

2017 National Employment Services Awards for Excellence Criteria Outline

2017 Achiever of the Year

The former job seeker must have gained full-time or full-capacity employment in the qualifying period (1 July 2015 to 30 June 2017) and retain full-time or full-capacity employment through until the awards presentation on Tuesday 22 August 2017.

QUESTION 1

Provide a written “picture” of the job seeker. This could include their age, length of unemployment, employment history, qualifications, personal and “home” background, disadvantages facing them, living and working conditions, socio-economic environment, and any other relevant information. Show how the nominee’s circumstances have changed and any new or re-occurring hurdles that you believe the nominee will face in the future. (Up to 400 words. Unscored)

QUESTION 2

Provide a chronology of the job seeker’s employment history, and describe their circumstances when they commenced with you. (Up to 300 words. Unscored)

QUESTION 3

Demonstrate how this job seeker was committed to finding employment. Please include a timeline which indicates the activities undertaken by the job seeker in overcoming their barriers to employment, such as training and skills development, other vocational activities and/or activities to address non-vocational barriers. (Up to 400 words. 25 points)

QUESTION 4

Give an example which demonstrates how the job seeker showed initiative and self-determination in their search for work. (Up to 300 words. 20 points)

QUESTION 5

List the nominee’s future aspirations and the hurdles that the nominee still faces. Describe what they are currently doing to move reach their goals and overcome their hurdles. Ensure you provide evidence, such as training or gaining a driver’s license, that show how the nominee is moving towards those ambitions. (Up to 350 words. 20 points)

QUESTION 6

Upload a short statement from the job seeker’s employer which details why this person is considered an asset to their organisation. Positive comments from employers will be viewed very favourably. (Upload 1 page file. 15 points)

QUESTION 7

Upload a short statement from the former job seeker, which outlines how overcoming the barriers to employment has improved their life and skills. (Upload 1 page file. 15 points)

OPTIONAL

Upload up to five single-page files that support the statements made in this submission. These are not scored and provide context for the judges. All material will be treated in confidence. (Up to five files. Unscored)

2017 Excellence in Indigenous Employment Award

Open to employment consultants and teams working in jobactive (which covers NEIS, work for the dole coordinators, harvest labour services and National Harvest Labour Information Service) who demonstrate through innovation in servicing, how they have achieved notable, measurable outcomes for Indigenous job seekers in the qualifying period (between 1 July 2016 and 1 June 2017).

Submissions are encouraged from both individuals and teams, and a “team” can constitute:

- A provider
- An entire branch or office
- A geographically based team i.e. regional or Employment Region
- A work group within a larger team
- A group formed to achieve a specified Indigenous outcome.

1. OVERVIEW

Provide judges with an understanding of:

- a) The nominee (individual or team)
- b) Your organisation
- c) The environment in which you work from a geographic, social and economic perspective, including the size of the Indigenous population in your area.

While this question is not scored, it provides valuable context. (Up to 300 words. Unscored.)

2. EXCELLENCE IN PARTNERSHIPS

Demonstrate how you have connected with employers, Indigenous communities and other bodies, such as educational institutions, health organisations and community groups, to identify and maximise employment opportunities for Indigenous job seekers. (Up to 500 words. 25 points)

3. OVERCOMING OBSTACLES

What were the key obstacles facing the Indigenous job seekers you assisted in the qualifying period, and what innovative, proactive initiatives did you employ to assist those job seekers to overcome these obstacles? (Up to 400 words. 25 points)

4. CASE STUDY

Provide an example of a specific case (client’s real name not required) which shows how you have been thinking creatively and demonstrating innovation in servicing strategies to achieve outcomes for Indigenous job seekers. Please note that all information will be kept confidential. (Up to 400 words. 25 points)

5. ACHIEVEMENTS

Please provide any statistics and data which demonstrate your success in achieving outcomes for Indigenous job seekers. You may wish to upload a table that sets out the Key Performance Indicators for your role or team and how you performed against each. (Up to 400 words. 25 points)

OPTIONAL

Upload up to five single-page files that support and provide proof of your exemplary achievements in regards to Indigenous job seekers. Appropriate material can include, but is not limited to, letters or emails, graphs, training outlines, internal records and the like. All material is treated in confidence. (Up to five files. Unscored)

Innovation in a Disability Employment Team Award

This award is open to teams who have implemented or managed an innovative disability-related project that started or operated in the qualifying period (between 1 May 2016 and 1 June 2017).

