



Australian Government
Department of Human Services

centrelink

Job Seeker Workshops

We understand it can be difficult applying for jobs if you haven't looked for work for a while. For this reason, we've introduced Job Seeker Workshops in 40 locations to give you some extra help if you are in your first 13 weeks of unemployment. The workshops will guide you in your job search by giving you the opportunity to discuss topics such as:

- local labour market
- job search techniques
- out of area employment opportunities
- skills that are in demand
- further appropriate training options, such as the Language, Literacy and Numeracy Program
- other services, such as the Australian Apprenticeships Access Program
- participation and reporting requirements, and
- obligations while receiving Newstart Allowance or Youth Allowance.

You will need to participate in Job Seeker Workshops if you are a job seeker receiving a Centrelink payment and you:

- live in one of the 40 selected areas
- are in your first 13 weeks of unemployment, and
- you are job ready.

If you are eligible for Job Seeker Workshops, a Customer Service Officer will talk to you and let you know what you need to do.

How does it work?

At your Job Seeker Workshops we will talk about your local job market and the types of jobs, studying or training available in your area. Job Seeker Workshops will provide an opportunity for you to meet and share your experiences and knowledge with other job seekers. You will be able to share ideas with other job seekers on things like job searching and applying for jobs. We will also provide information to help you better understand your requirements so you can continue to receive your payments while you look for work.

What if I don't go to my Job Seeker Workshop?

If you can't get to a workshop and have a good reason, let us know as soon as you can so we can book you into the next available workshop. If you don't go to your workshop without talking to us first, your payment may be stopped.

Do I need to go to Job Seeker Workshops from now on?

Job Seeker Workshops are designed to assist you in your first 13 weeks of unemployment. If you are still unemployed after 13 weeks, you will then have regular contact with your Job Services Australia provider.

You will still have a regular Personal Contact Interview with us to ensure you are meeting your requirements.

If you start study, training or paid work, call us as soon as you can so we can talk about what you need to do. You may still need to attend workshops, but it will depend on your individual circumstances.

If you move to an area that doesn't conduct Job Seeker Workshops, you will attend regular Personal Contact Interviews.

More information

For more information about Job Seeker Workshops visit humanservices.gov.au/jobseekerworkshops or call **132 850**.

Attachment A Job Seeker Workshop Locations

The 40 participating JSW locations are:

New South Wales

Nowra
Wollongong
Mt Druitt
Blacktown
Ringwood
Charlestown
Northern Beaches
Chatswood
Bankstown
Coffs Harbour

Queensland

Biggera Waters
Browns Plains
Mt Gravatt
Mitchelton
Toowong
Toowoomba
Ipswich
Maroochydore
Caboolture
Cairns (Aplin St)
Townsville (Aitkenvale)
Nerang
Palm Beach

Victoria

Dandenong
Cheltenham
Fountain Gate
Greensborough
Sunshine
Epping
Ballarat
Moreland
Watergardens
Geelong
Werribee

South Australia

Salisbury
Noarlunga

Western Australia

Cannington
Morley
Joondalup

Tasmania

Hobart



Australian Government

Department of Human Services

Medicare Australia



Building Australia's Future Workforce

Job Seeker Workshops

Service Delivery Implementation Plan

| | |
|-------------------------|---|
| Prepared by: | s22 |
| Branch: | Participation Coordination Branch |
| Project Sponsor: | Kate Hay National Manager, Participation Coordination Branch |
| Program Sponsor: | Brenda Parkes General Manager, Participation Division |
| Version: | 0.2 |
| Date: | 5 January 2012 |

Job Seeker Workshops Service Delivery Implementation Plan

Participation Coordination Branch

I certify that I have:

- been consulted during the preparation of this Implementation Plan
- read what is contained in this Implementation Plan, and
- been given an opportunity to provide comment.

I support this Service Delivery Implementation Plan

| | |
|-------------------|---|
| Name: | s22 |
| Position: | Director, Participation Coordination Branch |
| Date: | |
| Signature: | |

Participation Service Delivery Branch

I certify that I have:

- been consulted during the preparation of this Implementation Plan
- read what is contained in this Implementation Plan, and
- been given an opportunity to provide comment.

