be of further assistance to the Commission as it develops its final report.

Yours Sincerely,

Ross MacDiarmid
Chair, Capital Region Employment Council



Independent Review of Job Network
Submission from Capital Region Employment Council, April 2002

1. INTRODUCTION

The purpose of this submission is to ensure that the Productivity Commission is briefed on issues relevant to the terms of reference of the Independent Review which the Capital Region Employment Council has identified from its own work and that of its Secretariat.

For a number of years the 46 Area Consultative Committees (ACCs) have been an important Australia wide network established by the Commonwealth Government. Members of ACCs serve on a pro bono basis and each ACC is supported by a small secretariat funded by the Government. The initial focus was on the Employment, Workplace Relations and Small Business Portfolio, which provided financial support through the Department's Annual Budget.

In 1999 the then Portfolio Minister the Hon. Peter Reith announced that as a reflection of the importance the Government placed on the ACC Network, a Memorandum of Understanding had been signed between himself, the Minister for Transport and Regional Services, the Hon John Anderson and the Minister for Education, Training and Youth Affairs, the Hon David Kemp.

At the September 2000 meeting of ACC Chairs Mr Reith stated that the Government was committed to generating strong and sustained jobs growth and was equally committed to building cohesive, active and strong communities and working with communities rather than imposing one-size fits all solutions.

In its capacity as the ACC for the Capital Region, the Capital Region Employment Council's (CREC) role is to facilitate job creation, help build community capacity and capability, look for community-based solutions, form partnerships for delivery and apply a 'whole of government' approach.

The coverage of the Capital Region was determined by the Commonwealth Government, it includes the six Shires of Crookwell, Gunning, Mulwaree, Tallaganda, Yarrowlunla and Yass, the Australian Capital Territory and the Cities of Goulburn and Queanbeyan. Information on the views of the Shires and Cities as to what constitute their 'major industries' is provided in Appendix 1.

The Secretary to the Department of Employment, Workplace Relations and Small Business (DEWRSB) determined that responsibility for regular liaison with CREC should be assigned to the Department's Wollongong Office, part of the New South Wales Region. In addition to 'liaison' and ex-officio membership of CREC the Wollongong Office also has specific responsibilities including negotiations relating to CREC's annual budget and reviewing drafts of CREC publications such as the annual report and the three year strategic plan. From time to time these reviews have led to the deletion of material that CREC would have preferred to retain.

Since the change to the Administrative Arrangements the Secretary to the Department of Transport and Regional Services has confirmed the responsibility of DoTaRS's Wollongong Office but has adopted a reporting line through to Central Office that is not based on State boundaries. It is too early to comment constructively on the effect of these revised arrangements.

Although DEWRSB implemented the Government's determination for the Capital Region that model has not been adopted for either Job Network or for Centrelink. In those cases Queanbeyan is associated with the ACT and the Centrelink Information line advises that the remainder of the 'Capital Region' forms part of the 'Southern Highlands and South East NSW'.

CREC understands that Commonwealth Departments frequently adopt different 'regional' groupings, for example at a workshop in Goulburn earlier this month the speaker from DFACS advised that the Sydney Office was responsible for Goulburn, Queanbeyan and Cooma but not the ACT. Since January we have arranged seminars in Braidwood, Crookwell, Goulburn, Queanbeyan and Yass with invited speakers from a number of Commonwealth Departments and Agencies, we are left with the impression that 'regional structures' tend to be chosen more for administrative convenience than to optimise service to clients.

2. STRATEGIC REGIONAL PLAN 2001-2004:

The preparation, in late 2000 and early 2001, of CREC's three year strategic regional plan 2001 – 2004 provided the first opportunity for members of Council and its Executive Officer to incorporate into its forward planning the 'whole of government' implications of the Memorandum of Understanding signed by Ministers Anderson, Kemp and Reith.

We were also able to consider Mr Reith's 'Statement of Priorities for Area Consultative Committees 2001-2002 and the 'Charter for the National Network of ACCs' both of which were discussed at the September meeting of ACC Chairs. These documents are attached as Appendix 2. The Indigenous Employment Program, The Job Network and Work for the Dole are mentioned on Page 2 of the Charter as 'portfolio initiatives that ACCs are involved in promoting or facilitating'. CREC was advised that the infrastructure supporting Job Network was also applicable to the Indigenous Employment Program and Work for the Dole.

As part of the development of the three year plan CREC arranged a series of workshops which, in late February/early March, were held in Braidwood, Bungendore, Queanbeyan, Yass, Crookwell (in collaboration with NSW DSRD) and Goulburn. The varied views and priorities which emerged and which, in part, reflected differing social and economic priorities within the Capital Region formed the basis for further detailed discussions between members of CREC, ex officio members from the DEWRSB Wollongong Office, the Secretariat and a consultant who has extensive experience of working with individual communities in the Capital Region.

We also asked for, and received, considerable assistance from DEWRSB's NSW Labour Economics Office. A sample of the information from the Office is provided at Appendix 3, the sample may assist the Commission to understand some of the issues that will be raised later in this submission. We also asked the Labour Economics Office to extract for us relevant data from the ABS Socio-Economic Indexes that were developed from the 1996 census. Some members of CREC recalled that the Commission had used some of this data in its Inquiry into the effects of National Competition Policy and felt that it would assist CREC in determining its priorities. Some of that material is also included in Appendix 3.

Overall CREC was been able to satisfy itself that ample quantitative data relating to the educational attainment, levels and categories of employment and short/long term unemployment status of residents is available for each and every Shire.

It was consideration of this type of information that led CREC to ask the Secretariat to find out which Job Network contractors were providing services in the Shires and Cities. Quick Search Results were obtained for Crookwell, Goulburn/Mulwaree, Gunning, Tallaganda and Yass. There was no print out for Yarrowlunla. We were surprised to discover that the same nine sites were identified each time. The printouts for Tallaganda/Braidwood and Crookwell are provided at Appendix 4.

Members of CREC asked why Job Seekers in Yass were being told about a site in Braidwood but not about sites in Belconnen and why Job Seekers in Braidwood were being told about sites in Crookwell but not in Queanbeyan. DEWRSB Officers advised that it reflected the Job Network Organisational arrangements within the Department. CREC was also advised similar arrangements applied to Centrelink.

At that time CREC did not enquire further, particularly with regard to the frequency of the services provided at each site.

As a result of its deliberations CREC prepared a draft three year strategic plan and, after receiving comments from DEWRSB, published its Strategic Regional Plan 2001-2004. A copy is provided as Appendix 5.

3. DEVELOPMENTS IN 2001-2002:

In our negotiations with DEWRSB leading to CREC's Budget for 2001-2002 we were pleased that we were able to secure funds to cover the employment of an Indigenous Employment Officer and a Small Business Assistance Officer for the financial year. Both these Officers have made a significant contribution during the year. For example we were able to arrange for a DEWR Officer to discuss the Indigenous Employment Programme at the April Goulburn Workshop and on 3 May CREC is sponsoring a Seminar on government funding for Indigenous Small Business.

We were also allocated sufficient funds to be able to arrange quarterly meetings of Job Network Providers and Employers within the Capital Region. These meetings generally include guest speakers from (now) DEWR, Centrelink, a guest employer and speakers on other topical matters such as Indigenous employment issues, best practices, marketing and time for networking. CREC's 2000-2001 Annual Report notes that there were three meetings in that year and that 'Job Network filled around 4 300 jobs in the Capital Region'.

Attendance at these meetings varies, usually between 15 and 20, with a core group attending regularly. So far the meetings have been held in Canberra and, although the mailing list includes organisations in Canberra, Goulburn, Queanbeyan and Yass, they seem to have been better attended by the Canberra and Queanbeyan Job Network agencies who are regularly represented. We may decide to have at least one meeting each year in either Goulburn or Yass.

CREC has noted that submissions from some other ACCs have referred to a request in 2001 from the Government to place Job Network advertisements in regional newspapers. We received a similar request from Minister Mal Brough which, in CRECs view was consistent with the reference in Mr Reith's statement of priorities for 2001-2002 that 'The dissemination of information on Government policies and programmes is a priority area in the ACC Charter'. CREC placed a full page colour

advertisement in the Rural Press 'Town and Country' magazine at a cost of \$1540. The magazine is published weekly and is included as an insert in all Rural Press rural newspapers in SENS. The (then) Department paid the cost of the advertisement.

