



## About Broome Employment Services

The government is trialling a new way to deliver employment services in Broome.

We spoke with you from May to August 2024.

This is what you told us about Broome Employment Services and issues facing your community.

# What we heard from the community

## Service feedback

### Participants valued the flexible servicing

- Participants felt it was easy to reorganise missed appointments with no impact on their payment.
- Participants valued 'walk-ins' but servicing was impacted.
- Participants felt safe, as services were tailored for participants with different levels of work readiness and Mabu Liyan.
- Transport assistance was provided and valued by participants.
- Staff attended other appointments with participants to provide additional support.
- The Broome Employment Service (BES) helped participants get their IDs and documentation.

### Embedded Australian Public Service (APS) staff were valued

- The APS model helps with capability and capacity building for the provider.
- Limited awareness of the embedded APS model and role by community organisations.
- There was a belief that these staff duplicate other government functions.

### Positive participant engagement methods are needed by an employment service

- The BES had trouble contacting some participants, but was flexible with the BES Community Liaison Officer helping the participants.
- The BES Community Liaison Officer located hard-to-reach participants.
- Compliance (e.g. payment suspensions) was used as a last resort to aid with engagement.

### Employers had limited awareness of the Broome Employment Service

- Lack of recall in having used the BES.
- Strong negative historical perceptions.
- Overwhelmed by the large number of competing and related services in the region.

## Policy and environment feedback

### Assessments need improving

- Data available to the provider was often inaccurate to assess participant needs.
- Participants had issues in getting medical evidence and face-to-face medical assessments to support referral to the most appropriate employment support.

### Barriers to intensive servicing

- Broader government funding was insufficient for offering intensive case management and post-placement support.
- Temporary nature of the Capability and Capacity fund potentially limits its effectiveness.
- Mapping service delivery was a challenge due to the constant changes to government funded services.

### Employment Region boundaries

- Were misaligned with some participants' way of life.
- Made servicing challenging for the provider.
- Interrupted servicing and progress for participants when moving between Broome and the rest of the Kimberley.

### External influences affect employment

- Lack of housing and transport negatively affected employment readiness and opportunity.