I support this Service Delivery Implementation Plan

| | |
|-------------------|---|
| Name: | s22 |
| Position: | Director, Participation Service Delivery Branch |
| Date: | |
| Signature: | |

Control Information

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|---------|------------------|-----------|------------------------------|
| 0.1 | 5 January 2012 | s22 | Initial draft |
| 0.2 | 21 February 2012 | s22 | Updates prior to circulation |
| | | | |

Project Team Contacts

| | | |
|---------------------------|-----|-----|
| Director: | s22 | s22 |
| Project Manager/s: | s22 | s22 |
| Project Officer: | s22 | s22 |

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1. Executive summary

From 5 March 2012, Job Seeker Workshops will commence t roll out in 40 locations across Australia. Roll out of all 40 sites will be completed by 1 July 2012. The Workshops aim to assist recently unemployed, job-ready job seekers to return to the workforce, reducing the risk of long-term unemployment for these job seekers.

This plan documents the implementation strategy for the Job Seeker Workshops initiative. The plan was developed in consultation with key stakeholders, including the Participation Coordination Branch and the Participation Service Delivery Branch.

This plan will:

- provide information about the service delivery impacts of the Job Seeker Workshops initiative
- identify key implementation stakeholders, and their roles and responsibilities
- summarise actions and expectations of the service delivery network in relation to service delivery
- summarise key implementation milestones and related actions
- provide a Job Seeker Workshops implementation checklist (Attachment A) to guide the network through the implementation phase.

The intended audience for this plan includes:

- National Manager, Participation Coordination Branch
- National Manager, Participation Service Delivery Branch
- National Manager, Participation and Education Programs
- National Manager, Education and Employment Branch
- National Manager, Centrelink Call
- Zone Service Leaders
- Participation Service Delivery Branch Directors
- Zone Region Managers
- Director, Front of House Operations Team
- Project Manager, Job Seeker Workshops
- Project Director, Job Seeker Workshops

2. Project background

As part of the *Building Australia's Future Workforce* package announced in the 2011-12 Federal Budget, 'Job Seeker Workshops' will replace up to three Personal Contact Interviews for job ready (Stream 1) job seekers within the first thirteen weeks of unemployment. This will occur in 40 sites.

Job Seeker Workshops are scheduled to commence from 1 July 2012, and will run for three years until 30 June 2015. To reduce the number of initiatives being implemented as part of the June 2012 IT release, it was decided to bring forward the IT release for Job Seeker Workshops to the March 2012 release. Consequently, has been decided to commence workshops earlier in most sites.

This initiative targets job seekers who are recently unemployed, and are job ready job seekers. The job seeker will participate in interactive group discussions with other job ready job seekers and discuss topics such as:

- local labour market opportunities;
- job search techniques;
- out of area opportunities;
- in demand skills;
- further appropriate training options such as the Language, Literacy and Numeracy Program;
- other services such as the Australian Apprenticeships Access Program;
- participation and reporting requirements; and
- obligations while receiving Newstart or Youth Allowance.

Job Seeker Workshops will complement existing arrangements, with job seekers attending a combination of Personal Contact Interviews and Job Seeker Workshops over the first 13 weeks of unemployment.

Job Seeker Workshops began trials in eight sites in March 2011, with seven sites still conducting workshops. These sites will continue under the new arrangements, with another 33 to be added to bring the total to 40.

3. Key dates and impacts

3.1 Summary

The system changes to support Job Seeker Workshops are scheduled for the March 2012 major release. This means they will be available from 5 March 2012.

The Job Seeker Workshops initiative is required to be implemented by 1 July 2012. The early system release provides us with a significant degree of flexibility in the rollout schedule, allowing for a 'soft' rollout between 5 March and 1 July 2012.

The key dates to commence implementation are:

| | |
|-----------------------------|--|
| 13/14 & 20/21 February 2012 | Trainer Familiarisation conducted |
| 5 March 2012 | System release and trial sites commissioned |
| March – June 2012 | Zone training of facilitators and site rollout |
| 1 July 2012 | All 40 sites operational |

3.2 Staff impacts

The level of impact on staff will vary across the network. It is expected that a major impact will be felt by:

- Service Centre staff delivering Job Seeker Workshops
- Service Centre staff delivering Access Services in JSW sites

It is expected that a moderate impact will be felt by:

- Call Centre staff
- Service Centre staff delivering Access Services in other (non-JSW) sites
- Support staff for Service and Call Centres eg Help Desk

It is expected that a minor impact will be felt by:

- All other customer service staff

4. Training

Training for JSWs will be in a stepped approach, with each step tailored according to the level of impact on staff.