At the start of 2001 CREC membership outside Canberra/Queanbeyan was limited to Goulburn. It now includes members from Braidwood, Crookwell and Yass and as indicated earlier many more meetings, workshops and seminars are being scheduled in the Shires. For example in 2002 the locations of the six formal meetings are Crookwell, Goulburn, Gunning, Yass, Braidwood and Queanbeyan. Similarly we are improving our ability to promote programmes such as Regional Assistance, Regional Solutions and the Stronger Families and Communities Strategy throughout the Capital Region.

4. ISSUES SPECIFICALLY RELATED TO THE PRODUCTIVITY COMMISSION INQUIRY:

'Increased promotion, awareness and effective delivery of Job Network services throughout the region' and 'Improved participation in programmes aimed at disadvantaged groups' are two of the Key Result Areas identified in CREC's Strategic Regional Plan as part of Goal 2: Workforce Skills Enhancement.

CREC was not surprised to learn that one of the conclusions of the recent Bureau of Statistics survey of job search experience of the unemployed was that success in finding a job was strongly linked to education. Of the 92 000 people out of work for more than a year more than half reached only the equivalent of a Year 10 education.

We have also had an opportunity to read some of the submissions already received, including four from other ACCs and one from DEWR.

In the Minister's 2001-2002 Statement of Priorities the second paragraph says in part 'The Government is equally committed to building cohesive, active and strong local communities and working with communities rather than imposing one-size fits all solutions'. We were therefore both surprised and disappointed that the submission from DEWR provided less information on issues relating to Indigenous Job Seekers and to Job Seekers from Rural and Regional Areas than we would have expected.

Data presented in Appendix 3 (3.6) records that in Aug 2000 23% of Capital Region Indigenous Allowees were based in Queanbeyan and 6% in Yass. Total Long Term Allowees in the Shires and Cities of the Capital Region were Crookwell 34, Goulburn 263, Gunning 20, Mulwaree 60, Queanbeyan 439, Tallaganda 40, Yarrowlumla 114 and Yass 96. We have therefore decided to concentrate our comments on issues relating to the services provided to Indigenous Job Seekers and Job Seekers in Rural and Regional Areas of the Capital Region.

4.1 The Indigenous Employment Situation:

CREC understands that in 2000 the Australia wide unemployment rate for indigenous people was 17.6% and would have been closer to 40% if CDEP participants were counted as unemployed.

ATSIC funds places on CDEP. The programme provides a participant with a minimum 2 days paid work a week with scope for the CDEP provider to negotiate additional paid working days with an employer. In the Capital Region CDEP tends to provide more opportunities for men than for women – because most of the projects involve manual labour.

Overall the indigenous labour force has lower levels of skills. Nearly a quarter of all indigenous jobs were for labourers and other unskilled areas, compared to 8.7% for the total workforce.

We understand that a major issue of concern between Job Network Providers and the Indigenous Community (in the Capital Region as well as in other parts of Australia) is that there is no satisfactory measure of Indigenous unemployment. CDEP participants must be registered with Centrelink and with a Job Network Provider. Anyone who registers on the CDEP program automatically qualifies as an Intensive Assistance client and is counted as such by the Job Network Provider and by Job Network. Conversely anyone on CDEP is considered 'employed'.

4.2 The Job Network 'service' in Rural and Regional Areas within the Capital Region:

CREC believes that some of the key issues which influence the effectiveness of the Job Network in Rural and Regional Areas relate to the availability of public transport (bus, train, taxi, school bus and community bus) as well as the location of the Provider's Office, its opening hours and opening days. The effectiveness of the Job Network is also affected by the accessibility of Centrelink.

The purpose of this section is, therefore, to consider all these issues with particular reference to the needs of job seekers who live in Crookwell, Mulwaree, Tallaganda, Yarrowlumla and Yass Shires.

As a result of the Commission's earlier work on the effect of National Competition Policy on Regional and Rural Australia this Inquiry will be aware that a very high percentage of households in these Shires have an annual household income of less than \$25K pa. The ABS 2001 report on Household Use of Information Technology estimates that only 10% of Households with an annual income of less than \$25K have home Internet access. We understand that the majority of these Households include at least one Secondary School student.

There is no Job Network Provider's Office in either Mulwaree or Yarrowlumla Shires. Appendix 3.7 indicates that in Aug. 2000 there were, respectively, 60 and 114 long term allowees in those Shires whereas there is an office in Tallaganda which has 40 long term allowees. However the Council Offices of those two Shires are in Goulburn and Queanbeyan respectively and these two Cities do have Job Network Providers.

Although this explanation is superficially attractive closer examination reveals that Goulburn is close to the geographical centre of Mulwaree Shire whereas Queanbeyan is on the perimeter of Yarrowlumla Shire. Indeed four of the Shires nine Councillors live in Bungendore (the others live in Wamboin, Burra, Queanbeyan, Michelago and Captains Flat) which tends to support the view that some members of CREC formed last year that Bungendore might be an appropriate location for a Job Network Office. There is ample precedent for having Job Network Providers in more than one location in a NSW Shire – for example at Bega, Merimbula and Eden in Bega Valley Shire.

In the light of this we have looked in greater detail at the needs of job seekers in Crookwell, Tallaganda/Yarrowlumla and Yass Shires.

The May 2001 NSW Department of Transport Discussion Paper on the Rural Taxi Industry in New South Wales notes that in some parts of Rural NSW there are no taxi services. There are 28 Taxis in Goulburn, 16 in Queanbeyan and 4 in Yass. The paper notes that another aspect of the taxi market in rural NSW is contract work in relation to providing services for children with special needs and providing services for medical institutions. It also mentions that the Commonwealth Department of Veterans' Affairs uses taxi services to provide transport for eligible veterans, war widows and their dependents for the purposes of medical treatment.

There is no reference to the use of taxi services to support Commonwealth or State Job Seeker programs but there is a reference to the use of spare capacity on school buses (during term time) and to the growth of Community Transport which it describes as 'the range of government subsidised community based transport services which are targeted at disadvantaged people in order to facilitate access to recreation, shopping, education, medical care, social services and social contact'.

A Community Transport initiative in CROOKWELL SHIRE is expected to start later this year. It is envisaged that it would operate a once a week service to/from the villages in the Shire.

The 2001-2002 edition of the Telstra Telephone Directory for Bowral, Braidwood, Crookwell, Goulburn, Mittagong and Moss Vale lists Centrelink Offices in Bowral and Goulburn.

Mission Employment are the only provider of job matching services in Crookwell, they visit the town on a regular basis – fortnightly/monthly- and provide their services from the Shire Council Chambers. The location is readily accessible, other services and shops (cafes etc) are within a short stroll, and the venue itself is functional but not 'threatening'. There is no intra Shire bus service but the school bus service can be used by others. Centrelink and Job Network Intensive Assistance services (Mission Australia) involve a trip to Goulburn. In Goulburn job matching services are available from MBC Employment, Employment National and Mission Australia as well as Mission Employment.

There is a (limited) bus service to/from Goulburn, some 45km away. Goulburn and District Community Services run a 'shopping' bus to/from Goulburn once or twice a week which may offer additional travel time flexibility.

Residents of TALAGANDA and (part of) YARROWLUMLA SHIRES are also expected to take advantage of Centrelink and Job Network services in Goulburn. However Centrelink published information and forms are available from Talaganda's Council Offices in Braidwood. Council will arrange for completed forms to be sent to Centrelink's Goulburn Office.

Mission Employment visits Braidwood once a month to provide job matching services. As mentioned earlier no services are offered in Bungendore.

In Braidwood the service is provided from an office 'out the back' of the Shire Council Chambers. The location is convenient for town residents, close to telephones, toilets, cafes etc. but Shire residents who do not live in Braidwood would have to rely on access to local school bus services. We would not expect residents of Yarrawlumla Shire to visit Mission Employment in Braidwood, they would almost certainly prefer to travel to Goulburn.

Although residents of Tallaganda Shire would almost certainly have to travel to Goulburn by Bus residents of Yarrawlumla Shire may have a choice of Bus or Train. The Bus service from Braidwood to Goulburn leaves Braidwood at 7.20am, arrives Goulburn 9.00am, leaves Goulburn 3.15 pm and returns to Braidwood at 4.50 pm the one way fare is about \$5.

From Bungendore there is a choice of trains. The first train leaves Bungendore at 7.20 am, Tarago at 7.46 am and arrives in Goulburn at 8.11 am. The later train leaves Bungendore at 12.50 pm, Tarago at 1.16 pm and reaches Goulburn at 1.42 pm. The return trains leave Goulburn at 2.18 pm and 8.49 pm. The one way fare Bungendore to Goulburn is \$11 and from Tarago \$5.50.

It should be noted that if Queanbeyan Centrelink and Job Network services are accessed the cost of the one way Bungendore – Queanbeyan train fare is \$5.50 but the time available in Queanbeyan is much less.

