

# MULTIMEDIA ACTION PLAN

## PROJECT DETAIL

1. **Introduction** WESTERN SKILLS NETWORK is a Community Work Coordinator (CWC) located in the North West, South West & West suburbs of Melbourne. WESTERN SKILLS NETWORK is comprised of three consortium members, NorthWest Net (NWN), Westgate Community Group, (WCG) and Djerriwa Employment & Education Services (DEES). All consortium members have a history of conducting successful Work for the Dole programs and were fortunate to be awarded the second largest CWC contract in Australia.

2. With many project Activities being run simultaneously and with hundreds of Job seeker clients to monitor, WESTERN SKILLS NETWORK needed to use innovative and time-managed processes to successfully deliver the project activities. Project activities were initially monitored by a manual system, this over time became bureaucratic and unwieldily. Within two years of the contract, it became apparent that the manual system was not keeping pace with the activities, nor meeting the needs of the Job seekers and those of the community. The Manager therefore proposed a computerized method of monitoring activities to reduce the workload and stress on the staff.

## AIM

3. **The aim and or purpose** The aim and purpose of the program is to enhance current systems, improve staff morale, provide appropriate support to Job seeker clients, Sponsors, Hosts and Government organizations.

## WORKPLACE PHILOSOPHY

4. **Current philosophy** WESTERN SKILLS NETWORK is a not for profit organisation which uses the Team Network infrastructure principal, to support each other to achieve above the National Average performance statistics. What they lack, however, is the knowledge and expertise to create suitable procedures and policies to meet future challenges. The Manager on his employment conducted a review of procedures over a three month period to ascertain what the organizational needs were and how they could be best met using current resources. One tool used was the Observation Analysis and Recommendation Matrix, (OARM) designed to highlight areas of concern. A matrix identifying current work practices is as shown below:

**MATRIX 1: Observation – Analysis and Recommendations Matrix (OARM)**

SERIAL	OBSERVATION	REMARKS	ANALYSIS
1	SLW statistics not being entered	Staff do not believe its necessary	Procedures not being followed
2	Job seeker clients not sure of activities	Information sessions not informative	Area Coordinator to fix
3	Staff not maintaining attendance records	Staff do not believe its necessary	Policy issue
4	Client records left open on staff kitchen bench	Does not normally occur	Privacy issue
5	No debriefing after each Orientation session	Sometimes there is no time	Orientation schedule to be reviewed
6	Incident involving Job seeker Client	Incident not reported	OH&S and Policy issue
7	Reference material not provided to Job seeker client	No stationary or reference material available	Policy issue
8	Job seeker client evaluation sheet found in the rubbish bin	Staff believe that if Job seeker client is no longer on an activity, there is no need to keep records	Policy and Procedure issue
9	Activity handouts to Job seeker client are out of date and not relevant.	Staff using out of date Activity brochures.	Policy issue
11	Telephone messages not being passed onto the staff Job seeker clients	Staff too busy to pass on telephone calls	Policy issue
13	SLW Induction and Training Manual not updated.	Staff consider that a Management problem	Policy
14	Job seeker clients do not arrive on time for Information sessions	Staff has not advised Job seekers.	Policy issue
18	No Review of activities conducted after end of each Work for the Dole Activity	Staff does not believe it's necessary.	Policy issue

5. **Impact on Performance** The Job seeker client incident/complaints had risen, morale within the SLW had plummeted, spiralling maintenance costs, staff consistently on stress leave and compensation cases increased. The SLW began to lose its momentum and its productivity decreased by 15%. The Department of Employment and Workplace Relations (DEWR) advised that the SLW Key Performance Indicators (KPI) were showing a decline and if the decline was not arrested within a six month period, it may have an effect on further funding. As a result of the poor KPI statistics, staff morale, and poor procedures, the Manager took the initiative to reverse the trend of poor performance.

## STAKEHOLDERS

6. **Target Audience** As a result of the OARM, the Manager designed a program based on the current manual model using Microsoft Access program and associated Microsoft software currently on WESTERN SKILLS NETWORK computers. Although the program was initially designed for the Manager to monitor project activities throughout the organization, it became evident that the program had other useful tools. These tools would become an asset to the Area Coordinators and to the staff at a lower level. A list of the targeted audience is as shown below in Matrix 1:

Matrix 2: TARGET AUDIENCE

SERIAL	TITLE	FIRST NAME	SURNAME	POSITION	Remarks
1	Mr	Peter	Adams	Manager /Administrator	Manager for Organization
2	Mr	Ray	Gusson	Area Coordinator	Supervisors and monitors activities in Employment Service Area (ESA)
3	Mrs	Chris	Russ	Area Coordinator	Supervisors and monitors activities in Employment Service Area (ESA)
4	Mr	Raymund P.	Ducat	Area Coordinator	Supervisors and monitors activities in Employment Service Area (ESA)
5	Mrs	Ceyda	Chester	Project officer	Monitors projects, conducts liaison visits
6	Mr	Joe	Zenda	Administrative staff Officer	Provides administrative support to Area Coordinator and Manager
7	Mrs	Lyn	Shandy	Administrative staff Officer	Conducts Information and Orientation sessions
8	Mrs	Denise	Stringer	Administrative staff Officer	Responsible for financial monitoring

## PEDAGOGICAL AND ANDROGOGICAL ISSUES

7. **Conduct** The program began with an Action Plan Matrix (APM) to assist the Manager to plan, prepare, implement and review the program. Information gleaned from statistical data maintained manually by the organisation along with observations and key Performance indicator reports enabled the manager to create a prototype to be used during the course of the action plan. The APM was also useful in identifying the strengths and weaknesses of the processes involved. It also highlighted what form of training styles would be used to enable the transfer of knowledge from the creator to the target audience. A detailed Action Plan is attached as Annex A.

8. **Learning styles** An analysis of the staff indicated a mixture of nationalities, ages, education and ability to absorb information. This now became a challenge to the manager as he had to decide which of the styles he must use to train and inform the staff on the new program. It was first considered that the elder of the two staff would benefit from an Androgogy form of training, (learning from each other) while the remainder would benefit from the Pedagogy style, (transferring knowledge from the manager to the staff). A trial of a simple procedure was conducted to ascertain the best possible method to use on the staff as a group. This was initially conducted on a one to one basis to ascertain the abilities to absorb knowledge by the manager.

9. **Staff learning considerations** On the cessation of the trial, a number of observations was made by the Manager, using visual and verbal tools to determine staff learning styles. The results of those observations were categorised in the form of a Learning style matrix detailed below:

**MATRIX 3: PREFERRED LEARNING STYLE CONSIDERATIONS**

SERIAL	TITLE	FIRST NAME	SURNAME	POSITION	EDUCATION	EXPERIENCE IN INDUSTRY	REMARKS	PREFERRED LEARNING STYLE
1	Mr	Ray	Gusson	Area Coordinator	DIPLOMA	35 YEARS	POOR COMPUTER SKILLS QUICK LEARNER	PEDAGOGY AND ANDROGOGY
2	Mrs	Chris	Russ	Area Coordinator	DIPLOMA OF	12 YEARS	GOOD COMPUTER SKILLS QUICK LEARNER	PEDAGOGY AND ANDROGOGY
3	Mr	Raymund P.	Ducat	Area Coordinator	DIPLOMA	8 YEARS	GOOD COMPTER SKILLS QUICK LEARNER	PEDAGOGY AND ANDROGOGY
4	Mrs	Ceyda	Chester	Project officer	UNIVERSITY DEGREE	1 YEAR	GOOD COMPTER SKILLS QUICK LEARNER	PEDAGOGY AND ANDROGOGY
5	Mr	Joe	Zenda	Administrative staff Officer	UNIVERSITY DEGREE	1 YEAR	GOOD COMPTER SKILLS QUICK LEARNER	PEDAGOGY
6	Mrs	Lyn	Shandy	Administrative staff Officer	DIPLOMA	3 YEARS	BASIC COMPUTER SKILLS NEEDS ONE TO ONE ASSISTANCE	PEDAGOGY
7	Mrs	Denise	Stringer	Administrative staff Officer	DIPLOMA	2 YEARS	BASIC COMPUTER SKILLS NEEDS ONE TO ONE ASSISTANCE	PEDAGOGY

10. **Staff behaviour** During the one to one training session, the first individual responded well to the pedagogy form of learning style that is until they formed a good grasp of the basics of the procedure being shown. On learning the procedure, the individual displayed an interest on learning alone to explore the remaining trial procedure. This was conducted with all the staff on an individual basis, ending with the same result. When the time came to conduct the group session (Androgogy) on another procedure, it took more time and effort on the part of the Manager to transfer the knowledge due to the different abilities of the individuals to absorb the knowledge. The behaviour and responses of the staff towards the initial trial was promising. This enabled the Manager to form opinions on individual preferences and to adjust the program to suit the target audience.

11. **Learning style analysis** Using the above model as a guide, the Manager used the same approach on the Area Coordinators who were responsible for staff in their own localities. The Area Coordinators responded well to the pedagogical form of learning and Androgogy form of learning style. Taking this into account, it became apparent that the new program would require a pedagogy approach to the staff, which meant more time and money being used and an erosion of manpower when balanced against the benefits of the program. Therefore as a result of the above analysis, the target audience shifted from the staff to the Area Coordinators using the Androgogy method. The Area Coordinators would become proficient in the new program and would then return to their Area of Operations to train their staff on the new program.

12. **Learning and desired outcomes** Although the staff training and learning style was established, it still remained to determine the outline and final presentation of the program. The colours, fonts, menus, style, text configuration, navigation, and images had not yet been fully trialled using the new program. The observations made during the trial period certainly enabled the manager to glean valuable information and provide him with an insight into each individuals preferences on style, navigation methods and colours that were palatable to each individual.

## PROGRAM PRESENTATION

13. **Multimedia program staff preferences matrix** A program resources matrix shown below indicates the information gleaned from each individual with regards to personal preferences. This guide was useful in guiding the manager in the initial stages of the program design. A graphic representation of the program is attached as Annex B.

**Matrix 4: Program preferences**

SERIAL	TITLE	FIRST NAME	SURNAME	PREFERRED PROGRAM STYLES	ANALYSIS
2	Mr	Ray	Gusson	<p><b>LIKES:</b> FONTS ARIAL 10 FONT, COLOURS BLUE BLACK RED YELLOW GREY AND WHITE, NAVIGATION BUTTONS AND SCROLL BARS, MENUS AND OR TEXT, IMAGES, HELP POP UPS DIALOGUE BOXES, HARD DRIVE PROGRAM RESIDENCE, SHARING INFORMATION, MICROSOFT SOFTWARE (ACCESS, EXCEL AND WORD)</p> <p><b>DISLIKES:</b> ANIMATED OBJECTS, TOO MUCH TEXT, CLICKING MORE THAN THREE TIMES TO REACH THE TARGET PAGE, AUDIO, INPUTTING SAME INFORMATION, MANUAL COMPACTING OF THE DATA</p>	<p><b>AS A GROUP THE GENERAL CONSENSUS WAS AS SHOWN BELOW:</b></p> <p><b>LIKES:</b></p> <p>a. FONTS ARIAL SIZE 10 -12 FONT</p> <p>b. COLOURS BLUE BLACK RED GREY,</p> <p>c. NAVIGATION BUTTONS</p> <p>d. SCROLL BARS</p> <p>e. EASY TO FOLLOW MENUS</p> <p>f. TEXT,</p> <p>g. IMAGES</p> <p>h. HELP POP UPS DIALOGUE BOXES</p> <p>i. CALENDAR</p> <p>j. HARD DRIVE PROGRAM RESIDENCE</p> <p>k. SHARING INFORMATION</p> <p>l. MICROSOFT SOFTWARE (ACCESS, EXCEL AND WORD)</p> <p><b>DISLIKES:</b></p> <p>a. ANIMATED OBJECTS</p> <p>b. CLICKING MORE THAN THREE TIMES TO REACH THE TARGET PAGE</p> <p>c. AUDIO</p> <p>d. CALCULATING STATISTICS</p> <p>e. INPUTTING SAME INFORMATION</p> <p>f. MANUAL COMPACTING OF DATA</p>
3	Mrs	Chris	Russ	<p><b>LIKES:</b> FONTS ARIAL 12.FONT, COLOURS BLUE BLACK RED GREY AND WHITE, NAVIGATION BUTTONS AND SCROLL BARS, TEXT, IMAGES, MICROSOFT SOFTWARE (ACCESS, EXCEL AND WORD)</p> <p><b>DISLIKES:</b> ANIMATED OBJECTS, CLICKING MORE THAN THREE TIMES TO REACH THE TARGET PAGE, CALCULATING STATISTICS</p>	
4	Mr	Raymund P.	Ducat	<p><b>LIKES:</b> FONTS ARIAL 12 FONT, COLOURS BLUE BLACK RED AND GREY, NAVIGATION BUTTONS, TEXT, AND IMAGES, HELP POP UPS DIALOGUE BOXES, HARD DRIVE PROGRAM RESIDENCE, MICROSOFT SOFTWARE (ACCESS, EXCEL AND WORD)</p> <p><b>DISLIKES:</b> CLICKING MORE THAN THREE TIMES TO REACH THE TARGET PAGE, AUDIO, INPUTTING SAME INFORMATION</p>	
5	Mrs	Ceyda	Chester	<p><b>LIKES:</b> FONTS ARIAL 10 FONT, COLOURS BLUE BLACK RED YELLOW GREY AND WHITE, NAVIGATION BUTTONS AND SCROLL BARS, MENUS AND OR TEXT, IMAGES, CALENDAR, SHARING INFORMATION, MICROSOFT SOFTWARE (ACCESS, EXCEL AND WORD)</p> <p><b>DISLIKES:</b> ANIMATED OBJECTS, TOO MUCH TEXT, CLICKING MORE THAN THREE TIMES TO REACH THE TARGET PAGE, AUDIO, CALCULATING STATISTICS, INPUTTING SAME INFORMATION, MANUAL COMPACTING OF THE DATA</p>	
6	Mr	Joe	Zenda	<p><b>LIKES:</b> FONTS ARIAL 12.FONT, COLOURS BLUE BLACK RED YELLOW GREY AND WHITE, NAVIGATION BUTTONS AND SCROLL BARS, MENUS AND OR TEXT, IMAGES, HARD DRIVE PROGRAM RESIDENCE, MICROSOFT SOFTWARE (ACCESS, EXCEL AND WORD)</p> <p><b>DISLIKES:</b> TOO MUCH TEXT, CLICKING MORE THAN THREE TIMES TO REACH THE TARGET PAGE, CALCULATING STATISTICS</p>	
7	Mrs	Lyn	Shandy	<p><b>LIKES:</b> FONTS ARIAL 10 FONT, COLOURS BLUE BLACK RED YELLOW GREY AND WHITE, NAVIGATION BUTTONS AND SCROLL BARS, MENUS AND OR TEXT, IMAGES, HELP POP UPS DIALOGUE BOXES, CALENDAR, SHARING INFORMATION, MICROSOFT SOFTWARE (ACCESS, EXCEL AND WORD)</p> <p><b>DISLIKES:</b> ANIMATED OBJECTS, TOO MUCH TEXT, CLICKING MORE THAN THREE TIMES TO REACH THE TARGET PAGE, AUDIO, CALCULATING STATISTICS, MANUAL COMPACTING OF THE DATA</p>	
8	Mrs	Denise	Stringer	<p><b>LIKES:</b> FONTS ARIAL 10 FONT, COLOURS BLUE BLACK RED YELLOW GREY AND WHITE, NAVIGATION BUTTONS AND SCROLL BARS, MENUS AND OR TEXT, IMAGES, HARD DRIVE PROGRAM RESIDENCE, SHARING INFORMATION, MICROSOFT SOFTWARE (ACCESS, EXCEL AND WORD)</p> <p><b>DISLIKES:</b> ANIMATED OBJECTS, TOO MUCH TEXT, CLICKING MORE THAN THREE TIMES TO REACH THE TARGET PAGE, AUDIO, INPUTTING SAME INFORMATION</p>	

