

Skilling Queenslanders for Work

# Community Work Skills

Guidelines for funding 2020–21

The highly successful *Skilling Queenslanders for Work* initiative represents a total funding commitment of \$420 million over six years from its reintroduction in 2015–16 up until 2020–21, to support up to 54,000 Queenslanders into work.

*Skilling Queenslanders for Work* represents a commitment to increasing workforce participation, driving job growth and strengthening the performance of the Queensland economy by improving work opportunities for disadvantaged Queenslanders.

The initiative comprises the following suite of programs:

- Community Work Skills
- Work Skills Traineeships
- Get Set for Work
- Ready for Work
- Youth Skills
- First Start
- Work Start incentives.

## Overview and objectives

*Skilling Queenslanders for Work* plays a critical role in increasing workforce participation and the overall performance of the Queensland economy by improving work opportunities for disadvantaged Queenslanders.

Skilled workers support industry to increase productivity, drive innovation and improve workplace performance.

*Skilling Queenslanders for Work* represents the Queensland Government's commitment to support strategies that encourage equitable participation by a broad range of groups that generally face barriers or challenges to their participation in skills development and the labour market.

In 2020-21, disadvantaged Queenslanders will benefit from targeted training initiatives that help to ensure they gain the skills they need to find new jobs. The

Queensland Government is working to identify current and future sustainable employment and skills needs, aligned to economic and social development and creating relevant training opportunities to meet those needs.

Training that improves an individual's skill level, employment prospects and social inclusion is a priority for the Queensland Government.

## Community Work Skills

Community Work Skills is one of seven programs that make up the *Skilling Queenslanders for Work* initiative. The program offers tailored assistance to disadvantaged Queenslanders, enabling them to gain nationally recognised skills and vocational qualifications up to a certificate III level.

Community Work Skills complements the [Certificate 3 Guarantee](#), Queensland's training entitlement program, by providing supported training places.

Industry and local employers will be engaged to determine what industry-specific vocational training and new and existing labour is required to meet local employment demands.

In 2020-21, up to \$16.8 million will be available to support up to 5600 disadvantaged Queenslanders and under-utilised Queensland workers to gain nationally recognised qualifications, and build skills that will maximise local job opportunities.

Community Work Skills is administered by the Department of Employment, Small Business and Training (DESBT).

## Where will the program be delivered?

Community Work Skills will be available throughout Queensland, however, priority will be given to identified areas of high need or where access to services may be limited due to market failure.

## Who can apply for funding?

Non-profit community-based organisations are eligible for funding. Applicant organisations must be registered for GST.



Applicant organisations must be able to demonstrate a commitment to access and equity principles, as well as an ability to provide appropriate support services.

Applicant organisations must have experience in delivering services in the location for which they are applying.

## Who will the funds support?

Community Work Skills primarily targets Queensland residents who either:

- are ineligible for Australian Government employment services or assistance, or
- require complementary services because they have significant barriers to learning and employment, or
- have accessed Australian Government services for more than six months and remain unemployed.

To be eligible, disadvantaged Queenslanders must also be:

- aged 15 years or older and no longer at school
- an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen.

Existing or prior qualifications are not a requirement, as Community Work Skills provides a second chance for participants to retrain and gain new qualifications.

## Identified disadvantaged groups

Disadvantaged groups to be targeted include:

- mature-age job seekers (aged 45 years or older)
- Aboriginal and Torres Strait Islander people
- migrants and refugees from culturally and linguistically diverse backgrounds
- people with disability
- young people (aged 15–24 years), including those in and transitioned from out-of-home care
- women re-entering the workforce
- veterans, ex-ADF personnel and their families
- recently released prisoners
- under-utilised workers, including workers who are marginally attached to the labour force or under-employed.

The selection of disadvantaged participants for assistance is at the discretion of the funded organisation, subject to the above eligibility criteria and in consultation with DESBT.

Permission to recruit participants outside of the above criteria needs to be sought from DESBT.

Community Work Skills is to be delivered at no cost to participants.

## What assistance can be funded?

Community Work Skills has a project-based delivery model and funds organisations to deliver customised training places to disadvantaged job seekers.

Tailored support and assistance is provided to eligible participants to gain a qualification (including foundation skills) up to certificate III level, with accompanying integrated learner support, including career advice, job preparation skills and case management.

Every participant under Community Work Skills must be enrolled in nationally recognised training. Vocational education and training provides an essential pathway to further education and work.

Community Work Skills will fund the tailored support that must accompany the delivery of training within a community-based setting, as well as the student co-contribution fees. Training and assessment services under Community Work Skills are funded under the Certificate 3 Guarantee.

