

Productivity Commission  
 Independent Review of Job Network  
 PO BOX 80  
 BELCONNEN ACT 2616

Thank you for meeting with our staff on the 17<sup>th</sup> October 2001 to discuss the Independent Review of the Job Network. We would like to put some of our concerns and issues in writing.

### Star Ratings

The Star ratings are used to compare Job Network members within ESA's and between ESA's in a quantitative way. This does not promote fairness or equity as ESA's with a high unemployment rate and poor labour market are compared in the same way to ESA's with low unemployment rates and strong labour markets.

As the Star ratings are partly based on the percent of the contract filled, this promotes bad and possibly unethical practices by some Job Network Members to achieve 100% of their contract. This is reflected in recent practices where some Job Network Members are promising money to every business/organisation that employs a candidate for 15 hours. Some Job Network members are offering money to charities if a business/organisation employs a candidate for 15hrs or more.

The Star Ratings do not promote the Job Network to the community as a professional entity as it does not reflect a business like comparison.

### Rollovers between Contracts

We believe that there needs to be a measured process of rolling over between contracts. This will provide less disruption to candidates and to businesses using Job Network providers.

### Length of Contract

It would be better for businesses to plan around a 5 year contract rather than a 3 year contract. This could be based on satisfying set requirements in the first 3 years with an option of an extension for a further 2 years for good performers.

### Pricing

For the Intensive Assistance stream the Federal Government set a minimum price that Job Network Members could tender for. This should be introduced for the other streams as well. This would avoid cross subsidisation between business streams and also minimise bad business practises mentioned above in relation to wage subsidies an incentives.

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FACULTIES OF BUSINESS, INFORMATION TECHNOLOGY, HOTEL MANAGEMENT, BUSINESS ADMINISTRATION, ENGLISH, TOURISM AND CORPORATE SERVICES

**SARINA RUSSO JOB ACCESS (AUSTRALIA) PTY LTD**

ACN 090 052 350 / ABN 21 090 052 350  
 82 ANN STREET, BRISBANE, QLD, 4000

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There should be room for negotiation of increases in pricing during the contract period for issues such as:

- Wage increases; and
- Changes to administration of Job Network streams introduced by DEWRSB.

An example of this would be the increase in prices that were introduced when DEWRSB changed Job Search Training signups to include Preparing For Work Agreements and not just Activity Agreements. No changes in prices were introduced when Job Network Members were required to register all candidates that wanted to register with them

Many other Government contracts provide for a process of negotiating a price increase due to various influences.

#### **Australians Working Together**

Sarina Russo Job Access believes in the values of the program Australians working together. However the pay structure may be detrimental to the cash flow of some businesses.

It would be beneficial for Job Network members to get 2 payments – an upfront payment of \$400, for the initial assessment and if the candidate stays in IA the next payment completing the remainder of the sign up fee would be received after 4 weeks of being signed up. The candidate should also be considered an Intensive Assistance candidate from when they first signed up not from the 4-week mark.

Please find attached some examples of what we believe cheapen the value and the perception of the Job Network.

Sarina Russo Job Access would like to thank you for this opportunity to provide further comments.

Yours sincerely



Kevin Ayre  
(General Manager)  
Sarina Russo Job Access

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up the North Coast Children's Home Christmas Shop in Keen  
eg Parry, Audrey Foley, Edlth Skinner, Beryl Lavis and Marga

Picture: JACKLYN WAGNER

which is run by the group, will  
open at 156 Keen Street.

It sets up annually for two  
weeks and all funds raised will  
go towards purchasing clothing  
and manchester for the North  
Coast Children's Home.

Overflowing with exquisite  
hand-made gifts and toys, the  
shop is perfect for finding a  
beautiful crafty gift if you aren't

year is fantastic," Mrs Barry  
said.

"One woman even crocheted  
200 hand towels for the shop."

From beautiful pillows, towels,  
table-cloths, cloths — you'll even  
find amazingly handcrafted por-  
celain dolls.

Every year the group is given  
vacant premises in the Lismore  
CBD for their 'shop'.

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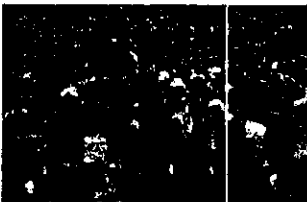


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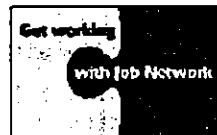
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**YOU CAN GET THE PVS WAGESAVER ADVANTAGE TODAY BY CALLING 1300 651 161.**

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At Professional Vocational Services (PVS) we have just one, simple job. To find our candidates jobs.

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Our extraordinary success is largely the result of a unique PVS WorkFind Program which ensures that candidates we help are fully equipped to meet the standards which employers such as you set.

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