## PRESENTATION TYPE AND PROGRAM

14. As a result of the above findings, it was easy to establish a nucleus of likes, dislikes and preferred modes of presentation. The final outcome of the product will depend on the evaluation of the product. The following was gleaned from the stake-holders preferences:

- a. **Stakeholder Likes** These included the font type, font size, types of colours, navigation aids, images, pop up help menus, calendar, program residence, sharing of information and a preference for Microsoft software. A perusal of current resources and the means of delivering the program to the staff were within the organizations infrastructure. The preference for a calendar and the program to reside on the staff member's hard drive was not considered essential. The calendar on each computer was sufficient to meet the needs of the individual. The program would reside on the organization's server to enable the information to be shared across the network. Internal controls regarding security and compiling tasks would be incorporated within the program. A backup of the program would be taken and burned onto a Rewritable Compact Disk at the end of each day by the administrator.
- b. **Stakeholder dislikes** The stakeholder dislikes of using animated objects, clicking more than three times, use of audio during the program, calculations, inputting the same information and compiling the data at the end of the task did not prove to be a problem. All of the issues raised appeared to universal dislikes across the organisation. The information however provided the manager with the opportunity to simplify the program and designing it is user friendly.

## ORGANISATIONAL ISSUES

15. **Existing and New Policies** The exiting policies, based on manual procedures failed to keep pace with the increased workload, changes in contractual agreements with the Government and with new business practices. As a result, performance was down and staff lost confidence in the current procedures. Band aid procedures were applied to meet new challenges without any formal procedures being put into place. Best practice ideas, objects and mission statements were non existent. Previous Managers had failed to correct the decline, preferring rather to maintain the relationships and retaining networks while the performance continued to drop.

16. **Resistance to change** The issues identified in Matrix 1 outlined the need for a drastic overhaul of the system without making those changes appear drastic. Area coordinators were informed of the decline and the proposed measures to be put into place until the new automated program was designed, trialled and implemented across the respective employment service areas. This met with resistance by the area coordinators as it was all new to them and they had no wish to move outside their comfort zone. The staff on the other hand when approached with the proposed changes, welcomed the new ideas and were able to see the benefits to them selves and to the organisation as a whole. This caused some resentment amongst the Area Coordinators, resulting in them complaining as a group to the CEO. The CEO however provided the necessary support to the Manager to push ahead with the reforms and to advised to normalise the relationship with the Area Coordinators.

17. **Work Groups** The Manager persuaded the Area Coordinators that it was in their best interests to partake in the new policies, procedures and programs as it would empower them to improve their statistics, give them more flexibility and increase the morale of their staff. As Team working Strategy Group was formed to investigate best practice ideas, and procedures to increase the performance of the organisation. The team would meet on a monthly basis to discuss outstanding issues, to share common interests and information. Each session would be chaired by the respective Area Coordinator when the working group met at their location. This form of communication provided the Manager with the perfect platform upon which to persuade the Area Coordinators of the proposed Multimedia Program for the organisation.

## TECHNICAL AND MATERIAL RESOURCES

18. **Resources** Maximum use of WESTERN SKILLS NETWORK resources will be utilised to defray any costs to the program. Computers, software, manuals, staff, furniture and facilities are provided by WESTERN SKILLS NETWORK at each Employment Service Area. A detailed resource matrix is shown below:

**MATRIX 5: RESOURCES**

Serial	Resource	Quantity	Location	Remarks
1	APTRAK Program	3	Broadmeadows, Melton and Footscray	Program to remain resident on ESA Server and shared across the network
2.	Training room	1	As above	
3.	Computers and printers	5	As above	
4.	Overhead Projector	1		Manager to provide at each training location
5.	Microsoft software, Access, Excel and Word	1	As above	Licensed to organisation
6.	Furniture, chair, table	One per staff member		
7.	Communications	1	As above	Telephone, internet access
8.	Photocopier access	1	As above	
9.	Stationary	qty	As above	As required for handouts and manuals
10.	Parking facilities		As above	
11.	Miscellaneous items			As required

## TRAINING

19. **Training schedule** A one day training seminar will be conducted for all the relevant stakeholders. The program training will commence with the Area Coordinators and will be conducted at the Broadmeadows location. The remaining staff will be exposed to the program at their respective location. The aim of the training is to expose the stakeholders to the various aspects of the program and to encourage feedback on the presentation, structure and navigation guidelines. A detailed training schedule is shown below:

**MATRIX 6: SLW APTRAK TRAINING SCHEDULE MATRIX**

SERIAL	SUBJECT	TYPE	TRAINER	TIME	LOCATION	DATE	RESOURCES	REMARKS
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
1	WELCOME	INDUCTION	PETER ADAMS	9:00 AM	TRAINING ROOM BROADMEADOWS FOOTSCRAY MELTON	16 MAY 03	COMPUTERS FURNITURE OVERHEAD PROJECTOR STATIONARY MANUALS	HAND OUT COURSE OUTLINE - ORIENTATION
	INTRODUCTION TO APTRAK	DISCUSSION	PETER ADAMS	9:15 AM	TRAINING ROOM BROADMEADOWS FOOTSCRAY MELTON	16 MAY 03	A ABOVE	APTRAK PROCEDURES NAVIGATION AIMS
2	BREAK			10:45 AM	CAFETERIA BROADMEADOWS FOOTSCRAY MELTON	16 MAY 03	COFFEE TEA BISCUITS URN SPONS CUPS AND SAUCERS	TEA AND COFFEE LOCATED IN LECTURE ROOM
3	EXERCISE	PRACTICAL	PETER ADAMS	11:00 AM	TRAINING ROOM BROADMEADOWS FOOTSCRAY MELTON	16 MAY 03	AS ABOVE	WORKSHOP INVOLVING A REAL LIFE SCENARIO
4.	STAFF EVALUATION	PRACTICAL	PETER ADAMS	12:30	TRAINING ROOM BROADMEADOWS FOOTSCRAY MELTON	16 MAY 03	AS ABOVE	FEED BACK ON TRAINING INFORMATION TO BE USED WITH EVALUATION ON REVIEW

20. **Staff evaluation feedback**

On completion of the training all stakeholders will be required to complete an evaluation document. The stakeholder results from the first scheduled training are shown below:

SERIAL	CONTENT	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE
<b>APTRAK PROGRAM CONTENT</b>					
1	The SLW APPTRAK program is easy to follow	Y Y Y Y Y Y Y			
2	The content is relevant to the workplace	Y Y	Y Y Y Y Y Y		
<b>APTRAK PROGRAM STRUCTURE</b>					
3	The menus were applicable to the subject	Y Y Y Y Y Y	Y Y Y		
4	The images were appropriately located	Y Y Y Y Y Y	Y Y		
5	The text was at the right size	Y Y Y Y Y	Y Y Y		
6	The colours were effective		Y Y Y	Y Y Y Y	
<b>HELP MATERIAL</b>					
6	The help material was interesting		Y Y Y Y Y Y Y Y		
7	The help material is current		Y Y Y Y Y Y Y Y		
8	The material was well prepared and researched	Y Y Y	Y Y Y Y		
<b>FACILITATION</b>					
9	The aims of the APTRAK program was clearly stated	Y Y Y	Y Y Y Y		
10	There is sufficient links to external agencies	Y Y	Y Y Y	Y Y	
11	The navigation is easy to follow	Y	Y Y Y	Y Y Y	
<b>ADMINISTRATION AND RESOURCES</b>					
12	All Job seeker clients enquiries can now be dealt with quickly and effectively		Y Y Y Y Y Y Y Y		
13	Software and computer equipment were satisfactory		Y Y Y Y Y Y Y Y		
14	Should animation be included?				Y Y Y Y Y Y Y Y
<b>RECOMMENDATIONS</b>					
15	The colours of the program could be reviewed to make it more user friendly Statistical data needs to be more friendly and easier to follow Reports need to be reviewed and made user friendly Navigation requires further study	Y Y	Y Y Y Y Y Y		
<b>SUMMARY</b>					
16	The Evaluation feedback provided during the APTRAK training period was informative and along with observations will be utilised to enhance the program.				

## BUDGET

21. **Costs** The program costs were kept to a minimum utilizing skills, knowledge and material resources of the organisation and the benefits outweighed the costs. Benefits included an increase in conversion rates of the Job seeker clients, increase in completed placement of Job seeker clients, improved morale, timely reporting of incidents and complaints, improvement in the Key Performance Indicators, a reliable system of maintaining statistical data, and an automated system of monitoring activities. A breakdown of program budget costs is shown below for internal audit purposes:

**MATRIX 7: BUDGET**

SERIAL	ITEM	COST	QTY	NOTES	TOTAL
1	Trainer	\$30:00	1	@8 hours two days - Manager	\$2,400:00
2	Research	\$30:00	1	@8 hours 30 days - Manager	\$600:00
3	Handouts	\$30:00	48	@5c	\$300:00
	Manuals	\$45.00	7	@\$15.00	\$00.00
4	Review Analysis	\$300:00	1	Manager	\$300:00
5	Evaluation Report	\$500:00	1	Electronic format emailed to Board of Management	\$300:00
6	SLW APTRAK Computer Program	\$5000:00	1	In kind support	\$5000:00
7	Internet Access	\$30.00	1	@ 4 hours for four days	\$
8	Miscellaneous Stationary	\$100.00			\$100.00
9	Compact Disks (CD)	\$10.00	2		\$20.00
10	Staff salaries	\$31.00	7	@ 4 hours for one day (staff) @ 4 hours for one day (Area Coordinators)	
11	Software	\$0.00	1	Licensed by organization for Server	\$0.00
12	Training Rooms	\$75.00	1	Training rooms for two days	
13	Photocopier	\$15.00	1	@ 5 hours for one day	
14	GST				\$506.50
15	TOTAL				\$5571.50

## PROJECT EVALUATION

22. **Primary and secondary evaluation functions** The primary function of the evaluation was to identify whether the program did increase the monitoring of activities, decreased the response time to Job seeker client complaints, improved the conversion ratios, and decreased wasted man hours. The secondary aim of the evaluation was to identify the effects on staff morale and decrease in use of resources across the Employment service areas by the sharing of data.

23. **Evaluation and Analysis Methods.** The tools used to conduct the evaluation were; On the job training Observations, informal interviews, external performance statements, Surveys, and historical data. It is of interest to note that observations methods were both of a verbal and visual nature. The following Evaluation Plan details the processes involved to conduct the evaluation:

**MATRIX 8: EVALUATION PLAN**

Serial	Occurrence	Stakeholders	Date Time	Remarks
1	Initial Meeting with Board of Management	WESTERN SKILLS NETWORK Board of Management and Manager	2 April 003 10:00 am	Request for support. General outline of evaluation requirements. Costs. Resources. Locations. Reporting timelines. Review Report times. Expected outcomes.
2.	Area Coordinators Meeting	Area Coordinators and Manager	4 April 2003 9:00 AM	Discuss methods of evaluation, timelines, location, staff access, feed back
3.	Plan the Evaluation	Manager	10 April 2003 9:00 AM	Research and prepare Evaluation Analysis Tools, and methods of obtaining data. Interviews, Observations, Resources, Statistics, Contact staff and Area Coordinators, resources required, document journal for review of evaluation.
4.	Conduct the Evaluation	Manager and staff	20 April 2003 12:40 AM	Staff members interviewed. Historical Data, Questionnaires, Observations, Evaluation Flow charts and other Training Needs Evaluation methods of obtaining data are carried out. Debrief the staff involved.
6.	Analyse the Evaluation	Manager	30 April 2003 9:00 AM	Information obtained is analysed and compared to historical and other known data to identify strengths and weaknesses of the program. Evaluations and recommendations for part of the report. Additional cost previously not foreseen is also taken into account.
7.	Evaluation Report	Manager	17 May 2003 9:00 AM	Ensure that recommendations highlight any need for staff training, software upgrades, changes in policies and procedures, Inform Area Coordinators of Final report
8.	Distribution of Evaluation Report	All Stakeholders	20 may 2003 9:30 am	Arrange for a meeting with all the Stakeholders involved. Ensure a copy of the report is available for all members. Check meeting location and test resources. Arrange for an alternative site with the appropriate resources. Confirm bookings and check Stakeholders attendance. Prepare and anticipate list of probable questions and answers. Consider all objections and courses of action. Obtain WESTERN SKILLS NETWORK approval for the recommendations to be implemented.