Community Work Skills focuses on the attainment of certificate III qualifications, however, certain skill sets and lower level qualifications may be recognised as an appropriate entry level pathway in some industries.

Under Community Work Skills training projects, every participant must be enrolled in priority training as listed in the [Priority Skills List](#), or in other training that has been approved by DESBT as a priority through the application and assessment process.

It is recognised that integrated learning support measures and foundation skills development is needed to provide disadvantaged Queenslanders with the opportunity to achieve training outcomes and transition into employment.

Organisations are encouraged to offer flexible projects that can be customised to meet individual needs.

## Foundation skills

Foundation skills refer to the core capabilities for effective workplace and community participation which include language, literacy, numeracy and employability skills.

A significant proportion of Queenslanders have very low foundation skills, which is linked to lower workforce participation and greater vulnerability to labour market instability (*based on ABS analysis of Programme for International Assessment of Adult Competencies (PIAAC) data*).

Funding is available for training projects that focus on the delivery of foundation skills courses and qualifications. This will provide additional support to specific disadvantaged groups to build foundation skills, preparing them to participate in and complete vocational qualifications.

## Training and support plans

A training and support plan is to be developed for each participant and, where appropriate, individually tailored for the acquisition of foundation skills embedded in the learning support. The plans must be developed based on an upfront skills assessment and available training options.

## Scope of registration

Registered training organisations (RTOs) must be pre-qualified suppliers ([PQS](#)) approved by DESBT to deliver training.

Applicant organisations will need to partner with a RTO with PQS status for the accompanying delivery of training and assessment services.

Qualifications and units of competency to be delivered must be nationally recognised and included in the RTO's scope of registration at the time of submitting the application for funding.

## What outcomes are expected?

Funded organisations will be required to identify what employment, further education and/or training targets will be achieved throughout the project.

Community Work Skills has standard key performance indicators (KPIs) that organisations are expected to meet or exceed.

KPIs:

- Completion outcome – 65 per cent of participants successfully gain the required outcome of a qualification or statement of attainment
- Employment outcome – 55 per cent of participants successfully gain employment.

## What is the application process?

There are two funding rounds each year under a transparent contestable application process.

Applicant organisations are encouraged to contact their local DESBT regional office to discuss their project proposals.

One lead organisation is to apply for and manage the funding for each project. Applications are capped at ten per organisation, per funding round, across all programs.

Projects that address emergent needs or government priorities may be funded by DESBT outside of the published funding rounds.

The application and selection process, and assessment criteria, may be varied or discontinued by DESBT as required at any time and for any reason, in its sole discretion.

Without limitation, DESBT may, in its sole discretion:

- apply such criteria and weightings as DESBT sees fit

- for applications considered ambiguous, erroneous or incomplete, refuse to consider the application or request further information from the applicant, as DESBT sees fit
- not accept any application.

DESBT may also decide to accept, suspend or not proceed with, or carry out itself, all or any part of the project proposals included in an application. Funding rounds will be announced on the [Community Work Skills webpage](#). Interested organisations are advised to check this page regularly.

Organisations should apply online via the [Community Work Skills webpage](#) by the closing deadline. Incomplete applications and applications received after published closing dates will be ineligible for consideration.

## How will applications be assessed?

Applications will be assessed by DESBT in two stages.

### Stage one

The stage one assessment will involve the assessment of applications by DESBT against the 'capacity to manage' criteria below. An applicant must demonstrate a 'capacity to manage' (with reference to the non-exhaustive list of factors below) for the application to be determined by DESBT as eligible to proceed to stage two assessment.

### Stage two

The stage two assessment involves assessing eligible applications against the assessment criteria below (with reference to the non-exhaustive list of factors for each criteria) by DESBT and locally-based SQW Advisory Committees comprising of representatives from the community, industry, government and unions.

The role of these committees will be to discuss, prioritise and recommend applications for funding to DESBT. Applicants should note that:

- the order of the list of assessment criteria set out below is not to be taken as an order of precedence or an indication of weighting which will be given to any particular criteria; and
- the list of assessment criteria set out below is not necessarily exhaustive and DESBT may also have
- regard to such other criteria as it considers appropriate in its sole discretion.

Following the completion of both stages of assessment for a funding round, DESBT will notify each applicant of its decision in relation to the application.