Step 1: *Building Australia's Future Workforce* overview training

All impacted staff will first be required to complete overview training of the Building Australia's Future Workforce package, and information (questions and answers, factsheets, presentations, etc) will be available on the intranet site as they are produced.

Step 2: Job Seeker Workshops overview training

All impacted staff will be required to complete the e-learning overview package for Job Seeker Workshops. Questions and answers, factsheets, presentations, etc will be available on the intranet site as they are produced.

Step 3: Staff conducting Job Seeker Workshops will be provided with a two day training package that covers both facilitation skills and Workshop content. There will be at least one trained facilitator per site. Larger sites may have more.

To build ongoing capacity within the Zones to train more JSW facilitators as required, each Zone will be asked to nominate one trainer per Zone, who will then train the site JSW facilitators and any backups.

Training workshops will be held in Brisbane and Melbourne. Where possible this will be arranged to keep travel costs to a minimum. Costs for one person per Zone, and one from each of the seven trial sites, to be met by project funds. Zones will be requested to cover costs for any additional trainees they choose to send.

5. Implementation

5.1 Key implementation stakeholders, roles and responsibilities

| Team | Stakeholder | Responsibilities | Critical Dates |
|---|-------------|---|--|
| Participation Coordination Branch | Kate Hay | Guide and support project team to achieve deliverables | 5 March 2012 |
| e-Reference | s22 | Ensure e-Ref changes available | 24 Feb 2012 5 March 2012 20 March 2012 |
| Training | s22 | Ensure training products available and deliver Trainer Fam | 13 Feb 2012 |
| IT | | Deliver IT functionality to support JSW | 5 March 2012 |
| Participation Region Managers | | Nominate facilitators Ensure sites prepared | In accordance with site rollout date(s) |
| Participation Service Delivery | s22 s22 | Support Network Stakeholders, Partnerships and Service Delivery | |
| Front of House Operations | s22 | Impact on service delivery | |
| Participation and Activity Test Requirements team | s22 | Impact on PCI service delivery | |
| Communications Branch | s22 | Support delivery via Comms products | 5 March 2012 |
| DHS Centrelink Access Services | | Provide services to JSW eligible job seekers | 5 March 2012 |
| DHS Centrelink Call Network | | Ensure staff undertake e-learning | 5 March 2012 |

5.2 Network pre-implementation milestones and timelines

| Milestone | Responsibility | Due |
|---|------------------------------------|-----------------------|
| Identify participating sites | Zone Service Leaders, Project Team | Completed Jan 2012 |
| Affected staff to participate in JSW e-learning | Site Managers | By 5 March 201 |
| Schedule JSW Trainer Familiarisation sessions | JSW Project Team | Completed Feb 2012 |
| Identify appropriately skilled trainers to deliver facilitated training | Service Zones – checklist provided | Completed Feb 2012 |
| JSW facilitators to attend required training | Service Zones | Prior to site rollout |
| e-Ref changes available | JSW project team | 5 March 2012 |
| Required equipment identified | Service Zones / JSW project team | 5 March 2012 |
| JSW facilitators provided with access to the Wiki | JSW project team | 5 March 2012 |
| Sites prepared for rollout according to checklist (see Attachment A) | Service Zones | Prior to site rollout |

5.3 Communication matrix

| Stakeholder | Role | Method | Responsibility |
|---------------|--------------------------------------|--------------------------------|--|
| Kate Hay | NM Participation Coordination Branch | Regular reports | s22 Director, JSW & CI |
| Steve Farrell | NM Participation Coordination Branch | Regular Reports | s22 Director, Participation Service Delivery |
| | Zone Service Leaders | Regular Reports | Steve Farrell, NM Participation Service Delivery |
| | Participation Region Managers | PRM Meetings | s22 Director, Participation Service Delivery |
| | Site Managers | Targeted meetings | s22 Director, Participation Service Delivery |
| s22 | Training | Regular meetings | Project Manager |
| s22 | Communications | Regular meetings | Project Manager |
| | Network Staff | Immediate Updates, newsletters | Project Manager |

6. Contingency arrangements

Since March 2011, seven sites have been conducting Job Seeker Workshops under trial arrangements. Though manually intensive in parts, the arrangements have worked successfully enough that they could continue to be used if required.