24. **Evaluation questionnaire** The Questionnaire is designed to provide feedback on the staff current status. The following is the results from the first group of stakeholders:

#### MATRIX 9: EVALUATION QUESTIONNAIRE

SERIAL	QUESTION	RESPONSE	
		YES	NO
1	DO YOU READ THE FEDERAL GOVERNMENT BULLETINS ON A WEEKLY BASIS?	11	11111
2	HAVE YOU HAD PROBLEMS WITH THE JOB NETWORK PROVIDER?	1	111111
3	HAS ANY JOB SEEKER CLIENT BEHAVED IN AN UNACCEPTABLE BEHAVIOUR? FOR EXAMPLE, DISPLAYS OF RUDENESS, FOUL LANGUAGE, AND BODY LANGUAGE SIGNALS?	111111	1
4	ARE YOU AWARE OF THE SLW REPORTING PROCEDURE?	1	111111
5	DO YOU MONITOR THE JOB SEEKER PROGRESS?	1	111111
6	DO YOU ATTEND DEBRIEFING SESSIONS WITH AREA COORDINATORS TO REVIEW PROCEDURES AND EVALUATE JOB SEEKER PROGRESS?	1	1111111
8	DO YOU BELIEVE THAT THERE IS ADEQUATE SUPPORT SYSTEMS IN THE WORKPLACE?	11	11111
9	DO YOU REPORT INCIDENTS TO MANAGEMENT AFTER THEY HAVE OCCURRED?	11	11111
10	DO YOU MONITOR PROJECT ACTIVITIES FOR TIME LINES AND CODE OF CONDUCT ISSUES?	1	111111
12	DO YOU UPDATE THE JOB SEEKER STATISTICS ON A FORTNIGHTLY BASIS?	1	111111
13	WOULD YOU ATTEND DEVELOPMENT TRAINING IF IT WERE AVAILABLE?	1	111111
15	DO YOU MAINTAIN RECORDS OF ATTENDANCE?	1	111111
16	DO YOU PROVIDE JOB SEEKER CLIENTS WITH REFERENCE MATERIAL?	11111	11
15	TOTAL	25	65

#### SUMMARY

25. The Action Plan deals with tasks, responsibilities, presentation, budgets and evaluation of the program. The program itself is designed to assist the user and is continually improved upon to meet the needs of the operator. The program has been extensively trialed under various controlled field conditions. In each case the program was able to be adapted to meet each challenge. The only disadvantage of the program is the limitations imposed by the MS Access program itself. However, the needs of the organization are adequately met and the reports and statistical data provided by the program are sufficient.

26. The program is adaptable and safe guards will be built into the program to ensure the integrity of the data and that the information remains secure. The program can be manipulated and adapted to suit local needs. The Area Coordinators and administrators have sufficient knowledge of the program and of Microsoft Access basic programming to create and design documents to suit their needs. Backup support is available at the Managers level if so desired.



**The Voice from the Pavement** - Peter Adamis is a (not for profit) Journalist/Commentator. He is a retired Australian military serviceman and an Industry organisational & Occupational (OHS) & Training Consultant whose interests are within the parameters of domestic and international political spectrum. He is an avid blogger and contributes to domestic and international community news media outlets as well as to local and Ethnic News. He holds a Bachelor of Adult Learning & Development (Monash), Grad Dip Occupational Health & Safety, (Monash), Dip. Training & Assessment, Dip Public Administration, and Dip Frontline Management. Contact via Email: [abalinx@netspace.net.au](mailto:abalinx@netspace.net.au) or via Mobile: 0409965538

## ACTION PLAN MATRIX - APM

SERIAL	ACTION	STAKEHOLDERS	DATE	REMARKS
1	INITIAL MEETING	Board of Management and Manager	28 February 2003	Manager to provide Board of Management with evidence gleaned from statistical data based on performance standards, Observations, surveys. Manager to provide a general outline of a computer program capable of eradicating current anomalies in the manual system.
2	MULTIMEDIA ACTION PLAN PROJECT DETAIL GENERAL OUTLINE	Manager	1 March 2003	Manager to design a program needs analysis plan with aim of collecting information. The information is to be gathered using current internal and external resources. An outline of expected outcomes is to be detailed and documented. The aim of the documented expected outcomes is to design a program capable of improving the current manual system.
3	WORKPLACE PHILOSOPHY	Manager	2 March – 5 March 2003	The manager to research the history of the program, policies, manuals, guidelines and WESTERN SKILLS NETWORK organisation structure. Agendas either , overt, covert, staff behaviour, OH&S, work practices, procedures, guidelines, code of conduct, goals, mission statements, and external influences regarding the current program.
4	WHO WAS IT DESIGNED FOR	Manager, Staff and Area coordinators	6 March 2003 – 19 March 2003	The program is to be designed to benefit the stakeholders to effectively improve the conditions, workload, and procedures of the staff. The first prototype is to be completed for trial purposes and to enable the manager to document the program.
5	PROJECT DETAIL	Manager	6 March 2003 – 19 March 2003	The project detail will involve using Microsoft software with images obtained from share ware software and from a digital camera. Extensive use of Navigation will be used to enable the user to navigate around the program. External links and or use of the internal hyperlinks are to be used where possible. Colours will be subject to information supplied by the users, although initially the basic colours will be utilized. Use of audio will depend on feedback and will not be embedded into the prototype until it is considered essential to the success of the program.
6	AIM OR PURPOSE	Manager	6 March 2003	The aim is to ensure that the program is efficient and effective to enhance the organisations ability to remain competitive in the industry.
7	CONDUCT PROGRAM TRIAL	Manager, Staff	20 March 2003	A trial run of the program is to be conducted at Broadmeadows. The feed back is to be documented and the program adjusted.
8	LOCATION	Manager	20 March 2003	Broadmeadows
9	STAKEHOLDERS	Manager, staff and Area Coordinators		Initially the trial is to be conducted with the Broadmeadows staff to ascertain their reactions and feedback. Secondly the area coordinators will be approached for their point of view.
10	MANAGEMENT	Administrator		The program is to be designed to be accessed across the network and administered by an administrator located at each employment Service area.
11	AREA COORDINATORS	Manager and Area Coordinators		A meeting with the area coordinators will be conducted. At this meeting the prototype will be displayed and a brief introduction to the program will be conducted. Support from the Area Coordinators is considered crucial to the success of the project. In the event the response is poor, the Board of management is to provide guidance on what action is to be taken.
12	STAFF	Staff at all locations		Feed back from the staff at all locations will be essential to ensuring that the program is utilized effectively. Staff will be able to have direct access to the manager on issues surrounding the program.
13	PEDAGOGICAL ISSUES	Manager		Using Adult Learning principles based on Knowles, Brookfield and Vivien Robinson, the Manager is to explore what form of adult learning styles would best suit the staff. The Manager may consider using Griff Foley, an Australian adult educator for local conditions. Whatever style is used, the outcome must be compatible with that of the staff.
14	TYPE OF PRESENTATION OR PROGRAM	Manager, staff and Area Coordinators	20 March 2003	Microsoft Access along with Excel and Word will be utilised throughout the program. The program will be interactive and enable the user to navigate within two easy steps to the desired page. Three steps will be used only where it is considered the information is not essential to the program
15	ENGAGEMENT MODE – CD ROM COMPUTER BASES	Manager, staff and Area Coordinators		The program will be resident of each Employment Service Area service in order that the information is shared. A rewritable CD of the program will be used to back up the data on a weekly basis and or as required by the Administrator.
16	HOW LEARNING TAKES PLACE	Manager, staff and Area Coordinators		This will depend on the feed back from the initial trial of the program and enhanced for the program training schedule.
17	COMPARE IDEAS WITH OTHERS	Manager, staff and Area Coordinators	21 March 2003	The program can only be compared within WESTERN SKILLS NETWORK due to the confidentiality and copyright laws.
18	ORGANISATIONAL ISSUES	Manager		Organisation issues will be gleaned from the information gathered by the manager as a result of the observations, manuals, Board of management, other stakeholders, performance statements and other material relevant to the organisation.
19	EXISTING POLICIES	Manager		Existing policies on the manual systems will be utilised with the aim of automating repetitive workloads. The policies will be reviewed to ensure that they are current and can be incorporated with the new framework of the program.

1. A detailed Action Plan Matrix (APM) is shown below:

SERIAL	ACTION	STAKEHOLDERS	DATE	REMARKS
20	NEW POLICIES	Manager		As a result of the review of the existing policies, a new set of guidelines and policies will emerge. The new policies will incorporate the essential existing policies, the new contractual agreements, best practice ideas and new technology. The aim is to marry all the concepts and procedures into one new policy designed to meet the future. The policies will also be designed to provide the organization with the edge to remain competitive in the industry.
21	WORK GROUPS	Manager, and Area Coordinators		A Working group comprising of Manager and Area Coordinators will be created to enable the Area Coordinators to contribute to the overall project and empower them with the knowledge and training to assist their respective staff.
22	TECHNICAL ISSUES	Administrative staff		Technical issues regarding the project will centre on the resources required for the project. A detailed list of resources and other technical issues is to be created, documented and updated as required.
23	INFRASTRUCTURE	Manager		The infrastructure of the organisation will be dealt along with the philosophical view of the organisation. The infrastructure of the program will be dealt with elsewhere.
24	PRESENTATION	Manager		The presentation of the program will be conducted at each site using the resources of each site. It is envisaged that an overhead project will be used to portray the program while the staff operate at their computer. The Manager will provide a verbal brief on how the program operates. The program itself based on Microsoft Access will be user friendly and training will be conducted at a pace that is compatible with the staff learning styles.

25	TRAINING OUTLINE	Manager	28 March 2003	The Manager is to design a training schedule that is compatible with the needs of the stakeholders. The training schedule is to kept simple and with the minimum of disruption to the current staff workload.
26	MANAGING THE PROJECT	Manager		The manager is responsible for the program, its design, training and implementation.
27	STAFF RESPONSIBLE	Manager, and Area Coordinators and Administrators		All of the stakeholders responsible for activities whether I the field or at computer will be responsible. All staff involved in project activities will input and update information into the program
28	TIMELINES	Manager	28 February – 30 May 2003	The Manager is to ensure that the program is in full operational order no later than the 30 May 2003
29	ACTION PLAN	Manager		The action plan is to be reviewed and amended if necessary to meet the timelines.
30	BUDGET	Manager		The manager is to use the resources within the organisation. The manager is not permitted to obtain external support to complete the program due to confidentiality reasons.
31	BUDGET CONTROL	Manager		The manager is to remain as per above guidelines. Budget costs are to be documented to ascertain real costs for auditing purposes.
32	PROJECT EVALUATION	Manager, and Area Coordinators and administrators	20 April – 30 May 2003	The Evaluation is to be completed no later than the 20 April and the Final evaluation report completed by 20 May 2003.
33	SUMMARY	Manager		On completion of the Action Plan Report a summary of the program is to be inserted indicating the usefulness or otherwise of the program. The summary is to include possible future uses or the need for expanding the program to other areas of the organisation.
34	GLOSSARY	Manager		A glossary is created and documented as the program develops. The glossary is to be inserted in all the handouts and manuals that deal with the Program

# PROGRAM MENU


Microsoft Access - [frmMAIN MENU : Form]

File Edit View Insert Format Records Tools Window Help


Type a question for help

*THIS PROGRAM HAS BEEN DESIGNED  
BY PETER ADAMIS FOR THE MONASH MULTIMEDIA ASSIGNMENT. EDF2804*










Western Skills Network



**WORK  
FOR THE  
DOLE PROGRAM**



Thursday, May 08, 2003  
1:59:17 PM

CULTURAL CLAIMS COMMUNITY STRATEGY SPONSOR RECRUIT SLW AO ACTIVITIES EXIT

Record: 1 of 1

Form View

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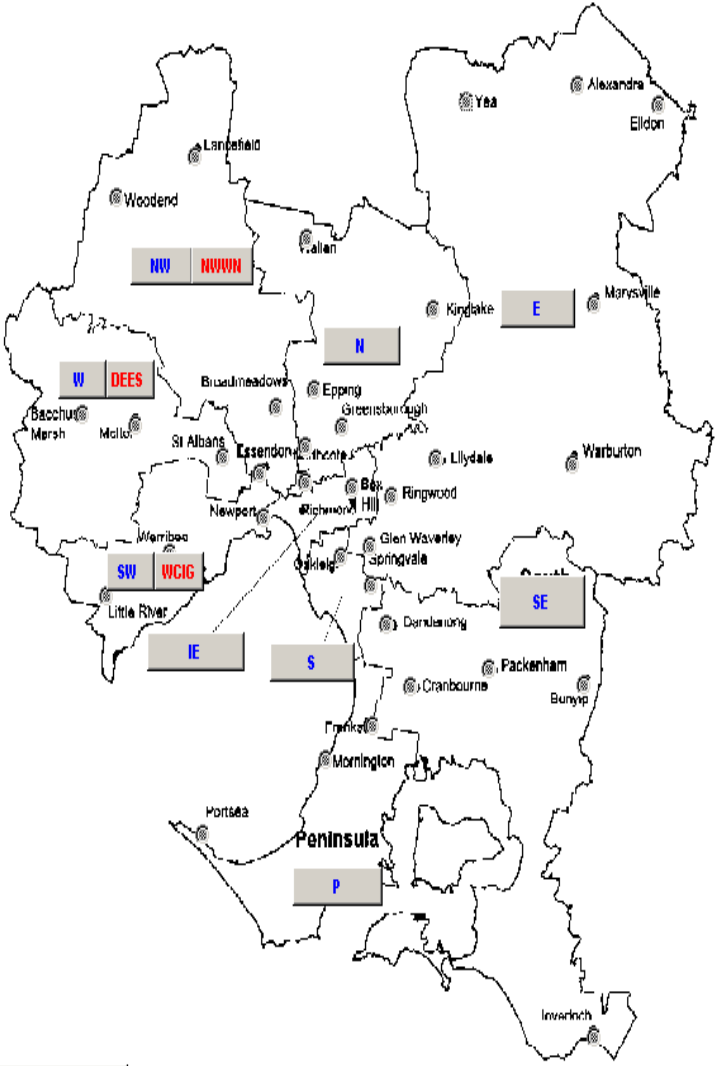
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# ESA LOCATIONS


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**Western Skills Network**



WESTERN SKILLS NETWORK IS A NOT FOR PROFIT COMMUNITY WORK COORDINATOR BASED IN THE WESTERN SUBURBS OF MELBOURNE. IT HAS WORKED WITH MANY COMMUNITY ORGANIZATION IN DEVELOPING WORK FOR THE DOLE PROJECTS. SKILLS LINK WEST WAS CREATED IN 1999 AND HAS THREE CONSORTIUM MEMBERS, NORTH WEST WORK NET, WESTGATE INITIATIVES GROUP, AND DJERRIWARRH. SKILLS LINK WEST ENCOMPASSES THE SOUTH WEST, WEST AND NORTH WEST OF MELBOURNE. ALL OF WHOM HAVE A SUCCESSFUL HISTORY OF CONDUCTING WORK FOR THE DOLE PROJECTS. SKILLS LINK WEST IS A MARKET LEADER IN THE WORK FOR THE DOLE FIELD.