All teams are required to demonstrate how they delivered disability-related innovation to either clients or employers. Judges will accept that a “team” constitutes:

- An entire branch or office.
- A geographically based team i.e. regional or ESA
- A work group within a larger team
- A group formed to achieve a specified outcome or project
- An office or corporate support group.

1. OUTLINING THE PROJECT

a. Provide:

- the name of the team
- the aims and objective of the team
- the structure of the team (1/2 page. 0 points)

b. Explain in what ways the labour market was the catalyst for your innovation/s. Were your activities driven by local or community necessity? How was your innovation designed to address local disability labour issues or concerns? (1 page. 10 points)

2. INNOVATION AND EXCELLENCE

a. Please provide a summary of the innovation/s that you have developed and how those innovations have contributed to your employer organisation. (1 page. 15 points)

b. Explain what measures and actions you have adopted to deliver exemplary customer service to the target disability group or community. (1 page. 30 points)

c. Please describe what challenges you faced and how have you overcame them. (1 page. 15 points)

3. OUTCOMES

What were you expected to achieve by introducing this innovation, and how well did the innovation achieve its goal? What were the measurable and non-measurable results? (1 page. 30 points)

Employment Consultant of the Year

QUESTION 1: OVERVIEW

Provide an overview of your site, including the number of staff, your role within that site and a snapshot of the demographics and socio-economic environment in which you work.

NOTE: This is the only question that relates to the NESAs member organisation. All other questions must relate to the achievements and outcomes of the Employment Consultant. (Up to 300 words. Unscored.)

QUESTION 2

Please provide a written “picture” of yourself for the judges. Include a brief outline of your work history, academic achievements, and any public recognition you’ve received. Judges would also like to read about how you contribute to your community. (Up to 500 words. 20 points)

QUESTION 3

Demonstrate through a career and life achievement timeline how you have worked towards continual improvement and excellence. (Up to 300 words. 10 points)

QUESTION 4

What were the key obstacles facing the job seekers you assisted between 1 July 2016 and 30 June 2017, and what innovative, proactive initiatives did you employ to assist those job seekers to overcome these obstacles? (Up to 300 words. 10 points)

QUESTION 5

Provide an example of a specific case from between 1 July 2016 and 30 June 2017 which shows how you think creatively in placing job seekers. Please note that all information will be kept confidential. (Up to 300 words. 10 points)

QUESTION 6

Please provide statistics and data which show how you performed above the expectation of your role. Specifically, these statistics must show how you’ve performed in the context of the remainder of your site in regards to your workload, the geographical region in which you operate, and your performance when compared to other consultants at your site. You may wish to upload a table that sets out the Key Performance Indicators for your job and how you performed against each. (Up to 300 words plus optional document upload. 20 points)

OPTIONAL

Upload up to five single-page files that support and provide proof of your exemplary performance. Appropriate material can include, but is not limited to, letters or emails of gratitude, copies of qualifications gained between 1 July 2016 and 30 June 2017, supported graphs and internal records. All material will be treated in confidence. (Up to five files. Unscored)

Champion Employer of the Year

QUESTION 1

What is the name of the employer organisation, and very briefly describe what they do. (Up to 250 words. Unscored)

QUESTION 2

List how many full-time, part-time and casual staff the employer employs and what percentage of full-time, part-time and casual staff was placed through an employment provider. (Up to 150 words. 5 points)

QUESTION 3

Show how long (to the nearest year and month) each of the above job seekers has been employed? (Up to 300 words. 10 points)

QUESTION 4

Outline the induction program that the employer uses to orient and train new recruits. Are there any special components to this program which specifically address the needs of these job seekers? (Up to 300 words. 10 points)

QUESTION 5

What other policies and / or procedures, if any, does this employer have in place that improves the transition phase for the job seekers? (Up to 300 words. 10 points)

QUESTION 6

What other policies and / or procedures, if any, does this employer have in place that helps you, as an Employment Consultant, to work with the employer to meet their requirements? (Up to 300 words. 10 points)

QUESTION 7

In what other ways, if any, has the employer assisted or supported you and / or your organisation? (Up to 300 words. 10 points)

EMPLOYER STATEMENT

Upload a one-page statement from the employer that shows how they support the recruitment, retention and development of disadvantaged employees. (1 page file. 20 points)