The early IT release, and the planned 'soft' rollout, means that we have almost four months to resolve any IT issues should they arise, and prepare alternative processes if required. During this period there is another major release scheduled should this be necessary.

To minimise any potential impact on the network, the following arrangements will be put in place:

- Only the seven trial sites will be commissioned immediately upon system release.
- Other sites to come on line only when this can be done with confidence, and following the completion of the implementation checklist.
- In the event of partial system functionality, any workable elements to be utilised by trial sites pending full functionality. Further sites would be only be considered for rollout pending an assessment of the level of functionality available, and the impact on the network.
- In the event of nil system functionality, existing arrangements to be maintained by trial sites.
- Trial sites will continue to use existing SAS runs to identify eligible Job Seekers.

Where required, any forms, fact sheets, etc, will be made available via the JSW Wiki page, for sites to download and provide to job seekers.

In the event of ongoing system failure, all options to be considered in conjunction with all stakeholders and DEEWR.

7. Risk assessment and treatment

The following risks have been drawn from the Project Management Risk Assessment

| Risk | Risk Impact | Mitigation Strategy | Responsibility |
|--|---|---|---|
| Flow insufficient to support JSWs at site(s) | JSW sites drop below required 40 | Monitor flow; work with Zones to look at options (clustering, site substitution) | JSW project team; Participation Service Delivery Branch |
| Training not delivered in time | Staff unprepared for JSWs | Work with Learning & Development to ensure training occurs in a timely fashion. Work with Zones to ensure staff trained prior to rollout. Flexible 'go live' dates can be used to defer rollout pending staff training. | JSW project team; Participation Service Delivery Branch |
| IT deliverables not achieved | Unable to book and/or record JSW attendance | Implement contingency arrangements, Utilise existing processes in interim; work with IT on fix by 1 July 2012 | JSW project team |
| e-Ref not delivered in time | Staff do not have information required to do their job | Utilise Immediate Updates, Wiki, Intranet page, to disseminate information | JSW project team |
| Government expectations not met due to policy from DEEWR not delivered on time | Initiative does not meet objectives | Nil required | |
| Lack of effective Project Management | Initiative does not meet objectives, inconsistent implementation across sites | Work closely with stakeholders to ensure clear understanding of outcomes and roles | JSW project team; Participation Service Delivery Branch |
| Insufficient MI to support DHS implementation | Sites not supported in managing operational aspects and program outcomes | Work closely with stakeholders to identify required information, | JSW project team; Participation Service Delivery Branch |

| | | | |
|---|--|---|---|
| | | regularity, and format | |
| Failure to deliver operational expectations | Sites unable to effectively implement initiative | Support sites via timely delivery of products and support services e.g. Comms, Wiki | JSW project team; Participation Service Delivery Branch |

8. Post-implementation review

A post implementation review plan is being developed separately to this document. It will detail the target areas to be reported under the proposed review, including:

- Strategic alignment
- Project planning and methodology
- Project management and performance
- Project team
- Benefits realisation
- Communication
- Project implementation and impact

The Job Seeker Workshop evaluation plan will provide further insights into the implementation of this initiative.

The PIR proposal will be forwarded for NM approval when completed.

Attachment A
Job Seeker Workshops
Service Centre Implementation Checklist

- ☐ All access staff have completed e-learning JSW package s47E(d)
- ☐ Nominated facilitator(s) have attended 2 day training course
- ☐ Appropriate area for workshop has been identified and set up with necessary equipment, pamphlet stocks, etc.
- ☐ Local workflows have been agreed and communicated (recording job seeker arrival, attendance, booking next appointment, etc)
- ☐ Current workshop profiles have been end dated from 3 March 2012 (trial sites only)
- ☐ Job Seeker Workshop CAS profile has been established s47E(d)
- ☐ Go live date has been agreed with JSW project team and Participation Service Delivery
- ☐ Discussions have taken place with local Job Services Australia providers, and participation encouraged
- ☐ Local employment opportunities and networks have been researched and documented for discussion with job seekers
- ☐ Update s47E(d) if required. See attached template

Attachment B
Job Seeker Workshops
s47E(d) template

'This Service Centre is conducting Job Seeker Workshops.'