THE RANGE OF PROJECTS HAS BEEN QUITE DIVERSE AND OF INTEREST TO THE JOB SEEKER AND TO THE COMMUNITY. PROJECTS HAVE INCLUDED: DEVELOPMENT OF A CULTURAL CENTRE, OFFICE ADMINISTRATION, MAINTENANCE, TEACHERS AIDE, A LIBRARY, RESTORING NATIONAL HERITAGE BUILDINGS, RECORDING AND MAINTAINING LOCAL COMMUNITY HISTORY, CREATING COMMUNITY WEBSITES, COMPUTER MAINTENANCE AND TRAINING, LANDSCAPING AND SPORTS ADMINISTRATION.

**HOW TO FIND A POST CODE AND SUBURB**

Record: 1 of 1

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1:59 PM




# ESA CATCHMENT AREAS

Microsoft Access - [frmSLW CATCHMENT : Form]

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Type a question for help

## WESTERN SKILLS NETWORK ESA CATCHMENT AREAS



The map shows the geographical distribution of the Western Skills Network ESA Catchment Areas. It is divided into several colored regions: NW (orange), W (green), SW (brown), and a large orange area to the east. A blue line represents a water body at the bottom. A 'Close' button is located at the bottom left of the map area.

Western Skills Network



```
graph TD; WSN[Western Skills Network] --- NW[NW]; WSN --- SW[SW]; WSN --- W[W];
```

NW	SW	W
JOB NETWORK	JOB NETWORK	JOB NETWORK
SPONSORS	SPONSORS	SPONSORS
HOSTS	HOSTS	HOSTS
NPO	NPO	NPO

GEORGE SMALL      JOHN STONE      MARY BRIDGES

Record: 1 of 1

Form View


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2:01 PM


# SPONSOR STRATEGY

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## SPONSOR STRATEGY



**STRATEGY**  
1. Western Skills Network promoted the Work for the Dole project throughout 2002 within each ESA. Potential sponsors were encouraged to attend the Western Skills Network Sponsor meetings. Staff followed up potential sponsor telephone enquiries as a result of the Western Skills Network brochures that were being deposited in local communities. Area Coordinators attend Area Consultative Committees, Centrelink, CWC and DEWR meetings in addition to Non Profit Community organisations to ascertain community and participant needs. Within each ESA a local sub marketing recruitment strategy is in operation to suit local demands and needs.

**CENTRAL DATA BASE**  
2. The information gleaned from these sources is entered into a central database maintained by the manager. The aim of the centralized data bank is to share knowledge and experience across the three ESA's. This method has proven to be successful in the past and will continue to be utilized to ensure that Western Skills Network is a leader in their respective Recruitment catchment area. This was also followed up the Area Coordinator being active within the community.

**CATCHMENT STRATEGY**  
3. Western Skills Network has a proactive role in seeking new sponsors within each ESA. Western Skills Network is more than happy to promote and attract new sponsors using traditional and advanced methods of attracting new sponsors for the Work for the Dole programme. Although the current sponsors give excellent coverage to the E.S.A and facilitate a number of disadvantaged groups, the Area Coordinator reviews and investigates other potential sponsors within ESA catchments area. Western Skills Network is also mindful of DEWR guidelines regarding the quality and range of work experience prospects and therefore takes considerable steps to ensure that the high standard is maintained.

Close

Record: 1 of 1


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# ACTIVITIES

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## ACTIVITIES




COMPUTERS




RECEPTION




COMMUNITY




MUSIC




HOSPITALITY




GARDENING




COMPUTER MAINTENANCE




TEACHERS AID




PHOTOGRAPHY




LANDSCAPING




MULTI MEDIA



TOURISM




EMERGENCY FOOD RELIEF



WORK EXPERIENCE

## Western Skills Network



### WORK FOR THE DOLE ACTIVITY MANAGEMENT STRATEGIES

Western Skills Network will manage all Work for the Dole Activities in all ESAs efficiently. This will be done in the following manner:

1. Western Skills Network will consult all relevant persons within each ESA to discuss regional Employment Issues and Work Experience Opportunities. The Consultants will include Area Consultative Committees, WREDO, Employment organisations and Community based organisations.
2. Western Skills Network will use already established networks, such as Area Consultative Committees to market and advertise Work for the Dole activities to potential Sponsors and to the local community.
3. Western Skills Network will assist all potential Sponsors with their Work for the Dole activity proposal. This will be done with existing an Sponsor Manual which contains "Additional Tips" which provides all a Sponsor requires when completing an Activity Application".
4. Western Skills Network will review all Activity Applications against specifies Selection Criteria, recommend the Activity and submit it to DEWRSB via CWA.
5. Once an activity has been approved, Skills Link West will enter into a contractual agreement with the Sponsor organisation to deliver Work Experience activities.
6. Western Skills Network will place Participants into approved activities and replace Participants once they have left the activity.
7. Monitoring of a project will occur in the following manner:  
Insert monitoring page.
8. Western Skills Network will pay all Sponsors for their Work Experience Fees in accordance with agreed upon and contracted budgets.
9. Western Skills Network will provide DEWRSB 28 days notice for promotional events.
10. Western Skills Network will ensure that all advertising ,promotional material is approved by DEWRSB and carries all appropriate badging and funding acknowledgements.

Record: 1 of 1

Form View CAPS

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# COMMUNITIES

Microsoft Access

File Edit View Insert Format Records Tools Window Help

Type a question for help

frmCOMMUNITY INFORMATION : Form

**COMMUNITY INFORMATION**

Category: Optometrists Title:

FNName: SName: Position: Service Name:

20/20 View

Scope:

Address: Suburb: State: P/code: Shop M6 2 Southgate Southbank 3006 Phone: Atel: ESA: IE

Last update: Fax: Contact: J T Pagas Melways: Transport: E-mail: Website: Hours/Days: Referral Protocols

Record: 1 of 3149

**Western Skills Network**

CLOSE

Interpreter: Disabled Access: Language Appropriate: Culturally Specific: Remarks:

Ready CAPS

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# MANAGER NOTES

Microsoft Access - [frmAPTRAK : Form]

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Type a question for help

Application detailsAnalysisManager NotesProject Activity Approval and Appeals ProcessFinanceHelp

Activity Name:

Teachers Aide Support Project

Application ID:

Activity ID:

990

ESA:

W

Number of Job Seekers:

Date Activity Starts:

Monday, April 15, 2002

Date Activity Completed:

Sunday, October 13, 2002

Area Coordinator:

34

Sponsor Name:

Bulldogs

Job Network Member:

APPLICATION HISTORY

Record: 1 of 36

Application

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2:27 PM

# FINANCE

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Application details Analysis Manager Notes Project Activity Approval and Appeals Process Finance Help

Sponsor: **Bulldogs**

Project Activity Name: Teachers Aide Support Project

Project Activity ID: 990

Activity Start: Monday, April 15, 2002

Activity Completion: Sunday, October 13, 2002

FUNDING: \$15,510.00

1st instalment: \$12,408.00

2nd instalment:

3rd Instalment: NA

Outstanding: UNKNOWN

ESA: W CONTRACT: 0

Claims History

COMPLETION REPORT SUBMITTED  
EXCESS 180 DAYS DEWR ACTION

**WESTERN SKILLS NETWORK CLAIMS AND PAYMENT PROCEDURE - WORK EXPERIENCE FUNDS**

Claims are to be monitored to ensure that all Sponsors are paid.

In the event of outstanding claims, use the checklist to ensure that the following has been completed:

- A. Mid monitoring report received.
- B. Completion report received.
- C. Certification statement received.
- D. Acquittal received.
- E. Contract on File.
- F. Support letters on File.
- G. Insurance details on File.
- H. Claim details entered onto DEWR system.
- I. Sponsor/Host agreements if any.
- J. All associated emails and other messages on File.
- K. No outstanding issues.

When all of the above has been checked, compare the Approved Application details with the Mid Monitoring Report and the Completion Report. If all of the details are correct send an email message to the responsible ESA advising to pay the Sponsor.

In the event a Sponsor has failed to meet with the contractual agreement, the Manager is to advise the responsible ESA Area Coordinator of the decision and to state the reasons why.

The Manager is to advise the Skills Board of Management of his decision and the reasons for non payment. This scenario is not envisaged to occur unless Fraud is evident.

Specific Claims Preview Claims Reserved

Record: 1 of 36

Application

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2:27 PM

# SUPPORT MENU

Microsoft Access - [frmAPTRAK : Form]

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Type a question for help

Application details Analysis Manager Notes Project Activity Approval and Appeals Process Finance Help

## WESTERN SKILLS NETWORK SUPPORT AND HELP MENU

This menu is to be used to provide assistance to the Area coordinators.

Whenever a new procedure has been identified and agreed to by the Area coordinators and the manager, it is to be incorporated within this menu.

This menu does not replace any existing DEWR or Western Skills Network Procedures.

It is a quick reference guide only. Contributions will be welcome.

<a href="#">Introduction to CWC Services</a>	<a href="#">GST</a>	<a href="#">Resource Introduction</a>	<a href="#">Application Recommendations</a>
<a href="#">Quality</a>	<a href="#">Contract Variation</a>	<a href="#">Code of Conduct</a>	<a href="#">WFD Eligibility Chart</a>
<a href="#">Generating and Assessing Activity</a>	<a href="#">Marketing</a>	<a href="#">Information Technology</a>	<a href="#">Statutory Declaration</a>
<a href="#">Case load management</a>	<a href="#">Accident Form</a>	<a href="#">Privacy Guidelines</a>	<a href="#">Police Check</a>
<a href="#">Community Work</a>	<a href="#">Resource Forms</a>	<a href="#">Activity Application</a>	
<a href="#">Passport to Employment</a>	<a href="#">Contacts</a>	<a href="#">Training Credit Request form</a>	
<a href="#">Training credits</a>	<a href="#">Insurance Manual</a>	<a href="#">Transitional PTE Claim Procedure</a>	
<a href="#">Monitoring</a>	<a href="#">Consent to Publicity</a>	<a href="#">KPI Consultation</a>	
<a href="#">Marketing and Promotion</a>	<a href="#">Glossary</a>	<a href="#">CWC Sponsor Contract 2003</a>	
<a href="#">Information Management</a>	<a href="#">Creating places</a>	<a href="#">Active Participation Model</a>	
<a href="#">Payments</a>	<a href="#">Managing Places</a>	<a href="#">Proposed Application Process</a>	
<a href="#">Community Action Groups</a>	<a href="#">CWC Sponsor Contract</a>	<a href="#">WFF Principles</a>	
<a href="#">Drought Force</a>	<a href="#">Managing Obligations</a>	<a href="#">Recruitment Strategy</a>	
<a href="#">Employment Services</a>	<a href="#">PFMA</a>	<a href="#">Management Concern Levels</a>	
<a href="#">Forms</a>	<a href="#">Monitoring Forms</a>	<a href="#">6 monthly Report Template</a>	
<a href="#">Change Control</a>	<a href="#">Monitoring Procedure</a>	<a href="#">NWMN 6 Monthly Report</a>	
<a href="#">Mailhouse Letters</a>	<a href="#">Resource Payments</a>	<a href="#">WCIG 6 Monthly Report</a>	
<a href="#">Training</a>	<a href="#">Sponsor Monitoring form</a>	<a href="#">DEES 6 Monthly Report</a>	
<a href="#">Approval schedule</a>	<a href="#">Resource Insurance</a>	<a href="#">Monthly Statistics Template</a>	

Record: 1 of 36

Application

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# SPONSOR ACTIVITY ANALYSIS

Microsoft Access - [rptAPTRAK-ANALYSIS : Report]

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Type a question for help

## WESTERN SKILLS NETWORK - SPONSOR PROJECT ACTIVITY ANALYSIS

Sponsor:	Application ID:	Contact ID:	Activity ID:	Activity Name:	ESA:	Area Coordinator:
Bulldogs			990	Teachers Aide Support Project	W	34

☐ Act File: raked

☐ Activity Report created

☐ IntiSpr Activity

☐ IntiSpr Act Activity

☐ ExtSpr Act Activity

☐ ExtSpr Act Activity

☐ ADI sys by ESA:

☐ DAsent to Mgr-1 by ESA:

☐ DSpaid 80%:

☐ Spr No: Profit

☐ ESACA in total/1st-1

☐ Spr letters rec

☐ Risk MAs done CWC

☐ Spr Hstgr done

☐ IntiDetcomp

☐ Contract Signed

☐ ARollouts

No of ARollouts:

☐ Actin ESA

☐ Police Check Req

☐ Crit1 Met ☐ Crit2 Met

☐ Crit1 Met ☐ Crit2 Met

NoJobSeek:

☐ Meet JS Needs

☐ Meet Comm Needs

JS SprRatio:

