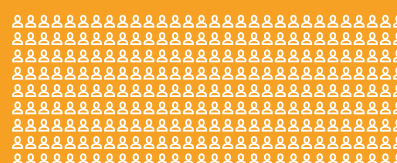


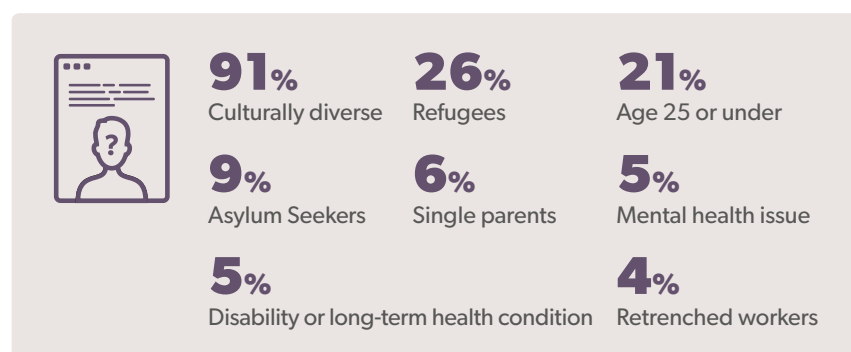


The **Jobs Victoria Mentoring Service (JVMS)** at Whittlesea Community Connections is accessible to people living in Hume LGA and surrounding areas who have been unemployed for more than 12 months or facing significant employment barriers in finding and maintaining employment. Jobs Victoria Mentoring Service provides customized support to jobseekers.

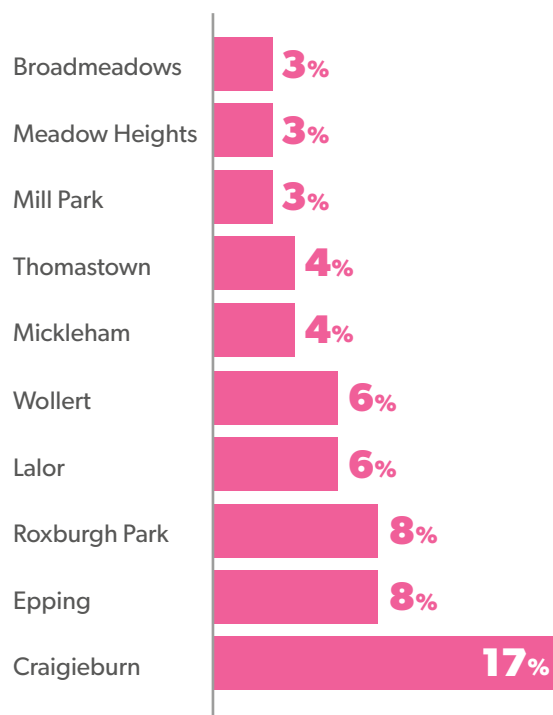
270+ clients secured employment
from October 2023 - December 2024



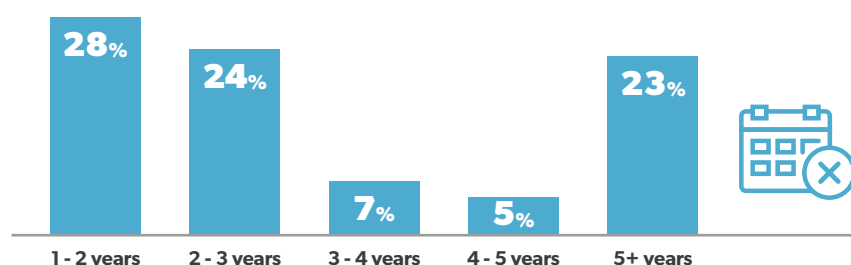
Client Profile



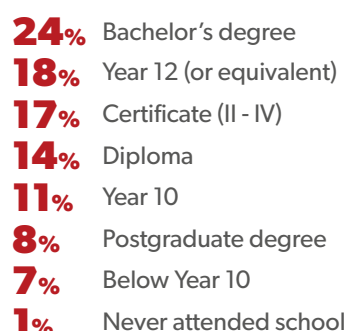
Client Suburbs



Length of Unemployment



Highest Level of Education



Top 5 Referral Sources



Top 10 Occupations

- Labourers
- Food Process Workers
- Product Assemblers
- Customer Service Manager
- Warehouse Administrator
- Health and Welfare Support Workers
- Forklift Driver
- Childcare Worker
- Commercial Cleaner
- Handyperson

Recommendations from our JVMS clients and WCC for improved service delivery:

1. Upskilling¹:

54% of client survey respondents indicated an interest in upskilling in language and communication, 52% in technology and digital literacy and 45% in computer skills. This would assist clients in tasks including report writing, completing training modules at work, timesheets and other office assignments.