Or, where job seekers are being referred to another site to attend a JSW:

' Some job seeker's from this site are being referred to XXXX Service Centre to attend Job Seeker Workshops'

Each Service Centre should also include information on their warm hand off process for when a customer contacts. At a minimum it should include:

'A warm hand off is required where: the appointment has previously been rescheduled, the appointment is being rescheduled for more than one week into the future and/or where the customer needs urgent assistance.'



UNCLASSIFIED
DEPARTMENT OF HUMAN SERVICES
EXECUTIVE MINUTE
B13/433

FOI/LEX 84964 - Page 20 of 34

| Distribution list |
|-------------------|
| Secretary |
| Mr Tidswell |
| Mr Bridge |
| Ms Beath |

Minister – For information

**INTERACTIONS BETWEEN THE DEPARTMENT OF HUMAN SERVICES AND
NATIONAL TRAINING AND DEVELOPMENT**

Recommendation:

1. That you note the advice from the Department of Human Services (the Department) on its interactions with National Training and Development. Noted / Please discuss
2. That you note a review is commencing of all Local Connections to Work contractual arrangements to ensure alignment with the shared premises approval process. Noted / Please discuss

s47F(1)

Minister for Human Services

Date 3 / 8 / 13

Key Points:

1. National Training and Development interacts with the Department through the Local Connections to Work (LCTW) program.
2. National Training and Development is an education enrolment agent that brokers a range of courses provided by nationally recognised training organisations. It is not a registered training organisation. It has participated as an exhibitor in the Jobs and Skills Expos and has requested to participate in the Job Seeker Workshop initiative.
3. Staff from LCTW may refer people to organisations such as National Training and Development to link them to appropriate training and development opportunities in the community.
4. National Training and Development are currently participating as a co-located community partner in five LCTW sites. These are, Frankston and Broadmeadows in Victoria; Campsie and Campbelltown in New South Wales; and Ipswich in Queensland.
5. The Department is in the process of reviewing all LCTW contracts, which expired on 30 June 2013.
6. As part of this review, the Department is reassessing the LCTW contractual arrangements against the shared premises approval process. This process details the criteria for entering into any shared premise arrangement between the Department and other agencies, with due consideration given to business and or service delivery arrangements along with a competitive neutrality evaluation.
7. Regular updates regarding the review of the LCTW contractual arrangements against the shared premises approval process will be provided.

s47F(1)

Graham Maloney
General Manager
Face to Face Service Delivery

s47F(1)

Contact officer: s22
Contact officer phone: s47E(d)

26 July 2013

Financial Impacts: There are no financial impacts.

Sensitivity: No.

Consultation: No, though consultation will take place with appropriate stakeholders during the review of the LCTW shared premise's arrangements.

From: s22 on behalf of s22
To: s47E(d)
Cc: s22
Subject: FW: ACTION REQUIRED - Co-location arrangements Rockingham LCTW [DLM=For-Official-Use-Only]
Date: Friday, 27 September 2013 4:41:45 PM
Attachments: [Copy of Zone WA Rockingham LCTW 2013 Shared.xlsx](#)

Hi Approved

Regards

s22

Service Leader Zone WA

s47E(d) s

s22 @humanservices.gov.au

OUR PEOPLE, OUR FUTURE

From: s22
Sent: Thursday, 26 September 2013 5:53 PM
To: s22
Cc: s22 s22
Subject: FW: ACTION REQUIRED - Co-location arrangements Rockingham LCTW [DLM=For-Official-Use-Only]

Hi s22

Apologies for delay in getting this to you. The attached list fine to go off to NSO for approval via the Shared Premises mailbox below.

I have already discussed with s22 and s22 , that our locally based centralised register of shared premise contracts does not have as many organisations on it for Rockingham as this list does. There will I suspect be some we don't have current contracts for. s22 is visiting them next week so she can make sure to discuss the process required for all future contracts and reviews.

Thanks

s22

Region Manager North & Participation Portfolio

s47E(d)

s47E(d)

M: s47E(d)

From: s22

Sent: Saturday, 14 September 2013 7:53 PM

To: s22

Cc: s22 ; s47E(d)

Subject: ACTION REQUIRED - Co-location arrangements Rockingham LCTW [DLM=For-Official-Use-Only]

Dear s22

The Department of Human Services enables shared premises arrangements with Government and Non-Government Organisations allowing them to deliver their services from DHS Service Centres for the benefit of mutual customers. As part of the Local Connections to Work (LCTW) program, service providers are invited to co-locate on a rostered basis, offering face to face services to address customer barriers, within the DHS office.