☐ JS Port placement Spt

☐ Host address change avail

☐ Recommended

☐ B P Spr Cost

☐ B P Admin Costs

☐ B PIG education

☐ B P Male role Cost

☐ B P Plus Costs

☐ B P Activity Loc Office Rent costs

☐ B P Activity Tgt Rent Costs

☐ B P Cap Equip Cost

☐ B P Salary Costs

☐ B P Other Costs

☐ B P Audit Costs

☐ B P Signage costs

☐ B P Promotion

☐ B P Telecom Costs

Spr Tpt for JS:

☐ B P Tgt Cost

☐ B P Tgt with 5-12 %

☐ B P PPE Costs

☐ B P Other costs

☐ B P Host TKSpt

☐ B P Pre Rollout Costs

☐ Budget Reasonable

☐ Tgt 4Wk sor less

☐ Mgr send Non App to Spr ESA

☐ Spr Appeal to BOM

☐ BOM Reu Mgr Dec

☐ BOM Dec Awl Mgr

☐ Spr Appeal to DEWR

☐ DEWR Reviews CWC Dec

☐ DEWR Spt CWC Dec

☐ JSIS

☐ JSISK M Audit Done

☐ JSISOHS Incl

☐ JSSTCH Incl

☐ JNM Spt

☐ ESACA Mid Mon Vlt 2

☐ Mgr Acked-3

☐ DEWR AVlt 4

☐ Other rules

No of Other rules:

☐ Incidents

☐ Incidents to DEWR

☐ A Compl Rep sent to Spr by ES

☐ A Compl Rep rec by Mgr:

☐ A Compl Rep App by Mgr

Spr paid Final 20%:

☐ KP H met

☐ KP I2 met

☐ KP B met

☐ JS Complaints

No JS Complaints:

☐ JS Complaints to DEWR

APPLICATION SCORE

Recommendations:

APPROVED / NOT APPROVED

-----  
 PETER ADAMIS  
 MANAGER  
 WESTERN SKILLS NETWORK

Page: 1

Ready

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2:33 PM

# HELP MENU

CWC Resource Manual Chapter 8 - Monitoring - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media

Address C:\DBS\CWC Guide\CWC Resource Manual Chapter 8 - Monitoring.htm Go Links


[Secure WFD Home](#)  
[Communications](#)  
» [Resources](#)  
    [Guide to CWC Services 2002](#)  
    [Forms](#)  
    [Promotional Material](#)  
    [Training Room](#)  
[QLD ADF Pilot](#)

**CONTACTS**  
[DEWR Offices](#)  
  
[Community Work Coordinators](#)

**CALL FOR HELP**  
  
**Job Seeker Employment Services Network Information Line:**  
13 62 68  
  
[E-mail](#)

[PRINTABLE VERSION](#)

Guide to CWC Services  
Chapter 8



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## CHAPTER 8: MONITORING

[8.1 Overview](#)  
[8.2 Monitoring by CWCs](#)  
[8.3 DEWR monitoring of CWC services](#)  
[8.4 Using reports to manage your activities](#)

### 8.1 Overview

This chapter refers to monitoring WID and Community Work. Service Standards which relate to this chapter are **monitoring compliance** and **monitoring sponsor organisations**.

You must assist DEWR to properly monitor the effectiveness of your services, including administration and management, and those provided by your sponsors. You are also responsible for monitoring sponsors in a manner which is consistent with the goals and objectives of the WID programme. DEWR, or its representatives, will undertake the role of auditing, you to ensure that you comply with the **Code of Conduct** and **Service Standards** and will measure your achievement against Performance Indicators.

#### *Code of Conduct*

To ensure job seekers and the community are provided with high quality services, the [Code of Conduct](#) is intended to inform the expectation the community and participants have of your minimum standard of conduct. The code of conduct includes, but is not limited to, such principles as:

- equitable and fair treatment of participants;
- service provider professionalism and integrity; and
- confidentiality.

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# ACTIVITY APPROVAL PROCESS

APPLICATION PROPOSED PROCESS JULY 2003.doc (Preview) - Microsoft Word

File Edit View Insert Format Tools Table Window Help

53% Close ?

C:\DBS\Manuals\APPLICATION PROPOSED PROCESS JULY 2003.c

PROPOSED APPLICATION PROCESS  
BASED ON THE ACTIVE PARTICIPATION MODEL  
WEF 1 JULY 2003

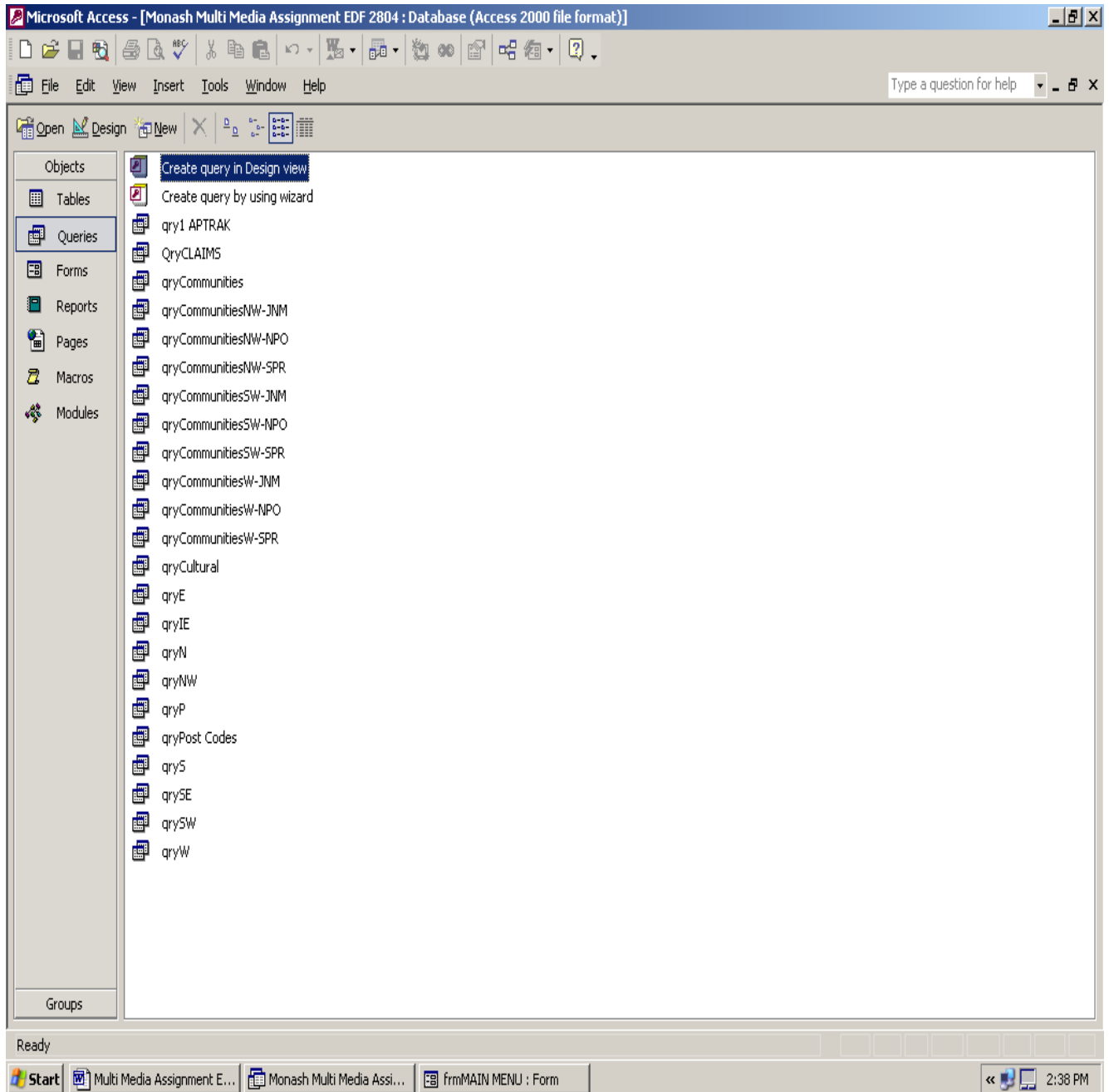
The proposed process suggested is subject to review.

- (1) Sponsor approaches CMMC with activity proposal.
- (2) Area Coordinator investigates the proposed activity, visits site. *(Agreed by Area Coordinators and Manager April 03)*
- (3) Sponsor provides supporting documentation: *(Agreed by Area Coordinators and Manager April 03)*
  - a. Risk Assessment
  - b. Support Letters
  - c. Insurance documentation (Public liability – Certification)
  - d. blanking details
  - e. Application
- (4) Sponsor submits application to CMMC.
- (5) CMMC enters Application onto ESC3 (not submitted status). Area Coordinator to advise Manager when application is entered on the DBMR system. *(Agreed by Area Coordinators and Manager April 03)*
- (6) CMMC – Area Coordinator considers application. Area Coordinator assists the sponsor to ensure all the criteria are met.
- (7) Area Coordinator consults with other Area Coordinators within Skills Link West for their perusal and input. *(Chris Hobson believes that the Managers should also be involved in the discussions at this stage - 8 May 03)*
- (8) Area Coordinator submits application to Skills Link West Manager for approval. *(Agreed by Area Coordinators and Manager April 03)*
- (9) Manager analyses application for approval/non approval following DBMR and Skills Link West Guidelines. Manager has two weeks to analyze the application. *(Agreed by Area Coordinators and Manager April 03)*

Page 1 Sec 1 1/5 At 1" Ln 1 Col 1 REC TRK EXT OVR English (U.S)

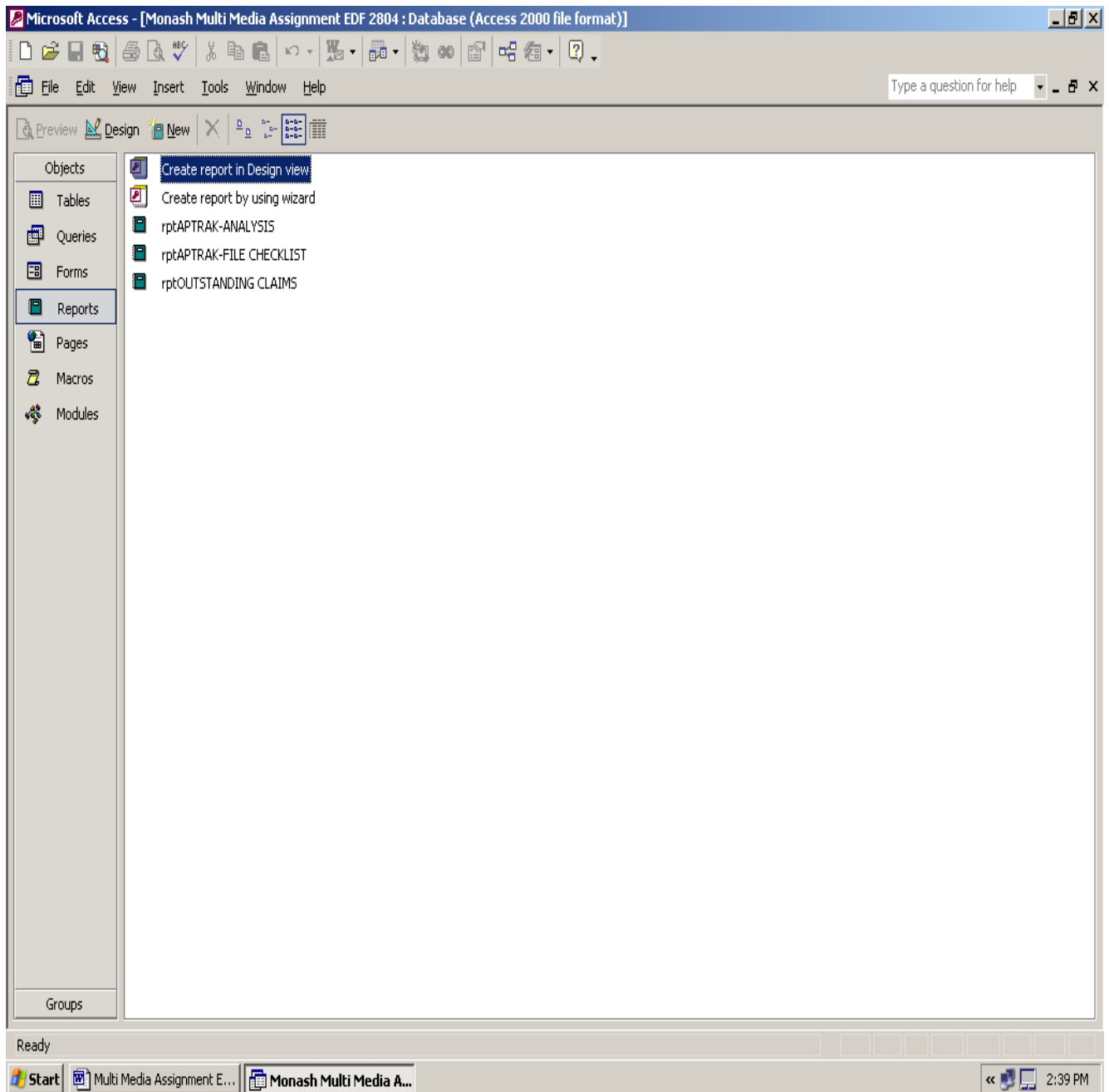
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# QUERIES