YASS SHIRE has a broader range of Centrelink and Job Network services available than either Crookwell or Tallaganda. However it should be noted that the Yass Centrelink's address and telephone number are not provided by the Centrelink advert. in the local (Canberra, Queanbeyan, Yass) 2002-2003 Telstra Telephone Directory. The advert. is reproduced at Appendix 6.

Although only Mission Australia has an office in Yass it offers both Job Matching and Intensive Assistance and its office is next door to Centrelink. Its location on the main street of Yass ensures that clients have ready access to telephones, toilets, cafes etc.

However whereas Centrelink is open 8.30am to 4 pm Monday to Friday, Mission Australia's opening hours are 8.30am to 1.30pm Monday to Friday. This may not be an inconvenience to many clients who live in Yass or Murrumbateman but it does pose problems for clients who have to travel from Bowning and Binalong. Countrylink provides a service leaving Binalong at 3pm and Bowning at 3.30 which reaches Yass at 4pm, the return service leaves Yass at 7pm. There is a bus (called the grasshopper) which gets into Yass about 10am but there is no return service other than the Countrylink bus at 7pm.

4.3 Other issues

CREC had hoped that it would be able to comment on Job Network Provider relationships with Clients in the Capital Region Shires and Cities but in practice the sample size is too small to make anything other than the most generalised comment. Our impression is that local business owners respond positively when they have contact with local providers, however they occasionally feel that insufficient care is taken to adequately match the client's skills to those required to meet the requirements of the vacant position. More importantly there is still insufficient awareness in Business and Industry large and small as to the range of services that can be offered by Providers.

With respect to relationships between Job Seekers and Job Providers, we have not heard of specific examples where the client has spent an hour or two travelling to a prearranged meeting which is not kept but we are aware of problems when the client's regular contact is not available and the client has not been advised so that the appointment could be rescheduled. Similarly we have heard of instances where the 'case manager' allocated to a client has no understanding of the range of experiences that that client with a Rural and/or Regional background has and has not been exposed to during his/her progression from school, to the work force and to losing one or more jobs.

Finally we have to acknowledge that, although it forms part of our Strategic Plan, our experience of promoting Work for the Dole and assisting public and private sector bodies to develop worthwhile proposals is too limited to be of assistance to this Inquiry.

5. SOME COMMENTS ON THE 'ISSUES PAPER' AND THE DEWR SUBMISSION

Earlier in this submission CREC referred to the Ministerial Statement of Priorities for 2001-2002 and the fact that the Government did not wish to impose 'one-size fits all' solutions.

Both the issues paper and the DEWR Submission refer to employment services from more than 2000 sites. While we do not wish to advocate the 'one size fits all' approach we had not expected that the Commission would give equal 'weight' to a site providing Job Matching and Intensive Assistance services 5 full days a week and to a site providing Job Matching services 1 day a month.

Similarly DEWR suggest (page 30) that 'in rural areas there are generally at least two local providers' who provide Job Matching. That is certainly not the case in Crookwell, Gunning, Tallaganda and Yass Shires. Similarly DEWR state (page 26) that 'Intensive Assistance is offered by almost 120 Job Network members from about 1 100 sites', in other words more than one in every two sites. In the case of the City of Goulburn and the Shires of Crookwell, Gunning, Mulwaree, Tallaganda and Yass there are two sites that offer Intensive Assistance (one on a part time basis) out of a total of nine sites.

On page 57 DEWR identifies agriculture, forestry and fishing (24%) as one of the industry (groups) with least use of Job Network. In the light of the level of activity in the Capital Region and the information on Major Industries provided in Appendix 1 CREC wonders whether that is simply a reflection of the geographical distribution of sites.

Overall we believe that the final report of the Productivity Commission's 'Independent Review' has to give very careful consideration to the present distribution, range of services and 'opening hours' of the 2000+ sites and relate their effectiveness to the Government's stated priorities for Job Network.

APPENDICES

- Appendix 1. Major Industries of the Capital Region's Cities and Shires.
- Appendix 2.1. Minister for Employment, Workplace Relations and Small Business
Statement of Priorities for Area Consultative Committees 2001 – 2002.
- Appendix 2.2. Charter for the National Network of ACCs
- Appendix 3. DEWRSB, NSW Labour Economics Office, Capital Region Labour
Market Snapshot and Socio-Economic Data
- Appendix 4. Job Network Providers servicing the Tallaganda / Braidwood and
Crookwell Shires.
- Appendix 5. CREC 3 year Strategic Regional Plan 2001-2004.
- Appendix 6. Centrelink directory, extract from Telstra Telephone
Directory White Pages 2002-2003.

Information on Major Industries

Most, but not all, of the Cities and Shires that, together with the ACT, form part of the Capital Region list what their Councils believe are their 'major industries' in the Australian Local Government Guide. The information provided is taken from the 33rd edition March 2002 – July 2002.

Crookwell

Potato growing, wool growing, fat lamb production, cattle

Goulburn

Railway, Abattoir, Wool Scour, Retail Distribution Management Centre, Supertex

Gunning

Sheep/wool, cattle

Mulwaree

Quarries, sheep and cattle breeding, poultry, general farming and rural industries

Queanbeyan

Extensive range of service industries, servicing Queanbeyan and Canberra

Tallaganda

Grazing – sheep and cattle, pine forest, orchards

Yarrowlumla

No entry

Yass

Mainly agriculture (Fine Wool Capital), wool brokers, cement block manufacturers, wineries (boutique), quarries, feedlots/piggeries (intensive farming), service industries.



MINISTER FOR EMPLOYMENT, WORKPLACE RELATIONS AND SMALL BUSINESS
LEADER OF THE HOUSE OF REPRESENTATIVES

Statement of Priorities for Area Consultative Committees
2001-2002

Since gaining office in 1996, the Federal Coalition Government has provided full operational funding and ongoing support for the national network of Area Consultative Committees (ACCs). During this time the Government has revitalised the ACC Network by giving it a broad, whole of Government focus. During the past year, ACCs have achieved significant results in their regions. On behalf of the Government, I would like to thank each and every ACC member across Australia for their efforts in creating jobs, boosting business and building a constructive partnership with government, business and the local community. The Chairs in particular have done a sterling job running the ACCs.

The Government remains committed to generating strong and sustained jobs growth through sound economic and fiscal management, workplace relations reforms and initiatives to support small business and strengthen the competitiveness of Australian business. The Government is equally committed to building cohesive, active and strong local communities and working with communities rather than imposing one-size fits all solutions. Communities in Australia know their particular needs, they know what works best at the local level and they are capable of generating innovative solutions to diverse local problems.

The Charter for the national network of ACCs is all about working together in partnerships and building the capacity of communities to find local solutions to local problems. It is about contributing to regional economic growth by harnessing opportunities for new jobs, actively supporting small business and proactively addressing training and skills development needs.

The ACC Charter is also about providing the community, business and Government with accurate, timely and relevant information. The dissemination of information on Government policies and programmes is a priority area in the ACC Charter.

The specific activities which ACCs undertake against the five priority areas identified in the Charter are by their nature varied, reflecting the diverse nature and needs of each region. However, the identification of projects which may be suitable for funding under the Regional Assistance Programme (RAP) and the ongoing monitoring of projects funded under the RAP remains a core function of all ACCs.

Another core function of all ACCs is the readiness to respond flexibly to specific Government priorities. In order to provide a high level of service and remain relevant to Government, business and their local communities, ACCs must be able to flexibly adjust resources to assist the Government in delivering new policies and programmes to business and the community.

Promoting the Government's policies and programmes relevant to the small business sector will be a key priority for the ACC Network over the next year. ACCs across Australia will participate in the Supporting Small Business Success (SSBS) initiative, through which the Government is communicating its policies, initiatives and programmes to small businesses.

ACCs are now giving increased priority to marketing the Indigenous Employment Policy and establishing better links with local indigenous organisations. Assisting the Government with the implementation of the Indigenous Employment Policy will remain a major priority for the ACC Network, with particular emphasis on creating employment and training opportunities in the private sector.

The national network of ACCs, funded under the Government's \$70 million Regional Assistance Programme is a positive example of how a social coalition between Government, business and the community can build stronger communities and generate new opportunities for economic growth. I strongly urge all Australian communities to grasp the opportunity to make the Government's investment count by working in partnership with your local ACC.

PETER REITH
5 September 2000



NATIONAL NETWORK OF AREA CONSULTATIVE COMMITTEES – CHARTER

The national network of Area Consultative Committees (ACCs) exists to provide a social coalition between the Commonwealth Government, business and local communities to build stronger communities and generate opportunities for jobs, business success and regional economic growth.