The attached spreadsheet lists all providers that we believe are co-locating at the LCTW site in your Zone. **(Rockingham)** The process for approving co-location arrangements has recently changed as part of a departmental wide review of co-location arrangements. Approval requests and renewal of agreements for co-location arrangements are now put through an approval process using a consistent methodology. In order to ensure the Department adheres to its legal obligations associated with co-location arrangements we require the following steps to be undertaken:

1. Region Managers (RMs) to confirm the details in columns A-E in the attached spread sheet are accurate. NOTE - Only providers currently using DHS premises on a rostered basis as part of the LCTW program should be on the list. Please add or remove providers if necessary.
2. RMs to arrange for columns F-H in the attached spreadsheet to be completed.
3. RMs to arrange for Service Leaders to approve the co-location arrangements providers. This can be in the form of an e-mail to the s47E(d) mailbox stating "Co-location arrangements within the attached spread sheet are approved". To ensure the Shared Premises national team is able to progress to the next stage we request that this e-mail is received by **COB Friday 20 September 2013**.
4. Once approval from your Service Leader is received, the Co-location Branch will arrange for Licenses (contracts) to be sent to each provider.

Co-location arrangements are managed by the Co-location Branch and questions regarding co-location may be directed to the s47E(d) mailbox.

Alternately, feel free to contact me or s22 from the Co-location Branch on s47E(d)

Kind Regards

s22

Assistant Director

Intensive Services Branch
Disability, Carers and Older Australians Division
Aus ent of Human Services

W: s47E(d)

M:

F:

Postal Address: s47E(d)

e-mail: s22 humanservices.gov.au

| Provider | ABN | Site | Contact | Address | Type of organisation (eg: Commonwealth Agency, State & Territory agency, Local Government, Not for profit org, Employment Service provider eg DES or JSA, or commercial enterprise.) | Have other organisations which provide a similar service been given the opportunity to participate? (Answer should be YES if community forums took place) | Name of staff from this organisation who are working in the DHS Service Centre. |
|--------------------|-----|------|---------|---------|--|---|---|
| s22 (out of scope) | | | | | | | |

| | | | | | | | |
|--|----------------|------------|--|--|-----|-----|-------------|
| Kirana Training Pty Ltd s22 (out of scope) | 55 141 200 357 | Rockingham | Martin Leavesley State Manager 1300885791: email martin.leavesley@kirana.com.au | Unit 3,9 Boag Rd WA Morley 6062 | NGO | YES | Debbie Wood |
| South Metopolitan Youth Link Inc (trading as both South Metro Youth Link & SMYL Employment & Training) s22 (out of scope) | 53 843 734 425 | Rockingham | Semeh Gowagti :CEO (08) 94304921 email Samg@SMYL.com.au | Head office : 21 Beale Way, Rockingham WA 6968 | RTO | YES | Kendal Drew |



Australian Government
Department of Human Services

s47F(1)

Agreement for use of Department of Human Services Premises

Dear s47F(1)

Thank you for your interest in Macedon Ranges Further Education Centre (MRFEC) Inc sharing premises at the Department of Human Services' (DHS) Sunbury VIC Service Centre.

The Schedule attached to this letter sets out details of the proposed arrangement between DHS and your organisation. The arrangement will remain current until 15 August 2013. Any extension to this timeframe will be considered in line with the current DHS co-location agenda.

Please take the time to read the Schedule and if there is anything about which you are unsure, I encourage you to seek clarification from the DHS contact officer below or obtain independent legal advice.

If the proposed arrangements are satisfactory to Macedon Ranges Further Education Centre (MRFEC) Inc, please complete and sign two copies of the Schedule, and return both copies to DHS for acceptance at the address below. Once accepted, DHS will counter sign and return one of the original copies for your records.

No rights or obligations will arise until such time as the Schedule has been signed and dated by both parties. Please contact s22 on s47E(d) if you have any questions concerning these arrangements.

We look forward to establishing a mutually beneficial and rewarding relationship for all concerned.

Yours sincerely
s47F(1)

s22

Service Leader – Northern Victoria
Department of Human Services
s47E(d)

Date: 28/09/2012

SCHEDULE

Agreement for Use of DHS Premises

DHS and the Organisation will progress a shared premises arrangement in line with the Commonwealth Government's intention to streamline services for customers.