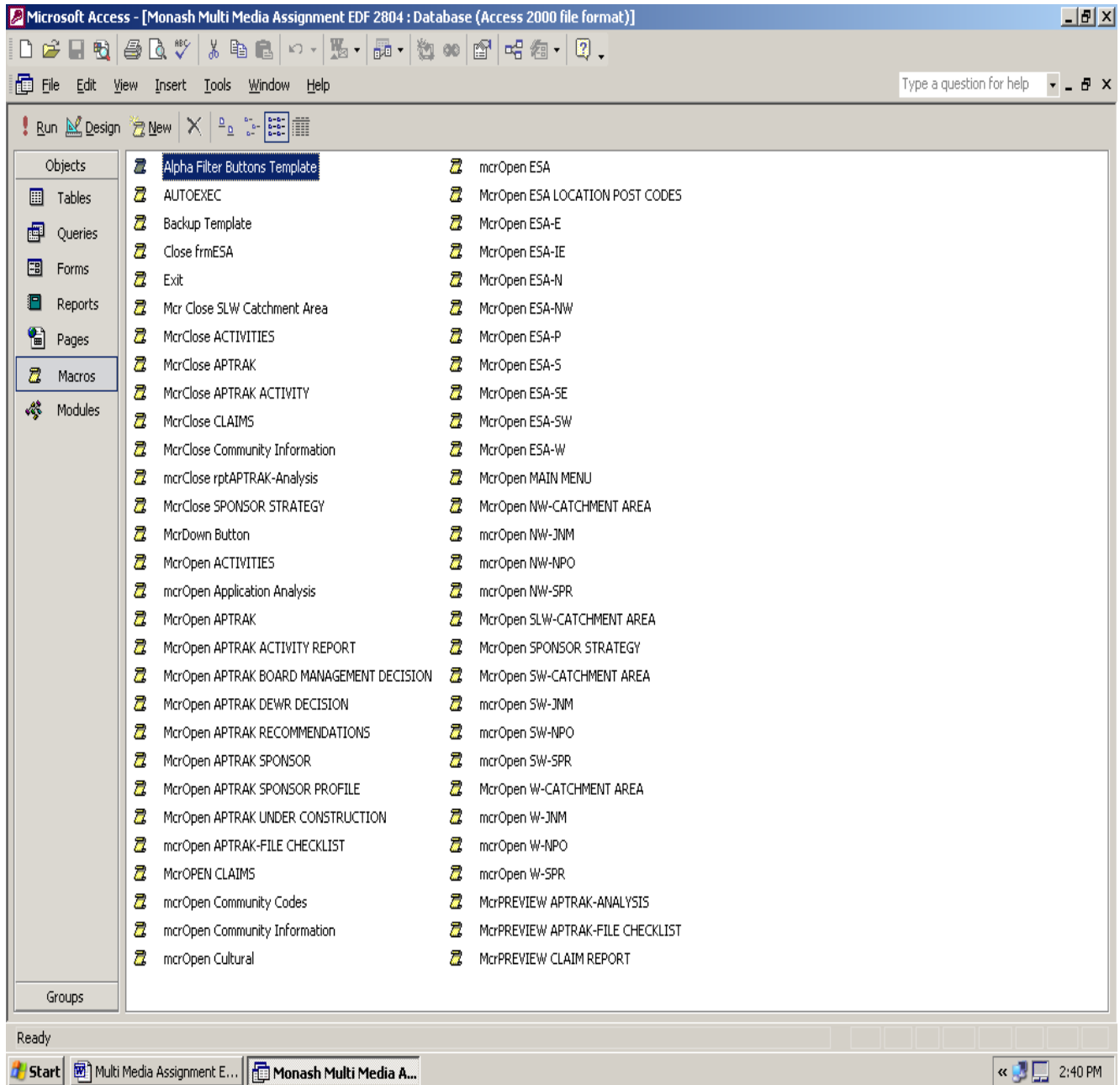




# REPORTS



# MACROS



# SPONSORS

Microsoft Access - [qryCommunitiesNW-JNM]

File Edit View Insert Format Records Tools Window Help Type a question for help

ORGANIZATION NAME	ADDRESS	SUBURB	TELEPHONE	FAX	EMAIL ADDRESS	MELWAYS	CONTACT
▶ DIAMOND VALLEY CHRISTIAN CENTRE			03 94712235				
WESTERN BULLDOGS TRAINING CENTI			03 96897355				
COMPUTERBANK AUSTRALIA INCORPC			03 96009161				
YOUTH PROJECTS INCORPORATED			03 93049100				
SMITH AND STANLEY FOUNDATION			03 9388502				
RECRUIT NET INC			03 93834655				
RECRUITNET CAREER SKILLS			03 93834655				
TASKFORCE COMMUNITY AGENCY INC			03 95215081				
JOBCO EMPLOYMENT SERVICES			03 93800044				
KANGAN BATMAN TAFE			03 94255760				
BROADMEADOWS EMPLOYMENT PROJ		Broadmeadows	03 93098333				
BROADMEADOWS EMPLOYMENT PROJ		Broadmeadows	03 93098333				
EMPLOYMENT AND TRAINING CONNEC		Brunswick	03 94866588				
EMPLOYMENT AND TRAINING CONNEC		Brunswick	03 94866588				
ESSENDON NETWORK FOR EMPLOYME		Moonee Ponds	03 93709871				
ESSENDON NETWORK FOR EMPLOYME		Moonee Ponds	03 93709871				

Record: 1 of 16

Form View

Start Multi Media Assignment E... Monash Multi Media Assi... frmMAIN MENU : Form frmSLW CATCHMENT : F... qryCommunitiesNW-J... 2:43 PM

# NON PROFIT ORGANISATIONS

Microsoft Access - [qryCommunitiesNW-JNM]

File Edit View Insert Format Records Tools Window Help Type a question for help

ORGANIZATION NAME	ADDRESS	SUBURB	TELEPHONE	FAX	EMAIL ADDRESS	MELWAYS	CONTACT
Tenants Union Of Victoria Ascot Vale	8a Vasey St	Ascot Vale	9326 9890				Community Liaison Officer
Essendon Community Legal Centre	13A Wimgate Avenue	Ascot Vale	93767929	93767948			Michelle Old
Wimgate Avenue Community Centre	13A Wimgate Avenue	Ascot Vale	93765244				Jackie Jenkins
Attwood House Community Centre	202 Erinbank Crescent	Attwood	9302 3643				Community Liaison Officer
Broadmeadows Community Legal Service	180 Welford Street	Broadmeadows	93023911	93096538			Community Liaison Officer
Banksia Gardens Community Centre	69/75 Pearcedale Parade	Broadmeadows	9309 8531				Community Liaison Officer
Enmaraleek Jerrang Association Inc	9 Central Gr	Broadmeadows	9302 2742				Community Liaison Officer
Broadmeadows Community Health Services	35 Johnstone Street	Broadmeadows	83455000	83455655			Susan Rawlings & Rachel
Broadmeadows Community Legal Service	180 Welford Street	Broadmeadows	93023911	93096538			Community Liaison Officer
Dallas Neighbourhood House	182 Welford Street	Broadmeadows	93022131	93022095			Natalie Valenzela
North West Area Mental Health Service	200 Sydney Rd	Brunswick	9387 4955				Community Liaison Officer
Brunswick Contact Neighbourhood House	18 Garden Street	Brunswick	93879901				Michelle
Moreland Community Health Service	11 Glenlyon Road	Brunswick	93876711	93875417			Community Liaison Officer
Tenants Union Of Victoria Brunswick	351 Barkly St	Brunswick	9326 9890				Community Liaison Officer
Domestic Violence & Resource Centre	139 Sydney Road	Brunswick	93804343	93804373			Community Liaison Officer
Diversity Works Brunswick	7 Union Street	Brunswick	9388 1007				Anne Pavlidis
Australian Greek Welfare Society - Administr	7 Union Street	Brunswick	9388 9998				Maria Bellos
Australian Turkish Association	Suite 4, 354 Barry Road	Campbellfield	93590054				Community Liaison Officer
Australian Lebanese Welfare Committee	287 Sydney Road	Coburg	93833166				Community Liaison Officer
Moreland Community and Financial Centre	78 Bell Street	Coburg	93504555	96342433			Community Liaison Officer
Moreland Community Health Service	93 Bell Street	Coburg	93504000	93501518			Community Liaison Officer
Moreland Community Service and Information	80 Bell Street	Coburg	93506386				Community Liaison Officer
Craigieburn Community Health Centre	55 Craigieburn Road	Craigieburn	93081222	93083166			Community Liaison Officer
City of Coburg Neighbourhood House	32 Nicholson Street	East Coburg	93868377	93471651			Mia Barone

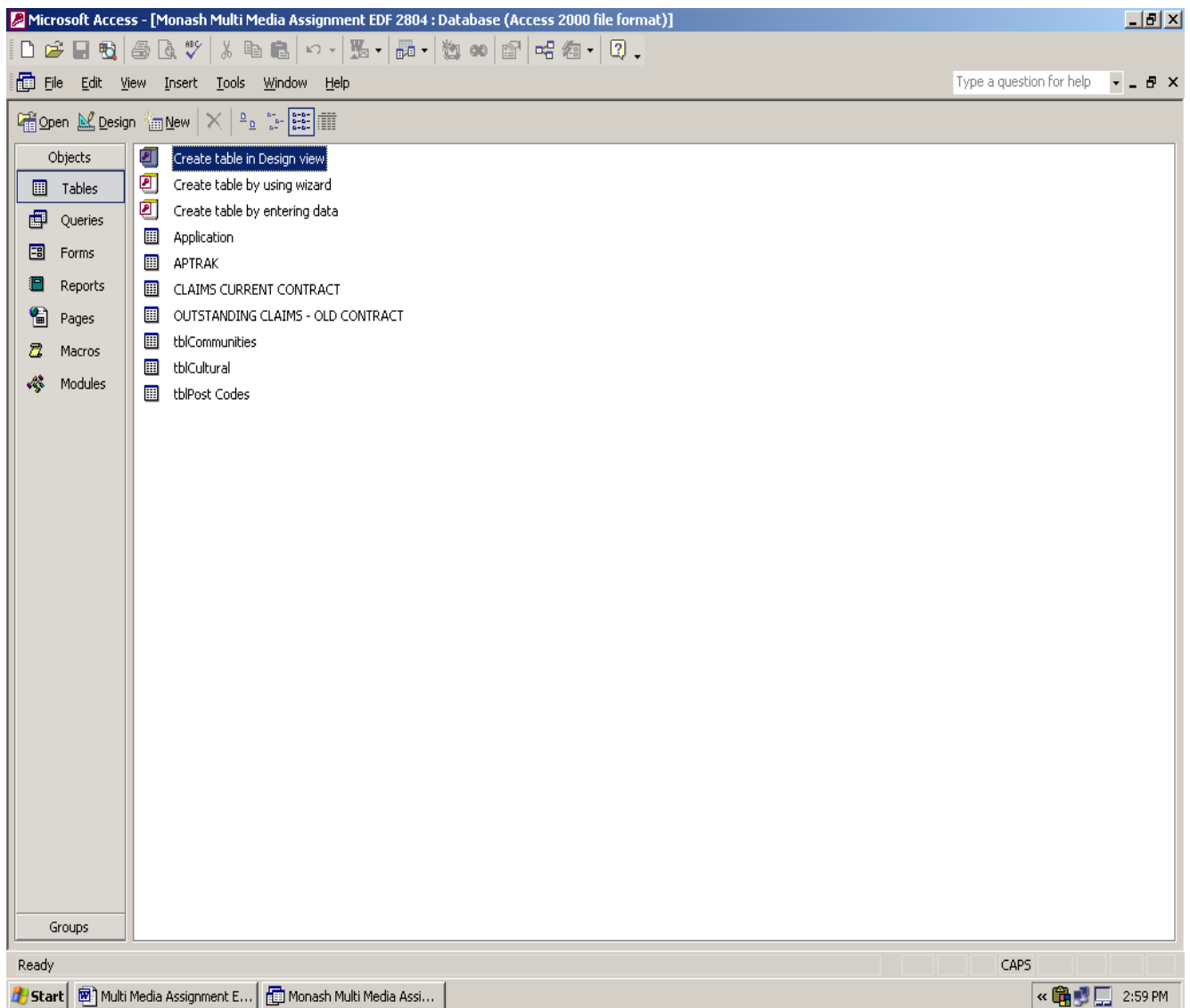
Record: 1 of 60

Form View

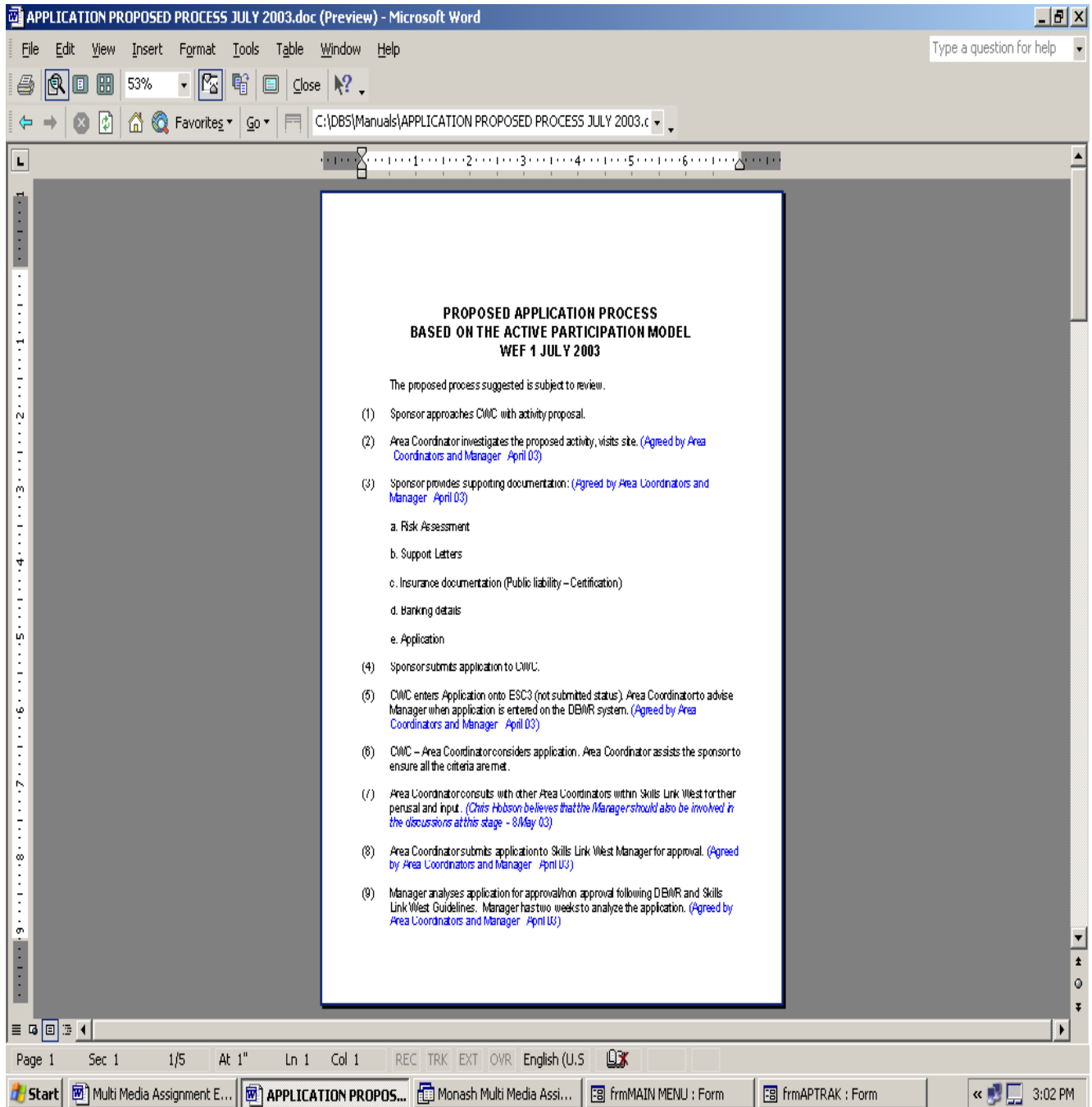
Start Multi Media Assignment E... Monash Multi Media Assi... frmMAIN MENU : Form frmSLW CATCHMENT : F... qryCommunitiesNW-J...

