

# EMPLOYMENT



**Table 2. Employment service standards**

Service standards	Notes	2017–18 Target/Est.	2017–18 Actual
<i>Effectiveness measure</i>			
Overall customer satisfaction with employment programs	1	75%	89.7%
<i>Efficiency measure</i>			
Average cost per hour of advice and support output	2	\$97.03	\$103.12

**Notes:**

1. This service standard measures overall customer satisfaction considering quality, timeliness, staff knowledge, access and outcome. It is derived from an annual survey of departmental customers including chief finance officers.
2. This service standard measures the average cost per hour for the provision of advice to agencies with the goal of ensuring that, over time, changes in the cost per hour to serve customers does not exceed the Queensland Government wages policy.

The Employment area of the department provides policy advice on employment matters, and delivers key employment programs, such as the *Back to Work* program.

The *Back to Work* program is a \$369 million initiative designed to give Queensland employers the confidence to hire disadvantaged jobseekers across Queensland, such as the long-term unemployed, young people, older Queenslanders, Queenslanders with disability, and Aboriginal and Torres Strait Islander peoples.

The program is available as either *Back to Work Regional* or *Back to Work South East Queensland*, dependent on where the eligible employment opportunity is located.

During 2017–18, Employer Support payments of up to \$15,000 and *Youth Boost* payments of up to \$20,000 were available throughout the whole financial year.

*Mature Aged Worker Boost* payments of up to \$20,000 were available for eligible employers between 1 January 2018 and 30 June 2018.

## Back to Work Regional

The *Back to Work Regional* program commenced on 1 July 2016 and was initially a two-year program, available to eligible employers until 30 June 2018.

During the 2017–18 financial year the Queensland Government announced a \$155 million continuation of the *Back to Work Regional* program for a further two years until 30 June 2020.

This takes the total funding commitment for the *Back to Work Regional* program to \$305 million including the program extension until 2020.

## Back to Work South East Queensland

The *Back to Work South East Queensland* program commenced as a 12-month program on 1 July 2017 with applications open until 30 June 2018.

Total funding for the 2017–18 *Back to Work South East Queensland* program was \$38.5 million.

The continuation of the *Back to Work South East Queensland* program was announced as part of the Queensland Government's 2018-19 State Budget with an additional \$20.5 million available from 1 July 2018, in areas continuing to experience significant labour market challenges.

An additional \$20.5 million was made available from 1 July 2018, in areas of South East Queensland continuing to experience significant labour market challenges.

This takes the total funding commitment for the *Back to Work South East Queensland* program to \$59 million including the funding to continue the program until 2020 in eligible South East Queensland Local Government Areas.

## Key achievements in 2017–18

As at 30 June 2018, a total of \$117.4 million had been paid to Queensland employers supporting:

- 7093 employers
- 14,318 employees.

This includes:

- 9340 young people aged between 15 and 24 years
- 1479 mature aged worked aged 45 years and over
- 3393 apprentices and trainees.

## CASE STUDY: BACK TO WORK PROGRAM

**“KERRY WAS  
GIVEN THE  
OPPORTUNITY  
TO STILL WORK  
IN THE HAIR  
AND BEAUTY  
INDUSTRY.”**

Carolyn Densmore runs The Hair Studio in Cairns, a successful hair salon. Kerry was a qualified hairdresser but lost her sight later in life and was unable to continue in her chosen profession.

Through *Back to Work*, Kerry has found employment at The Hair Studio. While she can't cut and dye hair, she is able to undertake reception and other duties around the salon, giving her the opportunity to still work in the hair and beauty industry.





*image: Kerry Taunton, The Hair Studio Cairns*

## CASE STUDY: BACK TO WORK PROGRAM

**“PAUL WAS ABLE  
TO EXPAND HIS  
BUSINESS AND  
OFFER TO TEACH  
SCOTT A TRADE.”**

Killarney Autoworks is the only mechanical repair business in Killarney. The workload was getting heavier so when Paul heard about the *Back to Work* program he thought it might support him in employing an apprentice. Scott had been struggling to find ongoing employment locally and had previously approached Paul about the possibility of an apprenticeship.

The support of the *Back to Work Youth Boost* payment allowed Paul to expand his business and offer Scott broader experience in learning a trade. Scott has been learning all aspects of the business including invoicing and ordering in addition to mechanical repairs.





image: Paul Fox and Scott Milward, Killarney Autoworks