ACCs provide a vital link between communities and key government job creation programmes. In this way they undertake an important facilitation role.

The national network of ACCs also acts as a communication channel between Government, business and the community. ACCs are a vehicle for the Government to communicate information on policies and programmes to business and the community. ACCs are also a community voice to Government, providing advice and feedback on community needs and service requirements.

The ACC Charter comprises 5 priority areas. Every activity which an ACC undertakes in its region is directed towards the achievement of one or more of these priority areas.

1. Working together in partnership

- work to maintain constructive alliances with government, business and the community.

2. Local Solutions to local problems

- provide community leadership and work to assist in building community capacity.
- foster an environment for communities to identify their needs and find new ways to address these needs.
- assist/guide project proponents seeking funding to complete administrative requirements associated with programmes.

3. Economic growth through jobs creation and small business success

- contribute to regional economic growth by identifying current and future trends and using this information to work with the region and government to harness opportunities for jobs creation, skills development and small business success.
- focus on projects which will improve the job prospects of indigenous Australians – in particular private sector jobs.

4. Informing the community, business and Government

- establish and maintain an effective communication channel between the Commonwealth Government, business and the community.
- promote and disseminate information on Government policies and programmes for the benefit of business and the communities. In particular, business and employment initiatives.
- inform Government of the impact of policies and programmes on business and the community and provide constructive advice on community needs and service requirements.

5. Professional Behaviour

- act with honesty, integrity and in accord with relevant legal obligations. ACCs will practice sound corporate governance, recognising the need to be accountable for their actions and the use of Commonwealth Government monies.

What kinds of Government initiatives are ACCs involved in?

Whilst there is potential for ACCs to be involved in all spheres of Government activity, ACCs have specific responsibilities in relation to the portfolios of Employment, Workplace Relations and Small Business; Education, Training and Youth Affairs; and Transport and Regional Services.

Some of the portfolio initiatives that ACCs are involved in promoting or facilitating are:

The Regional Assistance Programme
The Indigenous Employment Program
The Job Network
Work for the Dole
Business Entry Point
New Apprenticeships
Regional Solutions Programme

For more information about these initiatives and how they can assist you, contact your local ACC.

The ACT comprises around 80% of the employment in the Capital Region. According to the 1996 Census the major employing industries were Government Administration and Defence (24%), Retail (12%) and Property and Business Services (11%).

Reductions in the public service (both Commonwealth and ACT) in the mid 1990s led to a dramatic slowing of population growth. After growing at an annual rate of 1.3% between June 1991 and June 1996 the ACT's population grew by less than 0.1% in the following two years.

In 1998 and 1999 the ACT experienced a period of strong economic and employment growth. The Australian Bureau of Statistics (ABS) estimates that employment rose by 12,000 (almost 8%) in the two years to December 1999.

Although there has been substantial private sector employment growth in the ACT, a considerable amount of this has reflected outsourcing of functions from the Government sector.

Key considerations:

1. The trend in the 1990s has been for the strongest employment growth to take place in the ACT and the Local Government Areas (LGAs) of Queanbeyan and Yarrowlumla. Employment growth in the balance of the Capital Region has been well below the National average (7.4% between the 1991 and 1996 Censuses). In the Crookwell LGA there was a 6.9% decrease between 1991 and 1996.
2. There is a disturbing trend that unemployment in many of the LGA's outside of the ACT is around double that of the ACT. ABS Small Area Labour Market data for the 1999 December Quarter reveals that unemployment in the ACT was 5.4% whilst that in Goulburn, Mulwaree, Queanbeyan and Tallaganda LGAs was 9.2%, 8.7%, 10.0% and 10.3% respectively.
3. According to 1998 ABS population estimates, the proportion of the 'younger' population (particularly in the 15-24 age category) in the Capital Region is significantly higher than that in NSW. The proportion of the population over 55 is significantly lower.
4. The proportion of the Region's employed working as professionals (24%) is the highest among all NSW/ACT regions.
5. According to the ABS 1996 Census there were 4610 indigenous persons in the Capital Region, comprising 1.1% of the total population. The 1996 Census also revealed that there were 1336 employed indigenous persons and 296 unemployed indigenous persons in the Region. The unemployment rate was 18.1%, compared to an unemployment rate of 7.2% for all persons at that time.
6. Goulburn is ranked fifth worst of Australia's largest regional municipalities for 'population growth' from 1976-96. Its annualised growth rate from 1976-96 was minus 0.2% and from 1991-96 it was minus 0.5%.

(2) Selected Groups - 1996 Census

3-2

	Indigenous		NESB	
	Indigenous Aged 15+	Share Of Persons 15+	NESB 15+	Share Of Persons 15+
Crookwell	24	0.7%	79	2.4%
Goulburn	209	1.3%	623	3.8%
Gunning	18	1.1%	56	3.3%
Mulwaree	24	0.5%	250	5.7%
Queanbeyan	413	2.0%	3,598	17.0%
Tallaganda	12	0.6%	112	5.6%
Yarrowlumlá	30	0.4%	574	8.4%
Yass	80	1.1%	326	4.7%
TOTAL	810	1.3%	5,618	9.0%

(3) Qualifications

	Persons 15+*	Total With Qual	Degree or Higher	% of pers 15+ with qual	% of pers 15+ with degree +
Crookwell (A)	3,336	1,058	132	31.7%	4.0%
Goulburn (C)	16,227	6,527	818	40.2%	5.0%
Gunning (A)	1,710	775	206	45.3%	12.0%
Mulwaree (A)	4,382	1,894	307	43.2%	7.0%
Queanbeyan (C)	21,161	8,682	1,773	41.0%	8.4%
Tallaganda (A)	1,995	864	212	43.3%	10.6%
Yarrowlumlá (A)	6,823	3,663	1,387	53.7%	20.3%
Yass (A)	7,006	2,932	767	41.8%	10.9%
TOTAL	62,640	26,395	5,602	42.1%	8.9%

* Includes people who didn't specify whether they had a qualification.

UNEMPLOYMENT

(1) DEWSRB Small Area Labour Markets, June 2000

	Unemployed	L. Force	UE Rate
Crookwell (A)	66	1,942	3.4
Goulburn (C)	580	9,914	5.9
Gunning (A)	27	1,132	2.4
Mulwaree (A)	148	2,714	5.5
Queanbeyan (C)	913	14,446	6.3
Tallaganda (A)	72	1,151	6.3
Yarrowlumlá - Pt A	205	4,832	4.2
Yarrowlumlá - Pt B	8	157	5.1
Yass (A)	180	4,664	3.9
TOTAL	2,199	40,952	5.4%

EMPLOYMENT

(1) Part-time Work (1996 Census)

	Employed	Employed 1 to 34 hrs	% PT
Crookwell	1,850	468	25.3%
Goulburn	8,722	2,376	27.2%
Gunning	1,077	260	24.1%
Mulwaree	2,541	713	28.1%
Queanbeyan	13,024	3,058	23.5%
Tallaganda	1,108	297	26.8%
Yarrowlumla Pt A	4,602	1,208	26.2%
Yarrowlumla Pt B	154	38	24.7%
Yass	4,304	1,222	28.4%
TOTAL	37,382	9,640	25.8%

(2) and (3) cover industry and occupational employment and appear on sheet 2

LABOUR FORCE PARTICIPATION

(1) Overall (Based On The Small Area Labour Markets Publication)

	Labour Force	Pop aged 15+ (ABS Estimate)	L.F. Partic Rate
Crookwell (A)	1,942	3,336	58%
Goulburn (C)	9,914	16,227	61%
Gunning (A)	1,132	1,710	66%
Mulwaree (A)	2,714	4,382	62%
Queanbeyan (C)	14,446	21,161	68%
Tallaganda (A)	1,151	1,995	58%
Yarrowlumla (A) - P	4,832	6,599	73%
Yarrowlumla (A) - P	157	224	70%
Yass (A)	4,664	7,006	67%
TOTAL	40,952	62,640	65%

← ACT Labour Force
Participation Rate
69%

* From the DEWRSB Small Area Labour Markets publication.

Data for Snowy River is excluded because the SMAL labour force estimate is not directly comparable with the population estimate.