PARTICULARS

Organisation: means Macedon Ranges Further Education Centre (MRFEC) Inc, as represented by s47F(1) and includes its Nominated Personnel

DHS: means the Commonwealth of Australia represented by the DHS

Agreed Purpose for Sharing Premises

Providing information to DHS customers about the Hume Jobs and Skills Program Taskforce Program promoting local jobs and training opportunities.

Location of Premises:

DHS Sunbury Service Centre
33 – 37 Evans Street
Sunbury VIC 3429

Duration of Agreement:

Until 15 August 2013

Access Permitted - Days and Times:

Wednesdays, 10.00am – 1.00pm

Facilities to be provided by DHS, at its expense:

One person from the Nominated Personnel will have the reasonable use of:

- 3 – 4 desks and chairs
- A cabinet, photocopier, phone, power outlet
- Shared tea room and bathroom facilities

The Organisation is to provide, at its expense:

- Nominated Personnel and any appropriate equipment they may require
- Identification, stationery, courier & communication services (if required)

Nominated Personnel:

s47F(1)

Nominated Personnel must be experienced, appropriately trained and qualified to provide the services described in the Agreed Purpose.

Persons may be added as Nominated Personnel with the approval of DHS. Persons may be removed as Nominated Personnel at the direction of DHS or the Organisation.

TERMS

Compliance

The Organisation must ensure that the Nominated Personnel, are aware of and comply with their obligations and do not cause the Organisation to breach its obligations, under this Agreement.

The Organisation must comply with all reasonable directions of the DHS Manager of the Premises.

If the Organisation commits a breach of this Agreement, it may be denied access to the Premises.

Representation

The Organisation is not by virtue of this Agreement an officer, employee, partner or agent of DHS, nor does the Organisation have any power or authority to bind or represent DHS.

The Organisation must not represent that it acts as agent for or in partnership with DHS nor permit its Nominated Personnel to represent that they are officers or employees of DHS.

Policy and Procedures

The Organisation must comply with all DHS security, fire and emergency procedures as in force at the Premises.

The Organisation must report to DHS any visitor accidents that involve a visitor attending for the Organisation's service at the Premises. Accident or safety investigations, where required, will be conducted in partnership between DHS and the Organisation.

The Organisation must not bring chemicals, hazardous substances, dangerous goods or electrical or other equipment onto the Premises without express permission from DHS.

Occupational Health & Safety

The Organisation must comply with the DHS Occupational Health & Safety (OHS) Guidelines and ensure that Nominated Personnel (or any other entrant onto the Premises who is an employee of the Organisation) are familiar with and able to comply with their obligations under the OHS Guidelines when accessing the Premises.

Nominated Personnel must be appropriately trained and qualified to use standard computer equipment and adjustable workstations.

Where the Premises is a Customer Service Centre, Nominated Personnel must have been trained in a suitable customer aggression training program.

All OHS obligations described in the OHS Guidelines are – for the avoidance of doubt – to be considered terms of this Agreement. All other OHS functions not covered in the OHS Guidelines will be the responsibility of the employer of the Nominated Personnel working at the Premises.

Promotion

Any media release, public announcement, or public disclosure (including promotional or marketing material produced by the Organisation) which represents that any activities or products of the Organisation are approved or endorsed by DHS, and / or using the name or logo of DHS must be co-ordinated with and approved in writing by DHS prior to release.

Privacy / Confidentiality

The Organisation acknowledges that it may become aware of or obtain confidential information of DHS or DHS customers and agrees to:

- use or disclose only the information to which DHS provides authorised access; and
- use that information only for the Agreed Purpose.

This condition survives the expiration or termination of the Agreement.

The Organisation must, with respect to this Agreement, comply with the Information Privacy Principles set out in section 14 of the *Privacy Act 1988* ('Privacy Act') as if it were a record-keeper as defined in the Privacy Act.

Nominated Personnel must sign DHS's Declaration of Confidentiality for Visitors and observe all local security practices as in force at the Premises.

Insurance

In relation to this Agreement the Organisation must:

- (a) effect and maintain with a reputable insurer, workers compensation insurance for the Nominated Personnel, and public liability insurance for at least \$1million; and
- (b) provide evidence of their insurance coverage to DHS prior to being granted access to the Premises.

