

## presidents report

The past year has seen a significant challenge for all at PE with the Welfare Reform Agenda governing our direction.



After the federal election, funding for both the Disability Employment Services and the Personal Support Program was moved from Family and Community Services (FACS) to Employment and Workplace Relations (DEWR). This change meant a total turn around for us after preparing for six months for the new FACS funding format. The move to DEWR was announced in November.

In order to address our initial concerns about our level of service for jobseekers with a disability, our General Manager attended industry consultations with DEWR to negotiate the best model of service within the new system. We were determined to ensure that we made our concerns heard, and this was achieved locally by meeting with Federal Member Susan Ley. Susan met with a range of people including committee members, staff, employers, jobseekers and their families. Our intention was that she understood fully the importance of specialist employment services for jobseekers with a disability. Susan then had a number of site visits with current employers, which was very well received. It is important for the future of our organization that we continue to liaise with DEWR and lobby local politicians where necessary.

This year the Committee reviewed our Governance policies, and Articles of Association, ensuring their responsiveness to community standards, and that the organisation meets the highest professional Corporate Governance principles.

We contracted the services of Boardworks International to assist us to review our Strategic Direction. We have now set in place a set of Strategic Priorities that we feel confident will ensure that our focus on people with a disability, remains the core of our Purpose and Values.

Personnel Employments operations have again resulted in their usual successful outcomes, with Quality Assurance and Disability Services Standards accreditation. I would like to extend my thanks to Christine and her team for their continued commitment to quality outcomes. I would also like to thank the Committee for their continued support for the organisation and their commitment to good governance.

**Mark Cox**

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# annual report 2004–2005



An initiative of the Commonwealth  
Department of Employment and  
Workplace Relations

## managers report



2004 – 2005 was a year of 'managing change'. Our first six months was spent preparing for changes to the Family and Community Services (FACS) funding format, then suddenly after the Federal Election, our programs were transferred to Employment and Workplace Relations (DEWR).

This change has meant an increase in competition between services including jobnetwork agencies. To ensure our place in this new marketplace we developed a focused Marketing Plan, encompassing a new Logo and Plan that will be implemented around our established purpose and values.

**Our continued focus on Quality Assurance and the National Disability Standards has again resulted in accreditation.**

This year we successfully met the rigorous requirements of a Surveillance Audit. Our service quality is also supported by the high rating evaluations of our annual Employer and Client Quality Surveys.

The Deniliquin and Griffith offices now cover the large geographic DEWR area of STURT, ensuring a comprehensive service of the Disability Employment Service and the Personal Support Program. The vast distances can be a difficulty, but with the backup of the Albury office, we maintain our high standards. A significant upgrade this year to our IT system has assisted this, as well as providing a more professional standard of service. The Personal Support Programs are linked with the National Mental Health Consortium, OSTARA Australia Limited. Both Albury and Griffith/Deniliquin have completed a successful year, and due to the move to DEWR, have had their funding extended to June 2006.

There was extensive training for all staff in the past year, developing their skill levels and building on their industry knowledge. The Employee Assistance Program continues to operate successfully supporting all PE employees, and addressing any issues or concerns.

To maintain the high profile of Personnel Employment locally and nationally, the staff have attended industry events and seminars, and I attend all Industry Conferences and Government briefings.

I would like to extend my thanks to all the staff for working so well through such a difficult year, and also the Committee for their guidance and support throughout the year.

**Christine Sanger**

## programs overview

Personnel Employment operates 3 Disability Employment Services. Each program provides:

- Pre employment support
- Job search support
- On the job training support
- On going post placement support

On registration jobseekers skills and career interests are identified and individual career plans developed. Jobsearch strategies are tailored to meet each jobseekers needs, and then selectively matched to an employer's job criteria.

Once a job is secured, Personnel Employment works in partnership with the new employee, their employer and their home support.

On the job training support is provided (on request) to assist in maintaining productivity When employers requirements are met, support is gradually reduced. On going contact is maintained and any further retraining can be provided.

### Long Established Record of Service

Personnel Employment has successfully assisted more than 1000 job seekers to achieve their employment goals since its establishment in 1986. We continually achieve excellent results placing jobseekers with a disability into semi skilled, skilled and professional positions within the Albury /Wodonga, Deniliquin and Griffith regions.

### purpose statement

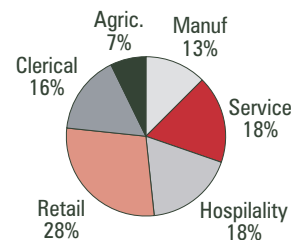
Create opportunity for people who have identified barriers in accessing employment and community participation.

Employers continue to respond positively to our high quality personalised customer service and on-the-job training support.

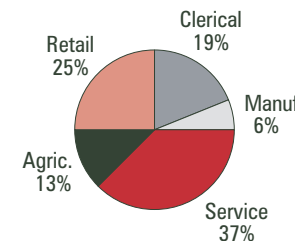
### Personal Support Program

These programs operate from Albury Griffith and Deniliquin as part of OSTARA Australia Inc., a national mental health consortium. They provide assistance for people who experience severe and multiple life barriers, and are unable to benefit from current employment assistance. Many participants experience a mental health condition. With assistance to link into community programs, many eventually can move into employment and training programs, such as the disability employment service. People are referred to Centrelink for assessment and referral to this program.

**Albury Wodonga  
Employment Placements  
2004 – 2005**



**Deniliquin/Griffith  
Employment Placements  
2004 – 2005**



**Total Service  
Support Hours: 13,553  
2004 – 2005**