(2) Selected Groups (1996 Census)

	15-64 yr olds	Indigenous	NESB	Females	Total
Crookwell	69%	63%	54%	47%	59%
Goulburn	69%	44%	46%	52%	58%
Gunning	73%	50%	84%	56%	67%
Mulwaree	68%	75%	53%	54%	62%
Queanbeyan	75%	62%	55%	59%	67%
Tallaganda	69%	75%	46%	51%	60%
Yarrowlumla Pt A	78%	78%	72%	68%	74%
Yarrowlumla Pt B	77%	0%	63%	69%	74%
Yass	76%	66%	56%	57%	66%
TOTAL	73%	58%	56%	57%	64%

NOTE: In calculating the ranges for LGAs in the material which the LEO distributed in Dec 2000 percentages based on small numbers were ignored. E.g. The range for Indigenous persons was based on just data for Bega Valley and Eurobodalla.

Ratio Of DSP Allowees To NSW Allowees

	Total DSP Allowees	Total NSA Allowees	Ratio DSP to NSA
Crookwell (S)	162	51	3.19
Goulburn (C)	868	387	2.24
Gunning (S)	80	37	2.19
Mulwaree (S)	223	96	2.33
Queanbeyan (C)	905	630	1.44
Tallaganda (S)	112	79	1.41
Yarrowlumla (S)	232	170	1.37
Yass (S)	243	136	1.79
TOTAL	2,826	1,585	1.78

(3) 1996 Census Data

Selected Unemployment Rates

	15-24 Indigenous		All Persons NESB 15+	
	Crookwell	12.3%	40.0%	7.0%
Goulburn	15.4%	19.8%	9.0%	7.8%
Gunning	15.7%	33.3%	12.8%	6.0%
Mulwaree	13.6%	0.0%	11.3%	6.6%
Queanbeyan	15.0%	23.1%	10.5%	8.5%
Tallaganda	16.1%	*	11.8%	7.9%
Yarrowlumla PT A	21.2%	*	} 5.3%	5.1%
Yarrowlumla Pt B	12.8%	*		7.2%
Yass	18.8%	30.2%	7.3%	7.1%
TOTAL	15.4%	21.7%	9.5%	7.4%

* Small Numbers make U/E Rate calculation too imprecise.

Qualifications Of The Unemployed (Only available for Statistical Subdivisions)

	% With Degree+	% With Any Qual
Queanbeyan	5.0%	30.3%
Remainder Of Stn Tablelands *	2.3%	26.6%
TOTAL	3.4%	28.1%

* Includes Boorowa, Harden and Young, which are not in Capital ACC Region.

SUMMARY INFORMATION FOR SOUTHERN TABLELANDS

Population Characteristics

% Change 5 yrs to June'99	-3.9% to 9.1%	2.6%	5.8%	6.2%
% Change in year ended June'99	-3.2% to 2.7%	0.6%	1.1%	1.3%
ABS Projected Growth in 5 yrs to 2005	-2.2% to 9.3%	4.2%	4.6%	5.3%
% Aged 15-24 (June'99)	8.3% to 15.8%	12.7%	13.9%	14.2%
% Aged 45-64 (June'99)	21.0% to 29.1%	23.8%	22.2%	22.2%
% Aged 65+ (June'99)	6.3% to 17.2%	10.8%	12.8%	12.2%
% Indigenous 15+ (1996 Census)	1.1% to 2.0%	1.3%	1.3%	1.5%
% NESB 15+ (1996 Census)	2.4% to 17.0%	9.0%	19.1%	14.4%
% 15+ with degree + (1996 Census)	3.9% to 18.6%	8.5%	10.9%	10.3%
% 15+ any tertiary qual (1996 Census)	31.5% to 49.1%	40.1%	44.4%	41.6%

Unemployment (*Different types of data should not be compared*)

June 2000 (Small Area Labour Markets)				
- Unemployed	57 to 913	2,199	180,500	636,900
- Unemployment rate	2.4% to 6.3%	5.4%	5.6%	6.6%
Aug 2000 Allowees *				
- Total	34 to 672	1,678	140,473	461,487
- % Indigenous	0% to 6.8%	4.0%	4.3%	4.6%
- % NESB	0% to 11.0%	6.1%	19.1%	15.5%
- % On Allowance For 2+ Years**	43% to 60%	49%	49%	47%
- As above but aged 45-64	8% to 27%	11%	15%	14%
- Ratio of DSP to NSA	1.37 to 3.19	1.79	1.36	1.23
1996 Census U/E rates***				
- Total	5.1% to 8.5%	7.4%	8.8%	9.2%
- 15-24 year olds	12.3% to 21.2%	15.4%	14.8%	15.7%
- Indigenous ****	19.8% to 30.2%	21.7%	27.0%	22.8%
- NESB	5.3% to 11.8%	9.5%	12.0%	12.8%
1996 Census				
% U/E with degree or higher quals	4.0% to 20.3%	8.9%	6.8%	6.3%
% U/E with any tertiary quals	31.7% to 53.7%	42.1%	33.6%	32.0%

* Unless specified otherwise, "allowees" refers to NSA and Youth (excl. FT student) allowees. Estimates are based on postcode level data using a population based, postcode to LGA link.

** Recorded durations can include breaks, each of which may be of up to 13 weeks.

*** Due to differences in definition, rates are not directly comparable with those in Small Area Labour Markets.

**** Differences between areas in CDEP participation can affect comparisons of Indigenous U/E rates.

Job Seeker Allowees: Capital Region, Aug'2000

	Total Allowees	Long-Term Allowees	15-24 Yr Old Allowees	45 + Yr Old Allowees	Indigenous Allowees	NESB Allowees	Allowees With Rec Disab
ACT	4,771	2,928	1,595	896	402	854	1,656
Crookwell (S)	48	34	8	21			19
Goobang (S)	441	253	153	95	7		152
Gunning (S)	34	20	5	10			11
Mulwaree (S)	101	60	33	22		74	35
Queanbeyan (C)	672	439	219	138	38		259
Tralgan (S)	66	40	9	16			29
Yarrowwonga (S)	175	114	51	41	6	16	69
Yass (S)	151	96	51	34	10	5	64
TOTAL	6,449	3,994	2,124	1,274	164	949	2,294

	Total Allowees	Long-Term Allowees	15-24 Yr Old Allowees	45 + Yr Old Allowees	Indigenous Allowees	NESB Allowees	Allowees With Rec Disab
ACT	74%	73%	75%	70%	62%	90%	72%
Crookwell (S)	1%	1%	0%	2%			1%
Goobang (S)	7%	7%	7%	3%	1%		7%
Gunning (S)	1%	0%	0%	1%			0%
Mulwaree (S)	2%	2%	2%	2%			2%
Queanbeyan (C)	10%	11%	10%	11%	23%	8%	11%
Tralgan (S)	1%	1%	10%	1%			1%
Yarrowwonga (S)	3%	3%	2%	3%	1%	2%	3%
Yass (S)	2%	2%	2%	3%	6%	1%	3%
TOTAL	100%	100%	100%	100%	100%	100%	100%

NOTE: The data on allowees only covers those recipients of the Newstart and Youth Allowances who as at 11 August 2000 were obliged to be engaged in job search. It excludes full-time students, persons temporarily incapacitated, people whose payments were suspended due to short term earnings, etc. Duration of allowance can include periods of non-receipt of allowance each of which may be up to 13 weeks in length.

Source: Derived from postcode level data from Centrelink. The incidence of recognition of Indigenous origin and the recording of disabilities may both differ between regi

Index of Disadvantage

Source: Socio-Economic Indexes for Areas 96, ABS Cat No 2033.0.30.001

Name	State	Type	Code	Value	Population
Crookwell (A)	NSW	LGA	2400	985.367	4,242
Goulburn (C)	NSW	LGA	3150	980.557	20,452
Gunning (A)	NSW	LGA	3600	1,041.72	2,209
Mulwaree (A)	NSW	LGA	5450	1,023.95	5,604
Queanbeyan (C)	NSW	LGA	6450	1,007.86	27,346
Tallaganda (A)	NSW	LGA	7250	998.73	2,415
Yarrowlumla (A)	NSW	LGA	8650	1,117.75	9,136
Yass (A)	NSW	LGA	8700	1,043.00	9,112

Index of Disadvantage - focusses on low income earners, relatively lower educational attainment, high unemployment, rented dwellings and people lacking fluency in English.

Source: Australian Bureau of Statistics as supplied by the New South Wales Labour Economics Office (NSW LEO), Department of Employment, Work Relations and Small Business

Index of Economic Resources

Source: Socio-Economic Indexes for Areas 96, ABS Cat No 2033.0.30.001

Name	State	Type	Code	Value	Population
Crookwell (A)	NSW	LGA	2400	964.719	4,242
Goulburn (C)	NSW	LGA	3150	974.616	20,452
Gunning (A)	NSW	LGA	3600	993.815	2,209
Mulwaree (A)	NSW	LGA	5450	1,003.43	5,604
Queanbeyan (C)	NSW	LGA	6450	1,008.76	27,346
Tallaganda (A)	NSW	LGA	7250	943.421	2,415
Yarrowlumla (A)	NSW	LGA	8650	1,127.27	9,136
Yass (A)	NSW	LGA	8700	1,022.47	9,112

Index of Economic Resources - highlights what could be called disposable income, focussing on economic resources of a household including family income, housing status and car ownership.