52%

Technology & new platforms

48%

Management / leadership skills

45%

Computer Training

40%

Time-management tools

32%

Problem-solving tools

54%

Language & communication

2. Flexibility:

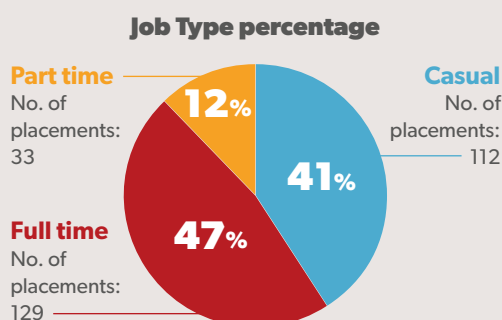
For those balancing work, family and other commitments, and particularly women, there is a need for flexible courses in upskilling and training opportunities.

3. Support with Career Progression:

Post employment support that facilitates career progression particularly for people with migrant and refugee backgrounds who have overseas skills and qualifications. Additional support to capitalise on these skills while gaining Australian work experiences is needed.

4. Facilitate access to additional working hours:

A majority of clients (66%) expressed a need for more working hours to achieve greater financial stability and better support their families. Employers and program stakeholders should explore opportunities to provide clients with increased hours.



5. Extending program duration for holistic support:

23% of our clients accessing this program have been unemployed for over five years, requiring additional support to become job-ready. Extending the program's duration would enable the delivery of comprehensive and holistic services, ensuring these clients receive the tailored assistance needed to achieve sustainable employment.

6. Addressing the Needs of CALD Communities:

A significant 91% of our clients accessing services come from Culturally and Linguistically Diverse (CALD) communities. This highlights the pressing need for tailored and specialised services to address their unique challenges. These services could include culturally sensitive career counselling, language support programs, and workshops on navigating the Australian job market.

7. Facilitate Networking Events with Industry Leaders:

Organise dedicated networking events that connect industry leaders with employment services staff. These events would serve as a platform for building relationships with leaders from high-growth industries, enabling staff to identify potential job opportunities and forge connections that directly support their clients' employment journeys.

Ramesh's² Path to Employment and Ongoing Career Aspirations:

Ramesh, a man in his late 40's originally from Nepal, secured an employment through JVMS program. Currently he works as a security screening officer at Melbourne Airport. In Nepal, Ramesh held the position of senior administrative officer at a university, a role he greatly valued. Ramesh first connected with the Jobs Victoria mentoring team by chance at a shopping mall in Craigieburn, where he was introduced to Whittlesea Community Connections (WCC) mentors.

WCC mentors supported Ramesh throughout his job search journey, starting with updating his CV to better reflect his skills and experience. Despite his initial efforts and numerous job applications, Ramesh faced challenges securing a role. His mentors provided him with constructive feedback, encouraging him to slow down his speech during interviews—a tip he found particularly valuable for boosting his confidence. Ramesh appreciated the mentors' willingness to share their own journeys, which helped him feel supported and motivated.

Though Ramesh is satisfied with his current position and values working in a culturally diverse team, he aspires to transition into a role that better aligns with his prior experience in administration. He believes that Jobs Victoria could enhance support for job seekers by offering targeted training, such as English language courses, computer skills development, and other relevant certifications while they are looking for jobs. According to Ramesh, these initiatives would help candidates become job-ready and secure employment more quickly.

Ramesh suggests that the Jobs Victoria team consider engaging skilled professionals to deliver training sessions beyond job-specific skills. He believes that offering workshops on topics like stress management, time management, psychological well-being, and health-related practices could greatly benefit employees. According to Ramesh, such initiatives would help individuals manage workplace stress, adapt to cultural differences, and integrate more effectively into their work environment and community.

¹ The data was collected through a client satisfaction survey, which received responses from 81 clients, complemented by in-depth interviews conducted with 10 clients, as well as JVMS mentors and the program lead.

² To maintain confidentiality, a pseudonym has been used.