2:45 PM

# TABLES



# APPROVAL PROCESS



# PROJECT ACTIVITY ANALYSIS

Microsoft Access - [rptAPTRAK-ANALYSIS : Report]

File Edit View Tools Window Help

Type a question for help

## WESTERN SKILLS NETWORK - SPONSOR PROJECT ACTIVITY ANALYSIS

Sponsor:	Application ID:	Contact ID:	Activity ID:	Activity Name:	ESA:	Area Coordinator:
Bulldogs			990	Teachers Aide Support Project	W	34

---

☐ Act File Init'd

☐ Activity Report created

☐ Int'l Spr Activity

☐ Int'l Spr Rtd Activity

☐ Ext Spr Activity

☐ Ext Spr Rtd Activity

☐ AOI sys by ESA

DA sent to Mgr-1 by ESA:

DS paid 80%:

☐ Spr No Profit

☐ ESACA Init'd Mkt-1

☐ Spr Init'd rec

☐ Risk Mkt done CWC

☐ Spr Init'd done

☐ Init'd Det comp

☐ Contract Signed

☐ AR Rollouts

No of AR Rollouts:

☐ Act'n ESA

☐ Police Check Req

☐ Crim Met

☐ Crim Met

☐ Crim Met

No Job Seek:

☐ Meet JS Needs

☐ Meet Comm Needs

JS Spr Ratio:

☐ JS Port Placement Spt

☐ Host address change avail

☐ Recommended

☐ BPA Spr Cost

☐ BPA Admin Costs

☐ BPA Education

☐ BPA Materials Cost

☐ BPA Plus Costs

☐ BPA Activity Loc Office Rent costs

☐ BPA Activity Trg Rent Costs

☐ BPA Cap Equip Cost

☐ BPA Salary Costs

☐ BPA Other Costs

☐ BPA Audit Costs

☐ BPA Signage costs

☐ BPA Promotion

☐ BPA Telecoms Costs

BPA Tptor JS:

☐ BPA Trg Cost

☐ BPA Trg with 5-12 %

☐ BPA PPE Costs

☐ BPA Other costs

☐ BPA Shortltn Spt

☐ BPA Pre Rollout Costs

☐ Budget Reasonable

☐ Trg 4Wks or less

☐ Mgr send Not App to Spr ESA

☐ Spr Appeal to BOM

☐ BOM Rev Mgr Dec

☐ BOM Dec Avail Mgr

☐ Spr Appeal to DEWR

☐ DEWR Reviews CWC Dec

☐ DEWR Spt CWC Dec

☐ JSIS

☐ JSIS SK Init Audit Done

☐ JSIS H Incl

☐ JSIS TC Incl

☐ JNM Spt

☐ ESACA Mid Mkt Visit 2

☐ Mgr Ackn-3

☐ DEWR Visit 4

☐ Other visits

No of Other visits:

☐ Incidents

☐ Incidents to DEWR

☐ A Compl Rep sent to Spr by ES

☐ A Compl Rep rec by Mgr

☐ A Compl Rep Appr by Mgr

Spr paid Final 20%:

☐ KP H met

☐ KP D met

☐ KP B met

☐ JS Complaints

No JS Complaints:

☐ JS Complaints to DEWR

JNM Org:

APPLICATION SCORE

Recommendations:

APPROVED / NOT APPROVED

-----

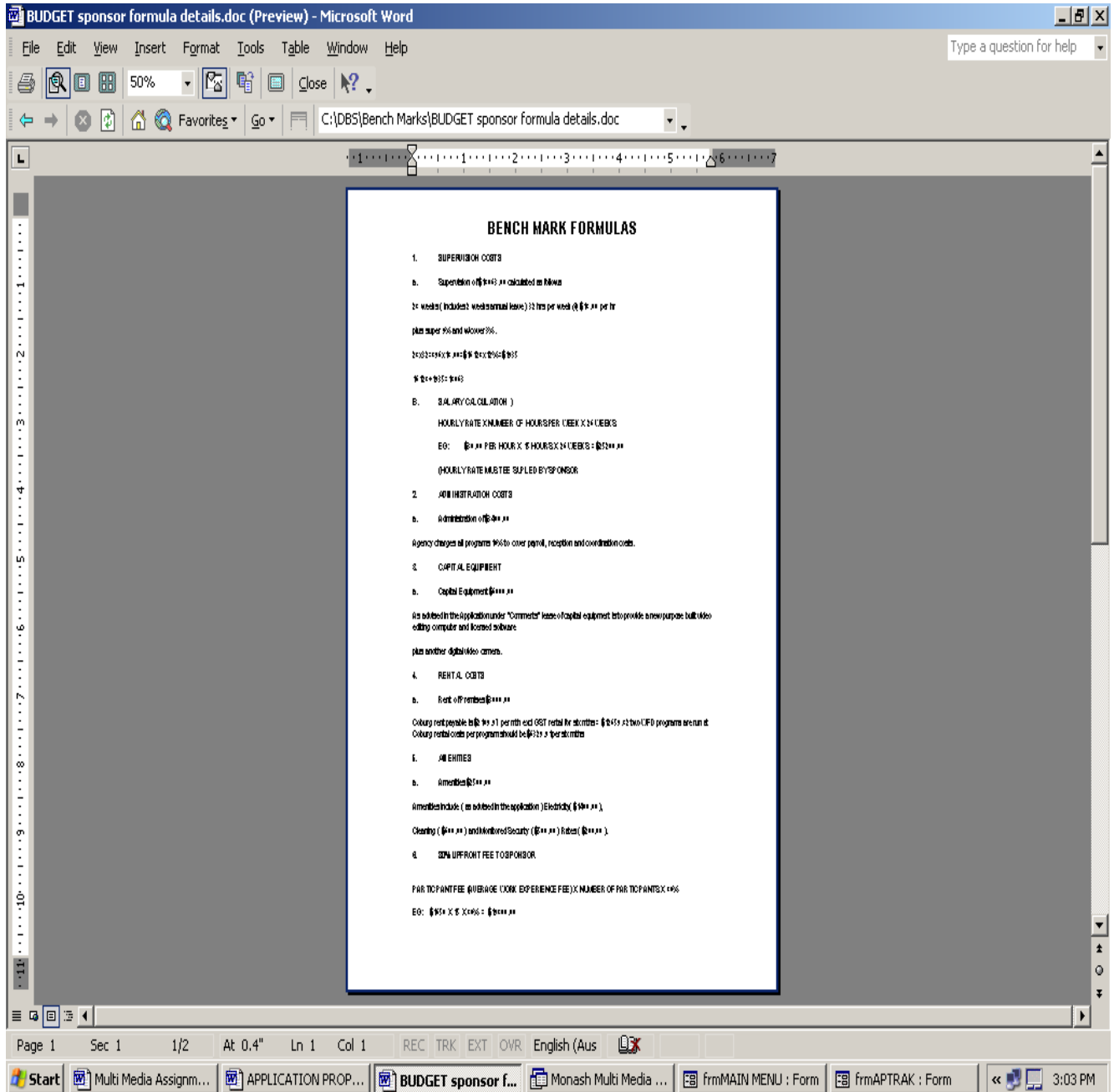
PETER ADAMIS  
MANAGER  
WESTERN SKILLS NETWORK

Page: 144 1

Ready

CAPS

## BENCH MARKS AND FORMULAS





# APPLICATION FILE CHECKLIST

Microsoft Access - [rptAPTRAK-FILE CHECKLIST : Report]

File Edit View Tools Window Help

Type a question for help

## WESTERN SKILLS NETWORK - SPONSOR PROJECT ACTIVITY CHECK LIST

Sponsor:	Application ID:	Contact ID:	Activity ID:	Activity Name:	ESA:	Area Coordinator:
Bulldogs		990		Teachers Aide Support Project	W	34

☐ Act File raked

☐ Activity Report created on file

☐ IntSpr Activity

☐ ExtSpr Activity

☐ ExtSpr Activity

☐ ADL sys by ESA

☐ DASent to Mgr-1 by ESA:

DSPaid 80%:

☐ Spr Nov Profit

☐ ESACAMidMouVlt-1

☐ Sprfile raked on file

☐ Risk Mgr done CWC and on file

☐ Sprfile raked done on file

☐ IntSpr Det comp on file

☐ Contact Signed on file

☐ ARollouts

No of ARollouts:

☐ Actv ESA

☐ Police Check Req on file

☐ Crit1 Met ☐ Crit2 Met

☐ Crit3 Met ☐ Crit4 Met

NoJobSeek:

☐ Meet JS Needs

☐ Meet Comm Needs

☐ JS Spr Ratio:

☐ JS Post placement Spt

☐ Hostadvised finance avail

☐ Recommended

☐ B PrSpr Cost

☐ B PrAdmin Costs

☐ B PrGraduation

☐ B PrMaterial Costs

☐ B PrIns Costs

☐ B PrActivity LocOffice Rent costs

☐ B PrActivity Trng Rent Costs

☐ B PrCap Equip Costs

☐ B PrSalary Costs

☐ B PrOther Costs

☐ B PrAdmin Costs

☐ B PrInsurance costs

☐ B PrPromotion

☐ B PrTe Comm Costs

SprTpt of JS:

☐ B PrTng Cost

☐ B PrTng with 5-12 %

☐ B PrPPE Costs

☐ B PrOther costs

☐ B SprHost lkspt

☐ B Preu Rollout Costs

☐ B Edge Reasonable

☐ Trng Advisor less

☐ Mgrse idr Nov App to SprESA

☐ Spr Appeal to BO M

☐ BO M Res Mgr Dec

☐ BO M Dec Avail Mgr

☐ Spr Appeal to DBW R

☐ DBW R Res lwr CWC Dec

☐ DBW R Spt CWC Dec

☐ JSIS

☐ JS Skills Audit Done

☐ JS ISO HS incl

☐ JS ISTC incl

☐ JNM Spt

☐ ESACAMidMouVlt-2

☐ Mgr Check-3

☐ DEWR AV lte-4

☐ Other units

No of Other units:

☐ Incident on file

☐ Incident to DEWR

☐ AComp (Repeat to Spr by ES

☐ AComp (Rep rec by Mgr:

☐ AComp Rep App by Mgr

Spr Paid Final 20%:

☐ KPI1 met

☐ KPI2 met

☐ KPI3 met

☐ JS Complaints

☐ No JS Complaints:

☐ JS Complaints to DEWR

JNM Org:

APPLICATION SCORE

Recommendations:

APPROVED / NOT APPROVED

-----

PETER ADAMS  
MANAGER  
WESTERN SKILLS  
NETWORK

Page: 1

Ready

Start Multi Media Assi... APPLICATION P... BUDGET sponso... Monash Multi M... frmMAIN MENU ... frmAPTRAK : Form rptAPTRAK-FL... 3:04 PM

# CLAIMS AND PAYMENTS

Microsoft Access - [frmMAIN MENU : Form]

File Edit View Insert Format Records Tools Window Help

Type a question for help

**THIS PROGRAM HAS BEEN DESIGNED  
BY PETER ADAMIS FOR THE MONASH MULTIMEDIA ASSIGNMENT. EDF2804**

**CLAIMS CURRENT CONTRACT**

**WORK EXPERIENCE CLAIMS AND PAYMENTS**

Western Skills Network

Sponsor: Bulldogs

Project ID: 990

Project Name: Teachers Aide Support Project

Funding: \$15,510.00

1st instalment: \$12,408.00

2nd instalment: NA

3rd Instalment: NA

Status:

**PAYMENT HISTORY**

COMPLETION REPORT SUBMITTED  
EXCESS 180 DAYS DEWR ACTION

Start Date: Monday, April 15, 2002

End Date: Sunday, October 13, 2002

ESA: W

CLOSE

Record: 1 of 36

CULTURAL CLAIMS COMMUNITY STRATEGY SPONSOR RECRUIT SLUW AO ACTIVITIES EXIT

Record: 1 of 1

Form View

Start Multi Media Assignm... APPLICATION PROP... BUDGET sponsor for... Monash Multi Media ... frmMAIN MENU : F... frmAPTRAK : Form 3:06 PM

# CULTURAL EVENTS

Microsoft Access - [frmMAIN MENU : Form]

File Edit View Insert Format Records Tools Window Help

Type a question for help

*THIS PROGRAM HAS BEEN DESIGNED  
BY PETER ADAMIS FOR THE MONASH MULTIMEDIA ASSIGNMENT. EDF2804*

Western Skills Network

DOI M

Work for the dole

frmCultural : Form

Date:

Events:

Notes:

Western Skills Network

Record: 1 of 1

CULTURAL CLAIMS COMMUNITY STRATEGY SPONSOR RECRUIT SLW AO ACTIVITIES EXIT

Record: 1 of 1

Form View

Start Multi Media Assignment E... APPLICATION PROPOSE... BUDGET sponsor formula... Monash Multi Media A... frmMAIN MENU : Form

3:08 PM

# CLAIMS AND PAYMENTS REPORT

WESTERN SKILLS NETWORK CLAIMS AND PAYMENTS									
Sponsor	Project Name	Project ID	Start Date End Date	Funding	1st Instal Status	2nd Instal Status	3rd Instal Status	ESA	MANAGER'S OBSERVATIONS
Bulldogs	Teachers Aide Support Project	990	4/15/2002 10/13/2002	\$5,510.00	\$12,408.00		NA	W	COMPLETION REPORTS SUBMITTED EXCESS 180 DAYS DEUR ACTION
Vietnamese	Valley Building	661	5/13/2002 11/2/2003	\$23,255.10	\$18,604.08	\$5707.02	NA	W	INVOICE MISSING FROM FILE OK FOR INPUT ENTERED ONTO SYSTEM UNCONFIRMED 1ST INSTALLMENT 12 NOV 02 2ND INSTALLMENT 1 MAY 03
Employment Services	Sprint Boat	961	5/13/2002 11/2/2003	\$25,176.80	\$20,141.44		NA	W	NO COMPLETION REPORT NO INVOICE NO CERTIFICATION STATEMENT NO ACQUITTAL 1ST INSTALLMENT 29 MAY 02
Greek	Training Synergy	237	8/21/2000 12/31/2001	\$135,000.00	\$57,600.00	\$42,401.75	\$30936.75	SW	NO MID REPORT EXCESS 180 DAYS 1ST INSTALLMENT 9 NOV 00 2ND INSTALLMENT 9 JAN 01 3RD INSTALLMENT 6 FEB 02 DEUR ACTION
Westgate	Goal	271	1/28/2002 7/26/2002	\$31,000.20	\$24,800.16	\$10171.92	NA	SW	NO FILE AVAILABLE NO CERTIFICATION STATEMENT NO ACQUITTAL NO MID REPORT NO COMPLETION REPORT 1ST INSTALLMENT 6 MAR 02 2ND INSTALLMENT 16 SEP 02

Thursday, May 06, 2003

Page 1 of 8

Page: 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000

Ready

CAPS

Start

Multi Media Assignment E...