Source: Australian Bureau of Statistics as supplied by the New South Wales Labour Economics Office (NSW LEO), Department of Employment, Work Relations and Small Business

Index of Education and Occupation

Source: Socio-Economic Indexes for Areas 96, ABS Cat No 2033.0.30.001

3-8

Name	State	Type	Code	Value	Population
Crookwell (A)	NSW	LGA	2400	957.075	4,242
Goulburn (C)	NSW	LGA	3150	976.861	20,452
Gunning (A)	NSW	LGA	3600	1,016.83	2,209
Mulwaree (A)	NSW	LGA	5450	980.541	5,604
Queanbeyan (C)	NSW	LGA	6450	989.712	27,346
Tallaganda (A)	NSW	LGA	7250	990.789	2,415
Yarrowtumla (A)	NSW	LGA	8650	1,097.36	9,136
Yass (A)	NSW	LGA	8700	1,012.74	9,112

Index of Education and Occupation - provides specific rankings based on educational background and type of occupation.

Source: Australian Bureau of Statistics as supplied by the New South Wales Labour Economics Office (NSW LEO), Department of Employment, Work Relations and Small Business

TABLE 2 SUMMARY AREA DATA FOR SLA LEVEL INDEXES

	Average	10%	25%	Quantile 50%	75%	90%
INDEX OF RELATIVE SOCIO-ECONOMIC DISADVANTAGE						
NSW	993	932	956	981	1 019	1 081
VIC	1 013	952	981	1 009	1 044	1 077
QLD	994	910	949	992	1 045	1 081
SA	979	908	942	978	1 018	1 052
WA	990	934	963	987	1 017	1 051
TAS	968	925	933	953	1 002	1 029
NT	963	758	921	998	1 047	1 075
ACT	1 088	1 016	1 067	1 098	1 123	1 146
AUST	1 000	924	957	994	1 045	1 093
URBAN INDEX OF RELATIVE SOCIO-ECONOMIC ADVANTAGE						
NSW	982	933	944	961	986	1 057
VIC	992	933	951	973	1 017	1 072
QLD	991	910	937	972	1 037	1 090
SA	972	912	927	961	994	1 083
WA	999	939	953	972	1 017	1 108
TAS	955	906	922	949	963	1 035
NT	945	853	907	955	1 005	1 031
ACT	1 101	1 011	1 046	1 085	1 155	1 228
AUST	995	921	944	971	1 036	1 108
RURAL INDEX OF RELATIVE SOCIO-ECONOMIC ADVANTAGE						
NSW	1 012	919	943	984	1 068	1 143
VIC	1 039	938	984	1 033	1 092	1 136
QLD	1 016	895	934	1 006	1 074	1 153
SA	986	914	933	963	1 014	1 101
WA	971	892	917	960	1 015	1 070
TAS	1 035	951	984	1 031	1 073	1 117
NT	986	863	917	969	1 064	1 107
ACT	1 160	1 007	1 134	1 183	1 209	1 242
AUST	1 011	911	941	995	1 066	1 129
INDEX OF ECONOMIC RESOURCES						
NSW	980	919	939	959	1 002	1 084
VIC	997	943	957	983	1 027	1 075
QLD	998	913	945	988	1 044	1 093
SA	958	907	926	950	985	1 028
WA	981	920	947	978	1 015	1 056
TAS	958	915	935	952	984	1 019
NT	946	749	891	982	1 035	1 075
ACT	1 075	974	1 018	1 087	1 122	1 176
AUST	992	917	943	980	1 035	1 094
INDEX OF EDUCATION AND OCCUPATION						
NSW	987	923	941	957	1 006	1 100
VIC	998	933	954	980	1 020	1 089
QLD	985	887	921	968	1 039	1 110
SA	956	887	918	941	968	1 063
WA	962	906	925	940	966	1 085
TAS	946	891	903	928	956	1 007
NT	1 005	891	968	1 019	1 069	1 091
ACT	1 121	1 063	1 095	1 121	1 162	1 199
AUST	992	903	931	966	1 045	1 122



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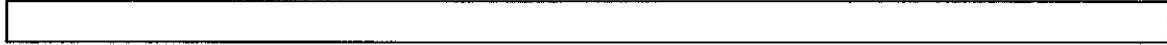
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Services 1 to 9



Click on the Service Type To Display more Details

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- ▶ Select Se
- ▶ Select Loc

Job Network Service	Location	Service Type
SETS-South East Training Services	Goulburn	New Enterprise Incentive Scheme
Mission Employment	Braidwood	Job Matching
MBC Employment Services	Goulburn	Job Matching , Job Search Training
Mission Employment	Gunning	Job Matching
Mission Employment	Crookwell	Job Matching
Southern Tablelands Business Enterprises	Goulburn	New Enterprise Incentive Scheme
Employment National Limited	Goulburn	Job Matching
Mission Australia	Goulburn	Job Matching , Job Search Training , Intensive Assistance
Mission Australia	Yass	Job Matching , Intensive Assistance



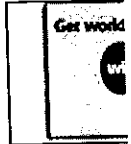


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Find a Job Network Service - Quick Search Results

JNS Quick Search for: Crookwell (and surrounds)
Service: All Services
Job Network Services: 9
Services: 1 to 9



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- ▶ Select Se
- ▶ Select Lo

Click on the Service Type To Display more Details

Job Network Service	Location	Service Type
SETS-South East Training Services	Goulburn	New Enterprise Incentive Scheme
Mission Employment	Braidwood	Job Matching
MBC Employment Services	Goulburn	Job Matching, Job Search Training
Mission Employment	Gunning	Job Matching
Mission Employment	Crookwell	Job Matching
Southern Tablelands Business Enterprises	Goulburn	New Enterprise Incentive Scheme
Employment National Limited	Goulburn	Job Matching
Mission Australia	Goulburn	Job Matching, Job Search Training, Intensive Assistance
Mission Australia	Yass	Job Matching, Intensive Assistance

Capital Region Employment Council Strategic Regional Plan

Please find included separately.

Centrelink directory

Appointments

To make an appointment to see someone in your local Centrelink office.

13 1021

Are you looking for work?

13 2850

Newstart Allowance, Mature Age Allowance, Farm Family Restart Scheme, Exceptional Circumstances Relief Payment, Widow Allowance, Special Benefit, (Partner Allowance / Parenting Payment / Maintenance enquiries: if your spouse receives one of these payments)

Are you planning for or needing help in retirement?

13 2300

Age Pension, Pensioner Concession Cards, Commonwealth Senior's Health Card, Retirement Assistance for Farmers Scheme, (Partner Allowance / Maintenance enquiries: if your spouse receives one of these payments)

Are you someone who is ill, injured or has a disability?

13 2717

Disability Support Pension, Carer Payment, Mobility Allowance, Sickness Allowance, Carer Allowance (Wife Pension / Partner Allowance / Parenting Payment: if your spouse receives one of these payments)

Are you a parent or a guardian?

13 6150

Family Assistance Office, Family Allowance, Maternity Allowance, Maternity Immunisation Allowance, Parenting Payment, Family Tax Payment, Health Care Cards, Maintenance enquiries, Double Orphan Pension, Jobs Education & Training (JET)

Are you planning to study or undertake training (or currently studying or training)?

13 2490

Youth Allowance

or visit www.youthallowance.centrelink.gov.au

13 2490

Students

13 2490

Austudy

13 2317

ABSTUDY

13 2318

Assistance for Isolated Children

13 1158

Centrelink Employer Hotline

13 2115

Fax

A quick service for employers about Centrelink issues, including:

- * Help with completing requests for employment and wage details.
- * Accepting information about incorrect social security entitlements
- * General information on Centrelink issues and referral to other government agencies.

13 1673

Centrelink International Services

Enquiries about claiming a pension from an overseas country. Enquiries about payment of your Australian pension while you are overseas.

Centrelink Career Information

Information on careers and further study only.

Canberra Level 1 13 Lonsdale St Braddon 6219 3273

Enquiries in languages other than English

13 1202

Enquiries by TTY for people with hearing & speech difficulties

FREECALL 1800 810 5986

Customer Relations FREECALL 1800 050 000

For customer service feedback, compliments, comments, complaints



Centrelink

Linking Australian Government Services

Centrelink Youth & Student Services Locations

Refer to Centrelink Office Locations

Telephone enquiries 13 1021 to make an appointment. Office hours are 8:30am to 4:30pm.