Assessment criteria	How will this be assessed – including but not limited to:
Capacity to manage	<ul style="list-style-type: none"> <li>• financial viability of the lead organisation</li> <li>• lead organisation's structure, governance, risk management and reporting framework</li> <li>• relevant experience, and current and past performance, in managing government funds and delivering similar services</li> <li>• staff with appropriate experience and qualifications for supporting disadvantaged job seekers and learners</li> <li>• recruitment strategies</li> <li>• commitment to an inclusive learning framework</li> <li>• training delivery outside an institutional setting and in a community-based environment</li> </ul>
Servicing community and industry needs	<ul style="list-style-type: none"> <li>• clear articulation of how the project will address gaps in or complement existing local services</li> <li>• level of community benefit</li> <li>• no duplication with other programs or services</li> <li>• evidence to support the organisation's strong community presence within the local area</li> <li>• links to local employers, industry or other stakeholders to identify local skills shortages and future employment opportunities</li> <li>• demonstrated industry demand and benefit</li> <li>• clear rationale for linking particular learner groups to specific job types and industries where there is evidence of skills shortages or labour needs</li> </ul>
Strategies to assist participants	<ul style="list-style-type: none"> <li>• support mechanisms that specifically address the individual's learning needs and goals</li> <li>• support mechanisms to encourage completion of qualifications and skills sets</li> <li>• specialist assistance or links with other agencies to help disadvantaged job seekers overcome barriers to learning and employment</li> <li>• training and assessment strategies that support the needs of disadvantaged learners</li> <li>• ability to provide effective training and realistic learning pathways in terms of method, location and timing of delivery</li> <li>• volume of learning sufficient to ensure disadvantaged learners gain all relevant skills and knowledge</li> <li>• strategies to motivate participants to complete their training and take up local job opportunities</li> <li>• level of job search activities and post-placement support methods</li> </ul>
Outcomes	<ul style="list-style-type: none"> <li>• level of qualification completions, further education or training and employment outcomes forecasted, and demonstrated evidence of ability to achieve quality outcomes</li> <li>• capacity to meet skills shortages and local labour market needs – extent of support and links with local employers and industry that will facilitate placement into employment</li> </ul>
Cost/value for money	<ul style="list-style-type: none"> <li>• cost effectiveness – accredited training (training cost per hour), student contribution fees, and overall cost per participant and outcome</li> <li>• level of complementary funding and assistance accessed from other sources and in-kind resources.</li> </ul>

## What level of funding is available?

The funding available under Community Work Skills is for a maximum 12 month term.

The level of funding is dependent on the type of project and nature of the training and assistance to be provided, as well as the number of participants targeted by the project.

## What can project funds be used for?

Project funds can only be expended on costs directly associated with the delivery of the project including:

- wages and on-costs for project coordinator and other delivery staff
- co-contribution fees which may also cover training costs for approved qualifications and skill sets not funded on the Priority Skills List
- administration costs such as rent, accommodation, venue hire, office supplies, advertising, travel costs, vehicle hire/lease
- support costs such as learner driver training, subsidised travel, personal grooming or counselling services
- materials and equipment excluding capital equipment or assets
- overheads or operating costs (with the management fee not to exceed five per cent of total funds up to a maximum \$15,000).

Funding from other sources must also be disclosed to DESBT.

To avoid duplication of services, funding is not available for the same services being delivered through other initiatives or programs.

Any third party contributions must be specified in the project application to enable clear consideration of all funding, resources and in-kind support provided. Any addition of resources or subcontracting of learner support measures post project approval must be approved in writing by DESBT.

## What are the funding conditions?

Successful applicants must enter into a formal Services Agreement with DESBT, which will include standard key performance indicators.

A first payment will be made once the Services Agreement has been executed, and no sooner than 30 days prior to the start of the project. Subsequent payments are made upon satisfactory compliance with all reporting requirements and the acquittal of expenditure of the previous payment. Monthly reports will be required throughout the life of the project.

All projects must be fully acquitted after completion and any unexpended or surplus funds returned to DESBT.

A copy of the Services Agreement, which is performance based and outlines the standard terms and conditions of funding, is available on the [Community Work Skills webpage](#).

## Appeals process

Organisations may request a review of a decision made by DESBT in relation to the provision of funding under Community Work Skills.

The appeals process has been established to help identify any problems in the application process, ensuring these processes continue to improve, and to assist with future applications.

Appeals must be lodged in writing to:

Appeals Officer  
Program Delivery and Contract Management  
Department of Employment, Small Business and Training  
PO Box 15483  
CITY EAST QLD 4002

Organisations will be notified in writing of the appeal outcome within 21 business days from receipt of the appeal.

## More information

For more information about Community Work Skills:

Phone: 1300 369 935  
Email: [training@desbt.qld.gov.au](mailto:training@desbt.qld.gov.au)  
Visit: [desbt.qld.gov.au/training/community-orgs/funded/sqw/community-work-skills](https://desbt.qld.gov.au/training/community-orgs/funded/sqw/community-work-skills)

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