



# Joining the dots. Collaborations that Work.

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**nesa20**  
national employment services association

[nesa.com.au](http://nesa.com.au)

# About yourtown

yourtown is a charity primarily funded by the community.

We tackle the issues affecting the lives of young people in Australia, focussing on disadvantaged regions.

We work with young people to find jobs, learn skills, become great parents and live safe happy lives.

We deliver services that get results. These include: Kids Helpline; Training and Employment Services for young people; Parent Education; and Specialist Accommodation for Families.

- 240,000 young people assisted each year
- 600+ staff
- 48 delivery locations

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# Case Study 1 - “Green Hills Connectivity Centre”

Multiplex/Stockland \$400M shopping centre re-development at East Maitland

Connectivity Centre - an on-site training and recruitment office, available to the community for related activities.

Based on the premise that it is ‘crucially important to look after employers’

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# “Green Hills Connectivity Centre” - continued

## Key Aspects:

- Centralised and equitable coordination
- Formal agreement amongst providers - negotiated brokerage arrangement
- A commitment to not ‘by pass’ the coordinator
- As of end of July - 82 placements (only 2 have fallen over)

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# “Green Hills Connectivity Centre” - continued

## Multiplex Expectations:

- Trust
- Capacity to deliver
- Understanding needs and expectations
- Single point of contact
- Appropriate jobseekers
- Service centre

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# Case Study 2 - “Grocon Parklands Project”

Large residential facility on the Gold Coast

Major Indigenous Participation Policy (IPP) and workforce development requirements

yourtown engaged to co-ordinate IPP and welfare development strategy

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# “Grocon Parklands Project” - continued

## Key features of the project

- A recognition of Aboriginal and Torres Strait Islander people as the original carers of the land and the importance of preserving Aboriginal and Torres Strait Islander culture and customs.
- Provision of cultural significance awareness to all key personnel and project members.
- Celebrations at key events - Reconciliation Week and NAIDOC.
- IPP liaison committee: Yugambah Elder and Traditional Owner Group; DATSIP; City of Gold Coast; GOLDOC; Grocon; yourtown
- Appointment of IPP and Workforce Development Coordinators

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# “Grocon Parklands Project” - continued

## Key Achievements

- Partners: Griffith University  
Gold Coast School of Construction  
IYCP/SBT providers  
Education Queensland  
TAFE
- 300,000 training and up skilling hours
- 60 Trainees and Apprentices
- 113,000 Aboriginal and Torres Strait Islander work hours
- 16 Indigenous businesses involved with project
- Over 120 Aboriginal and Torres Strait Islander workers have been on site

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# Case Study 3

Large well meaning NFP in a highly disadvantaged region.

Large public works project

Desire to leave a legacy, up skill young people, and improve the social and economic well being of families

Met with all local providers to design how the project could work within a collaborative framework

Within one week received two unsolicited contacts from providers

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# Case Study 3 - continued

What did this well meaning NFP want?

- A single point of contact
- Someone who understands their needs
- Someone who will provide them with two shortlisted, screened and suitable referrals for each vacancy

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# Case Study 4 - MAX Employment

yourtown subcontract to MAX Employment in 23 fulltime and 3 outreach sites across 4 states.

Seemingly unlikely but very positive 'pairing' between youth charity and large 'for profit' organisation.

Shared values at the Senior Management level - outcomes driven, high activation, employer focused.

Strong local relationships - shared daily meetings, relief staffing, local community connections.

Regular strategic and operational meetings - at National, State and Regional level.

Has allowed yourtown to deliver on mission and reach areas of high disadvantage.

Has contributed to organisational learning and continuous improvement at both organisations.

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