Braddon 13 Lonsdale St

Belconnen Level 1 Northpoint Plaza, Chandler St

Gungahlin Shop 33, Coltrane Area,

Gungahlin Market Place, Hibberden St

Lanyon Shop 2, Lanyon Market Place

4 Sidney Nolan Dr

Tuggeranong Tuggeranong Square, Anketell St

Woden NPMA House, 90 Corinna St

Queanbeyan 183 Crawford St

Centrelink Area Support Office

Queanbeyan 7-9 Morisset St 6200 5757

National Office

6219 3273

(Customer enquiries should be directed to the appropriate payment enquiry number as listed above)

Visit Centrelink's internet site at www.centrelink.gov.au

Calls to a Testra FREECALL 1800 number are free unless from a mobile phone which will be charged at mobile rates.

Calls can be made to Centrelink Direct Dial numbers from anywhere in Australia for the cost of a local call.

Calls from mobile phones are charged at mobile rates.



*Capital Region
Employment
Council Inc*

Strategic **Regional Plan** **2001 - 2004**

The Capital Region Employment Council (CREC) is part of a national network of Area Consultative Committees (ACCs) funded by the Commonwealth Government under the Regional Assistance Programme.

The Council will deliver this Strategic Regional Plan by:

Consulting extensively with the Regions' communities, providing timely and relevant information regarding access to Government programmes and services;

Identifying projects within the Region that stimulate business and industry growth and create economic and social benefits to its communities;

Stimulating strong community support and participation in the development and successful realisation of the identified opportunities;

Facilitating community access to the range of Government programmes that may assist in the carriage of projects that provide sustainable economic and employment outcomes;

Marketing the full range of Government assistance programmes throughout the Region;

Providing timely and accurate feedback to Government regarding issues that may be impeding business and industry growth and adversely affecting employment and economic prosperity in the region;

Celebrating and promoting the Region's business and industry success stories.

Regional Snapshot

Gunning Shire

Pop: 2264 (Ref: ABS 3218.0 20 Feb 2001)
 Pop Change 1995-2000 % Growth: 0.9% (Ref : as above)
 Project Pop 2005: 2318 % Change: 2.8% (ABS July 1998)
 Agricultural sector is major employer. Canberra commuters bolster the shire's economy. Unemployment rate is lowest amongst Capital Region shires. Interest in planning and coordinating tourism development and marketing unique attributes of the district.

Yass Shire

Pop 9486
 Pop Change 1995-2000
 % Growth: 1.5%
 Projected Pop 2005: 9645
 % Change: 4.5%

Renowned fine wool and fat lamb district; also top quality cool climate wines; retail and agricultural sector important employers; development potential for tourism and retirement services. The unemployment of indigenous people is high. Yass is a rest stop for travelers.

Yarrowlumla Shire

Pop 9400
 Pop Change 1995-2000
 % Growth: 5.5%
 Project Pop 2005: 10206
 % Change: 9.6%

Government administration and Defence highest employer, property and service-based industrial sector very important, agricultural sector also important employer. Proximity to Queanbeyan and Canberra an advantage. Unemployment rate just above 4% in September 2000.

Australian Capital Territory

Pop: 310,839
 Pop Change 1995-2000 % Growth: 2.0%
 Projected Pop 2005: 325,700 % Change: 4.3%

The ACT has recorded the highest economic growth of all states and territories between November 1998 and November 1999 - 5.9 per cent. Retail employment growth for the year to February 2001 was 14.8 percent. The ACT has the lowest unemployment rate at 4.8 per cent. Indigenous unemployment is relatively high. The public sector share is decreasing while personal and business services, accommodation and hospitality are showing strong employment growth. Canberra's population is growing but will age significantly over the next decade.

Crookwell Shire

Pop: 425
 Pop Change 1995-2000 % Growth : -3.8%
 Projected Pop 2005: 4213 % Change:-2.2%

Atop the Great Dividing Range; wind farm and excellent climate, environment, and gardens; historical gold mining center; premier merino breeding and fat lambs; seed potato production for international market; investment opportunities in tourism, agriculture and craft industries. Agriculture sector is the major employer. Declining population; road telecommunications, youth employment and tourism are priority. Crookwell is below the national and state average on all five socio-economic indexes

Mulwaree Shire

Pop:6,38
 Pop Change 1995-2000 % Growth: 10.9%
 Projected Pop 2005:6305 % Change: 5.6%
 Adjoining Goulburn City. Agriculture is principal activity - shire is encouraging growth of olives, berries and grapes. Developing poultry industry. Significant tourist attractions including Wombeyan Caves. Strong rural residential development. Potential for quarrying and mining operations

Goulburn City

Pop:20,62
 Pop Change 1995-2000 % Growth:-3.2%
 Projected Pop 2005: 20,228 % Change: -0.4%

On Hume Highway, centre for light manufacturing and agriculture. Developing regional freight hub. Generally declining population with a drop in numbers in the mid-age group and young people moving to other regions. Below the national and state averages for four socio-economic indexes

Tallaganda Shire

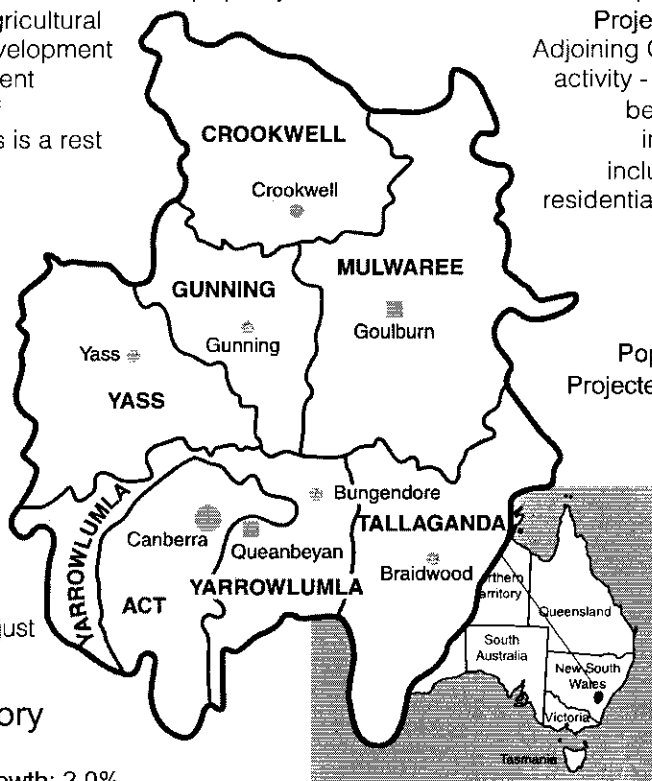
Pop 262
 Pop Change 1995-2000
 % Growth: 0.5%
 Projected Pop 2005: 251
 % Change: 0.3%

Agricultural sector a major employer - beef and sheep grazing. Tourism is steady growing industry and holds significant potential. Benefits from travelers. Unemployment rate highest of the Capital Region's shires

Queanbeyan City

Pop: 30,20
 Pop Change 1995-2000 % Growth: 8.5%
 Projected Pop 2005:30,452 % Change: 6.9%

Advantages for new industry in high-tech, communications, transport and light industry. 60% of population works in Canberra. Growing secondary industry; key industries are property, business, retail and manufacturing; similar population profile to Canberra with strong growth in plus fifty group; relatively high proportion of indigenous persons compared to other parts of the region



Goals, Strategies, Key Result Areas

Goal 1: Business and Industry Development

Strategy

CREC will promote and facilitate initiatives that provide additional business activity and increase sustainable employment in the region.

Key Result Areas

- Volume of enterprises accessing business assistance programmes.
- Employment growth in small and medium businesses.
- Number of networks or clusters established.
- Increased employment opportunities for unemployed people.

Implementation

CREC will:

1. Promote awareness of and encourage access to information, advice and business skills resources for micro and small enterprises.
2. Consult with business, industry and community groups throughout the region to gain a greater appreciation of the impediments to expansion and growth.
3. Promote the formation of enterprise clusters as a vehicle to facilitate networking and cooperative marketing initiatives.
4. Foster the development of new business niches and encourage the diversification of existing enterprise.
5. Form strategic alliances with key stakeholders in industry to identify opportunities and to facilitate projects that enhance employment and provide economic benefit.
6. Promote Job Network and facilitate awareness of other employment assistance available to employers.
7. Encourage and support viable self employment initiatives for disadvantaged and indigenous people.

