



Jobs and Skills Centres – Frequently asked questions

Q. What is a Jobs and Skills Centre?

Jobs and Skills Centres are a new State Government service offering free career, training and employment assistance. These services will be progressively rolled out through the course of 2018.

When fully implemented the community and industry will have increased access to services with a Statewide network of five metropolitan TAFE locations, eight regional locations and a number of regional outreach centres.

The centres will be a one-stop-shop for anyone looking to improve their skills and job prospects – including students, jobseekers and career changers. The centres will engage with their local communities and industry so they can respond effectively to the needs of their clients.

The centres will also assist businesses to develop the workforce they need to support business growth. They will provide businesses with free assistance to recruit new workers, including apprentices and trainees, and develop the skills of their existing workers. Jobs and Skills Centres will engage with their local industry so they can develop local solutions for local needs.

Q. When are the Jobs and Skills Centres opening in the metropolitan area?

Five metropolitan TAFE Jobs and Skills Centres opened on 16 April 2018.

Q. Where is my nearest Jobs and Skills Centre in the metropolitan area?

From 16 April 2018, Jobs and Skills Centres will be open at the following TAFE locations.

- Joondalup campus – North Metropolitan TAFE
- Balga campus – North Metropolitan TAFE
- Northbridge campus – North Metropolitan TAFE
- Thornlie campus – South Metropolitan TAFE
- Rockingham campus – South Metropolitan TAFE

In addition to these Jobs and Skills Centres, specialist career and Aboriginal services offered by non-government service providers will continue to operate from the following locations.

- Mirrabooka –Career Centre provided by Mercycare, assisting people from culturally and linguistically diverse backgrounds. 4 Brewer Place, Mirrabooka, phone: 08 6298 9888.
- Cannington –Career Centre provided by Mercycare, assisting people from culturally and linguistically diverse backgrounds. 64-66 Kent Street, Cannington, phone: 08 6298 9888.
- East Perth – Career Centre provided by Outcare, assisting ex-offenders. 27 Moore St, East Perth, phone 08 6263 8622.
- Mandurah – Career Centre provided by Bridging the Gap. 56 Mandurah Terrace, Mandurah, phone: 13 64 64 (calling from Mandurah area).
- Mandurah – Aboriginal Workforce Development Centre provided by SMYL. 98 Mandurah Terrace, Mandurah, phone: 9587 0150.



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Q. When are the Jobs and Skills Centres opening in regional areas?

Regional Jobs and Skills Centres will open progressively in 2018/19. The Department continues to fund a range of contracted Career Centre services and Aboriginal Workforce Development Centre services.

For the full range of regional services, please refer to the Jobs and Skills WA website at jobsandskills.wa.gov.au/jobs-and-skills-centres

Q. What services will be available to students and jobseekers at Jobs and Skills Centres?

School students and leavers, career changers, and jobseekers looking to enter the workforce can access their nearest Jobs and Skills Centre to update or upgrade skills, and improve their job prospects. The Jobs and Skill Centres provide free:

- career information and guidance;
- training and course information;
- help with job searching and job matching;
- skills and qualification recognition information;
- apprenticeship and traineeship assistance; and
- culturally sensitive employment and career service for Aboriginal people.

Q. What services are available to businesses and employers at Jobs and Skills Centres?

The Jobs and Skills Centres will engage with local communities and industries to help build local workforce solutions. The following services are available to employers and businesses.

- Recruitment assistance;
- apprentice/trainee recruitment;
- advertising opportunities on an Aboriginal specific jobs board;
- workforce development advice;
- training or course information;
- information on training solutions and services that can be customised to meet enterprise-specific needs; and
- resources and advice on Aboriginal recruitment and retention strategies.

Q. When is the Perth Career Centre and Aboriginal Workforce Development Centre moving into the new services?

As of April 16 2018, services previously offered at the Perth Career Centre and Aboriginal Workforce Development Centre are now available at each of the five metropolitan TAFE Jobs and Skills Centres.



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Q. What if I am already working with someone from the Perth Aboriginal Workforce Development Centre or Career Centre when they move services?

Career and Aboriginal workforce development services will continue to be provided at the new Jobs and Skills Centres. Each centre will have experienced career development officers to assist you to explore your training and/or career options.

If you are working with someone from the Career Centre or Aboriginal Workforce Development Centre and would like to continue working with them – speak to them directly and find out which Jobs and Skills Centre they will be moving to.

Q. Do I have to be a TAFE student to access services at a Jobs and Skills Centre?

You **do not** have to be a TAFE student to access the services on offer at a Jobs and Skills Centre.

All members of the community will be welcome to visit a Jobs and Skills Centre and explore their career, training and/or employment options.

Q. Can the Jobs and Skills Centres provide information about studying at private training providers and universities?

Yes. Jobs and Skills Centres provide free and independent training information and career guidance. They can assist you with information on education and training courses, career pathway options and the career planning process.

Q. Can the Jobs and Skills Centres help me find a job?

Jobs and Skills Centres can assist you with:

- career information and guidance;
- discovering your career interests and focusing your career choices;
- access to online career planning tools and resources;
- education and training options;
- making choices and action planning; and
- job searching and referrals to other job agencies.

Q. Do I have to visit a Jobs and Skills Centre to access their services?

There will be a number of communication channels available to make it easy for you to access career, training and employment services through a Jobs and Skills Centre. These will include face-to-face assistance at your nearest Jobs and Skills Centre, tools and information on the Jobs and Skills website, as well as email and phone contact.

Q. Where can I find the latest information on the Jobs and Skills Centres?

Visit the jobsandskills.wa.gov.au website for the most current and up to date information.