However, if the Organisation is a self-insured government entity, the Organisation satisfies this clause by providing to DHS prior to being granted access of the premises, written assurance that the Organisation has insurance coverage of at least \$1 million for the purposes of workers compensation and public liability.

Conflict of Interest

The Organisation warrants in relation to this Agreement (and its obligations under it), that it is not, and its Nominated Personnel are not, affected by any conflict of interest or duty. The Organisation will notify DHS immediately if such conflict arises during this Agreement.

Entire Agreement

This Agreement constitutes the entire agreement between DHS and the Organisation, and supersedes all prior representations, statements, understandings or correspondence (whether oral or in writing). A variation to this Agreement can only be made by formal agreement in writing signed by both parties.

Termination:

Either party may terminate this Agreement by giving at least five (5) working days notice, in writing, to the other party.

SIGNED ON BEHALF OF:

s47F(1)

s47F(1)

.....
Department of Human Services

Macedon Ranges Further Education Centre
(MRFEC) Inc

s22

s47F(1)

Service Leader – Northern Victoria
Box Hill VIC 3128

Date: *15/11/2012*
~~/09/2012~~

Date: /09/2012



Australian Government
Department of Human Services

Confidentiality Declaration for Visitors (non APS employees including contract staff)

The Australian Government Department of Human services (the department) has a strong privacy culture because our procedures and practices combine to safeguard the personal information of our customers and employees. The foundation of our privacy culture is our legal obligation to comply with the *Privacy Act 1988* and the confidentiality provisions contained in the various legislation that the department administers.

In signing this declaration you acknowledge and understand the confidentiality and secrecy laws as stated in social security, family assistance, health, disability services, privacy and child support legislation. These obligations continue to apply after your visit to or any contract with the department has ceased.

These obligations are in addition to and not in substitution of any obligations you are required to comply with in accordance with any contract between yourself or your employer and the department.

Declaration

s47F(1)

of Macedon Ranges Further Educ Centre (occupation)

do solemnly and sincerely declare that I have read Attachment A and understand that unauthorised access recording, use or disclose of personal or protected information may be an offence under social security, family assistance, health, privacy and child support legislation.

s47F(1)

Signature

Date 17/10/12

Witness to complete:

Declared at
(office)

This day of 20.....

Before me
(Witness Name)

.....
(Witness Signature)

Note: This declaration is to be retained by the Manager of the relevant office.

From: s22 on behalf of s47E(d)
To: s22
Subject: Shared Premises organisations and Service centres [SEC=UNCLASSIFIED]
Date: Friday, 27 April 2012 11:24:09 AM
Attachments: [SP sites and organisations.xlsx](#)

Hi s22

As requested, please find a list of the Organisations sharing premises in the DHS Service Centres

If you require further information, please dont hesitate to call

Thanks

s22

Shared Premises Team
s47E(d) @centrelink.gov.au
Department of Human Services, Co-location Branch
s47E(d)

s22 Assistant Director

s47E(d)

s22 roject Officer
s47E(d)

| AGENCY / ORGANISATION | Site | ORG TYPE |
|-----------------------------------|--------------|----------|
| s22 (out of scope) | | |
| CIT Adult Migrant English Program | Mirrabooka | COMM |
| Community Bridging Services | Coober Peedy | NFP |

s22 (out of scope)

| | | |
|-------|---------|--------------------|
| DEEWR | Various | CWLTH Govenment |
|-------|---------|--------------------|

s22 (out of scope)

| | | |
|---------------|----------|------------|
| Gunnedah Tafe | Gunnedah | State Govt |
|---------------|----------|------------|

s22 (out of scope)

| | | |
|-----------|---------------------------|-----|
| Interwork | Airport West, Coober Pedy | NFP |
|-----------|---------------------------|-----|

s22 (out of scope)

s22 (out of scope)

| | | |
|----------------------|--------------|------|
| Lifeline South Coast | Batemans Bay | NFP |
| Max Employment | Laverton | COMM |

s22 (out of scope)

| | | |
|------------|----------|-----|
| Skill Hire | Laverton | NFP |
|------------|----------|-----|

s22 (out of scope)

| | | |
|----------|--------------|------|
| Workskil | Broadmeadows | COMM |
|----------|--------------|------|

s22 (out of scope)