Goal 2: Workforce Skills Enhancement

Strategy

CREC will facilitate regional initiatives that enhance employment opportunities for job seekers and that provide employers with an adequately skilled labour market.

Key Result Areas

- More effective collaboration and improved synergy between educators, peak industry bodies and employers.
- Increased promotion, awareness and effective delivery of Job Network services throughout the region.
- Improved participation in programmes aimed at disadvantaged groups.

Implementation

CREC will:

1. Consult regularly with government, business, industry and community groups across the region to identify current and project future skills gaps in the labour market.
2. Proactively encourage and support skills development programmes and initiatives throughout the region.
3. Undertake regional labour market analysis to better map career and skills development opportunities.
4. Facilitate access to and encourage skills development for regional employers and jobseekers.
5. Establish linkages with industry and education sectors to facilitate opportunities for school leavers.
6. Encourage the education sector to deliver curriculums which enhance the employment prospects of school leavers.
7. Promote employment and skills development programmes that target disadvantaged groups.

Goal 3: Regional Economic Growth

Strategy

CREC will foster economic development in the region by actively participating in the identification, funding and coordination of initiatives that promote sustainable employment opportunities and economic prosperity.

Key Result Areas

- CREC established as a pivotal coordination agency and "economic development resource within the region.
- Enhanced community leadership and successful "implementation of regional projects.
- Increased access to information, resources and government programmes aimed at business development.



Implementation

CREC will:

1. Increase its profile and actively promote its services to all regional constituents.
2. Pursue partnerships with local government and key business and community representatives to foster and encourage the development of enterprising projects.
3. Encourage community empowerment and leadership.
4. Invite and encourage strong regional participation in the activities of the Capital Region Employment Council.
5. Facilitate identification of issues of concern in regional centres and act as a catalyst to precipitate development of regional projects.
6. Host seminars, invite guest speakers and experts to address specifically targeted regional opportunities and help find solutions to the identified issues.
7. Conduct regular information sessions to promote and facilitate government programmes that have the potential to deliver solutions to regional issues.
8. Investigate and encourage development activities that expand employment opportunities and enhance regional economic growth.
9. Participate in regional industry networks that support growth projects including business information, e-commerce, export development and value adding projects.

CHARTER FOR THE NATIONAL NETWORK OF ACCs

The current Charter for the National Network of ACCs together with the Statement of Ministerial Priorities forms the basis for the Annual Operational Funding contract between the ACC and the Commonwealth. ACCs are required to use their funds to achieve the stated outcomes and perform the defined functions. "It is against these outcomes and performance of the functions that the success of ACCs is measured.

The ACC Charter comprises five priority areas:

- ▶ Working together in partnerships
- ▶ Local solutions to local problems
- ▶ Economic growth through jobs creation and small business success
- ▶ Informing the community, business and Government
- ▶ Professional Behaviour.

STRATEGIC REGIONAL PLAN IMPLEMENTATION

The Federal Government provides resources under the Regional Assistance Programme to support the implementation of CREC's Strategic Regional Plan 2001-2004. A Memorandum of Understanding was signed on 30 March 1999 between the Ministers for Employment, Workplace Relations and Small Business; Education, Training and Youth Affairs and Transport and Regional Services. This establishes a cooperative working relationship between the Ministers' portfolio departments in relation to the utilisation of ACCs. CREC also promotes and facilitates other government programmes such as the Regional Solutions Programme, Indigenous Small Business Fund, Work for the Dole, New Apprenticeships and the Stronger Families and Communities Strategy.

The Capital Region at a Glance

Each shire and city within the Capital Region is quite unique; with mixed demographics and business and employment profiles. Typical features common to rural shires are apparent: a small resident population with agriculture dominating the local labour market and business activities. Conversely, the cities, with a large population base, have a more diverse industry and business mix.

Overall, the Capital Region's population has experienced only subtle changes in the 8 years to 1999. The age profiles show small increases in the number of pre-teens and larger proportionate increases in the number of post 40 year olds, indicating an aging population.

ABS data indicates that in the Southern Tablelands (excluding Queanbeyan), the median individual income level remains relatively low compared to that of NSW and, more particularly that of the ACT.

Rural areas in the Capital Region deficient in secondary and tertiary industries face the prospect of limited growth with most employment opportunities restricted to low wage categories.

The disparity in median individual income levels between the Southern Tablelands and the ACT is likely to become greater in the future unless a concerted effort is made to diversify the Region's economy and to reduce its reliance on a declining primary sector.

By contrast, the ACT and Queanbeyan have a significant business base, with strong employment evident in many industry sectors, including health and community services, manufacturing, construction, finance and property.

In 1999-2000, the ACT economy experienced unprecedented growth, the strongest of any state or territory, an employment growth reached nearly 5%. Whilst movements in the national economy during 2000-2001 moderated its performance, the Territory's employment growth for this period is forecast to be a more sustainable 2.4%.

The ACT Government (2001-2002 Budget Papers) expects employment to continue to grow in 2001-2002 but at a reduced rate of 1.3% in year average terms and at an average rate of 2.5% in the subsequent two years.

VISION

The Vision for the Council is to provide leadership, direction and assistance in the pursuit of sustainable enterprise and employment growth throughout the Capital Region.

MISSION

The Council is dedicated to the promotion and encouragement of business and employment growth, skills acquisition and development and the achievement of economic prosperity throughout the region.

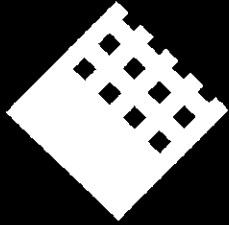
THE STRATEGIC PLANNING PROCESS

The Capital Region Employment Council's Regional Strategic Plan 2001-2004 will achieve sustainable improvements in the regional labour market by facilitating opportunities for additional business activity and by active encouragement of initiatives that provide skills enhancement to the region's workforce.

In developing this Strategy a number of key consultations and documents have provided significant information and direction:

- Consultations held in six centres in the Capital Region: Braidwood, Bungendore, Queanbeyan, Yass, Goulburn and Crookwell;
- Australian Bureau of Statistics labour force data for the Capital Region;
- Capital Region Labour Market Overview;
- Regional Australia Summit Report October 1999; and
- Final Report of the Regional Australia Summit Steering Committee December 2000.





The current members of the Capital Region Employment Council are:

Chairman

Ross MacDiarmid

Deputy Chairman

Christopher Peters

Treasurer

Matthew Power

Members

Sylvia Tulloch

Richard Tanzer

David Gaul

Geoff Keogh

Don MacKay

Charles Halton

Jill McLeod



Ross MacDiarmid
Chair



Rod Moffatt
Executive Officer

Capital Region Employment Council
281 Goyder St
NARRABUNDAH ACT 2604
Phone: (02) 6295 5945
Fax: (02) 6239 5743
Email: acc@crec.asn.au
Website: www.crec.asn.au

CAPITAL REGIONAL EMPLOYMENT COUNCIL

Area Consultative Committee (ACT & Southern Tablelands)

The Capital Region Employment Council (CREC) is the Area Consultative Committee (ACC) for the Capital Region which comprises the Australia Capital Territory, Gunning Shire, Yass Shire, Yarrowlunla Shire, Crookwe Shire, Goulburn City, Mulwaree Shire, Tallaganda Shire and Queanbeyan City. ACC's work in partnership with the Government, business and the community to identify and foster opportunities for jobs growth, skills development and regional economic growth.

Message from the Chair

The Capital Region Employment Council (CREC) works collaboratively with businesses and the community to find ways to generate sustainable employment opportunities and boost business performance in the Capital Region.

Our Council also maintains important links with all levels of government, as well as a wide variety of interest groups, and is therefore well placed to help improve the coordination of economic and employment activities in the Region.

We also play an important role in providing information to small business on the government's business and employment initiatives. This helps to improve small business knowledge and access to available resources.

Whilst prospects appear bright for the Region as a whole, we still face some important employment-related issues and challenges in the future.

Youth and indigenous unemployment are still unacceptably high and declining agricultural sector is impacting negatively on the local economies of our rural shires.

The Capital Region Employment Council is your community voice to government, and it can make a difference. We consult widely with the community in order to provide advice and feedback to the Commonwealth Government on the effectiveness of its programs. This contributes to policy review and refinement.

I invite you to contact us and to discuss the development of any ideas you may have for projects under the Regional Assistance Programme.

Ross MacDiarmid
Chair

The Capital Region Employment Council Inc is funded by the Department of Employment, Work Relations and Small Business Part of a national network of Area Consultative Committees, funded by the Commonwealth Government under the Regional Assistance Programme