Monash Multi Media A...

CLAIMS

<<

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3:09 PM

# PROJECT TIME LINE

Microsoft Access - [frmAPTRAK : Form]

File Edit View Insert Format Records Tools Window Help Type a question for help

Application details Analysis Manager Notes Project Activity Approval and Appeals Process Finance Help

### WESTERN SKILLS NETWORK PROJECT ACTIVITY TIME LINE CHECK LIST

Activity Name:	Teachers Aide Support Project	ESA:	W	Number of Job Seekers:		Area Coordinator:	34
Application ID:		Contract ID:		Activity ID:	990	Sponsor Name:	Bulldogs
						Job Network Member:	

Date Activity Starts:	Monday, April 15, 2002
Date Activity Completed:	Sunday, October 13, 2002

Date Application Sent to ESA by Sponsor:	
Date Application entered on DEWR System by ESA:	
Date Application Sent to Manager-1 by ESA:	
Date Application received by Manager-1:	

Date Activity File raised:	
Date Activity Report created:	
Date Activity Report sent to DEWR:	
Date Application returned to ESA for Review-1:	
Date Application recieved by Manager-2:	
Date Application Approved by Manager:	
Date ESA advised of Application Approval:	
Date DEWR advised of Application Approval:	
Date Activity Report updated:	
Date DEWR System Approval:	
Date Sponsor paid 80% up front fee by ESA:	

Sponsor Profile:

Activity Report Details:

Main Menu Close

Record: 1 of 36

Application

Start Monash Multi Media Assi... frmMAIN MENU : Form frmAPTRAK : Form

9:37 PM

# PROJECT ANALYSIS CHECKLIST

Microsoft Access - [frmAPTRAK : Form]

File Edit View Insert Format Records Tools Window Help Type a question for help

Application details Analysis Manager Notes Project Activity Approval and Appeals Process Finance Help

## WESTERN SKILLS NETWORK APPLICATION APPROVAL AND ANALYSIS CHECKLIST

<input type="checkbox"/> 1 Has an Activity File been raised	<input type="checkbox"/> 24 Does the activity meet the Community needs	<input type="checkbox"/> 47 Budget Sponsor/Host in kind support
<input type="checkbox"/> 2 Has an Activity Report created	<input type="checkbox"/> 25 Is there Job Seeker Post Placement Support	<input type="checkbox"/> 48 Budget previous Rollover Costs
<input type="checkbox"/> 3 Is this an Internal Sponsored Activity	<input type="checkbox"/> 26 Has the sponsor advised the Host of finance support	<input type="checkbox"/> 49 Is the Budget Reasonable
<input type="checkbox"/> 4 Is this an Internal Sponsored Brokered Activity	<input type="checkbox"/> 27 Is this application recommended	<input type="checkbox"/> 50 Is the Training 4 Wks or less
<input type="checkbox"/> 5 Is this an External Sponsored Activity	<input type="checkbox"/> 28 Are the Budget Project Supervisor Costs Ok	<input type="checkbox"/> 51 Manager sent Non Approved to Sponsor _ESA
<input type="checkbox"/> 6 Is this an External Sponsored Brokered Activity	<input type="checkbox"/> 29 Are the Budget Project Administrative Costs Ok	<input type="checkbox"/> 52 Sponsor will appeal to SLW Board of Management
<input type="checkbox"/> 7 Has Application been entered onto DEWR system	<input type="checkbox"/> 30 Is the Budget Project Graduation Costs reasonable	<input type="checkbox"/> 53 Job Seeker Information Session conducted
<input type="checkbox"/> 8 Is the Sponsor a Non Profit organisation	<input type="checkbox"/> 31 Are the Budget Project Materials Costs reasonable	<input type="checkbox"/> 54 Job Network Member Identified
<input type="checkbox"/> 9 Have Support Letters Received with application	<input type="checkbox"/> 32 Are the Budget Project Inns Costs reasonable	<input type="checkbox"/> 55 Area Coordinator conducted Mid Monitoring Visit
<input type="checkbox"/> 10 Was the Risk Management completed by CMMC	<input type="checkbox"/> 33 Are the Budget Project Office/Rent costs reasonable	<input type="checkbox"/> 56 Were there any Incidents
<input type="checkbox"/> 11 Was a Sponsor/Host Agreement completed	<input type="checkbox"/> 34 Are the Budget Project Training Rental Costs reasonable	<input type="checkbox"/> 60 Were there any Job Seeker Complaints
<input type="checkbox"/> 12 Are the Insurand Details completed	<input type="checkbox"/> 35 Are the Budget Project Capital Equipment Costs reasonable	<input type="text" value=""/> Recommendation Score
<input type="checkbox"/> 13 Has the Contract been Signed by all stakeholders	<input type="checkbox"/> 36 Is the Budget Project Salary Costs acceptable	DATE APPROVED/NOT APPROVED BY MANAGER
<input type="checkbox"/> 14 Is this a Rollover application	<input type="checkbox"/> 37 Are the Budget Project Other Costs within reasonable limits	<input type="text" value=""/>
<input type="checkbox"/> 15 Is the Activity in the ESA	<input type="checkbox"/> 38 Are the Budget Project Audit Costs within reasonable limits	<input type="checkbox"/> If Sponsor has appealed, go to appeal process.
<input type="checkbox"/> 16 Is the Activity Outline self explanatory	<input type="checkbox"/> 39 Are the Budget project Signage costs acceptable	CAUTION: ALL TASKS OUTLINED IN RED INDICATE CRITICAL TASKS.
<input type="checkbox"/> 17 Is a Police Check Required	<input type="checkbox"/> 40 Are the Budget Project Promotion Costs acceptable	ANALYSIS FORMULAS CHECKLIST
<input type="checkbox"/> 18 Does application meet Criterion 1	<input type="checkbox"/> 41 Are the Budget Project Telecommunication Costs acceptable	The Application Approval and Analysis Checklist is designed to assist the Manager in his role as the Approving Authority. It is also designed to support the Area Coordinators in their role by providing up to date information.
<input type="checkbox"/> 19 Does application meet Criterion 2	<input type="checkbox"/> 42 Are the Budget Participant training Costs reasonable	
<input type="checkbox"/> 20 Does application meet Criterion 3	<input type="checkbox"/> 43 Is the Budget Participant Training Costs within 5 -12 % of total Costs	
<input type="checkbox"/> 21 Does application meet Criterion 4	<input type="checkbox"/> 44 Are the Budget Participant PPE Costs reasonable	
<input type="checkbox"/> 22 Does Application meet Criterion 5	<input type="checkbox"/> 45 Budget Participant Other costs	
<input type="checkbox"/> 23 Does the Activity meets the Job Seeker needs		

Record: 1 of 36

Application CAPS

Start Monash Multi Media Assi... frmMAIN MENU : Form frmAPTRAK : Form Multi Media Assignment E...

9:40 PM

# MANAGER NOTES

Microsoft Access - [frmAPTRAK : Form]

File Edit View Insert Format Records Tools Window Help Type a question for help

Application details Analysis Manager Notes Project Activity Approval and Appeals Process Finance Help

Activity Name:

**Teachers Aide Support Project**

Application ID: Activity ID:

990

ESA: **W** Number of Job Seekers:

Date Activity Starts:

Monday, April 15, 2002

Date Activity Completed:

Sunday, October 13, 2002

Area Coordinator:

34

Sponsor Name:

Bulldogs

Job Network Member:

APPLICATION HISTORY

Record: 1 of 36

Application CAPS

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# PROJECT ACTIVITY APPROVAL AND APPEALS PROCESS

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SPONSOR SUBMITS APPLICATION TO AREA COORDINATOR

Date Application Sent to ESA by Sponsor:

AREA COORDINATOR ANALYSIS APPLICATION, INVESTIGATES ACTIVITY AND ADVISES SPONSOR ON ADMINISTRATION REQUIRED.

Date Application entered on system

AREA COORDINATOR DISCUSSES APPLICATION AT AREA COORDINATORS MEETING

AREA COORDINATOR SUBMITS APPLICATION TO SKILLS LINK WEST MANAGER WITH ALL APPROPRIATE ACTIVITY DOCUMENTATION

Date Application sent to Manager

MANAGER ANALYZES APPLICATION AS PER DEWR AND SKILLS LINK WEST BOARD OF MANAGEMENT GUIDELINES.

MANAGER APPROVES APPLICATION. AREA COORDINATORS ADVISE SPONSOR OF APPROVAL.

Date Application approved/Not approved

Non Approval Letter sent to Sponsor and ESA

Date Manager sends Non Approval to Sponsor and ESA:

Sponsor appeals to Board of Management

DSprAppeal TO BOM:

Board of Management reviews managers decision

Board of Management accepts managers decision

Board of Management details for Sponsor

Date Sponsor advised of Board of management decision

Sponsor appeals to DEWR over decision

Date Sponsor appeals to DEWR over CMC decision:

DEWR Reviews CMC Decision

DEWR Dec Det:

DEWR Supports CMC Decision

Approval Process

Record: 1 of 36

Application

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CAPS

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# FINANCE

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Sponsor	Bulldogs	
Project Activity Name	Teachers Aide Support Project	
Project Activity ID	990	
Activity Start	Monday, April 15, 2002	
Activity Completion	Sunday, October 13, 2002	
FUNDING:	\$15,510.00	
1st instalment:	\$12,408.00	
2nd instalment:		
3rd Instalment:	NA	
Outstanding:	UNKNOWN	
ESA:	W	CONTRACT: 0

Claims History

COMPLETION REPORT SUBMITTED  
EXCESS 180 DAYS DEWR ACTION

**WESTERN SKILLS NETWORK CLAIMS AND PAYMENT PROCEDURE - WORK EXPERIENCE FUNDS**

Claims are to be monitored to ensure that all Sponsors are paid.

In the event of outstanding claims, use the checklist to ensure that the following has been completed:

- A. Mid monitoring report received.
- B. Completion report received.
- C. Certification statement received.
- D. Acquittal received.
- E. Contract on File.
- F. Support letters on File.
- G. Insurance details on File.
- H. Claim details entered onto DEWR system.
- I. Sponsor/Host agreements if any.
- J. All associated emails and other messages on File.
- K. No outstanding issues.

When all of the above has been checked, compare the Approved Application details with the Mid Monitoring Report and the Completion Report. If all of the details are correct send an email message to the responsible ESA advising to pay the Sponsor.

In the event a Sponsor has failed to meet with the contractual agreement, the Manager is to advise the responsible ESA Area Coordinator of the decision and to state the reasons why.

The Manager is to advise the Skills Board of Management of his decision and the reasons for non payment. This scenario is not envisaged to occur unless Fraud is evident.

Specific Claims Preview Claims Reserved

Record: 1 of 36

Application CAPS

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# HELP

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## WESTERN SKILLS NETWORK SUPPORT AND HELP MENU

This menu is to be used to provide assistance to the Area coordinators.

Whenever a new procedure has been identified and agreed to by the Area coordinators and the manager, it is to be incorporated within this menu.

This menu does not replace any existing DEWR or Western Skills Network Procedures.

It is a quick reference guide only. Contributions will be welcome.

<a href="#">Introduction to CWWC Services</a>	<a href="#">GST</a>	<a href="#">Resource Introduction</a>	<a href="#">Application Recommendations</a>
<a href="#">Quality</a>	<a href="#">Contract Variation</a>	<a href="#">Code of Conduct</a>	<a href="#">WFD Eligibility Chart</a>
<a href="#">Generating and Assessing Activity</a>	<a href="#">Marketing</a>	<a href="#">Information Technology</a>	<a href="#">Statutory Declaration</a>
<a href="#">Case load management</a>	<a href="#">Accident Form</a>	<a href="#">Privacy Guidelines</a>	<a href="#">Police Check</a>
<a href="#">Community Work</a>	<a href="#">Resource Forms</a>	<a href="#">Activity Application</a>	
<a href="#">Passport to Employment</a>	<a href="#">Contacts</a>	<a href="#">Training Credit Request form</a>	
<a href="#">Training credits</a>	<a href="#">Insurance Manual</a>	<a href="#">Transitional PTE Claim Procedure</a>	
<a href="#">Monitoring</a>	<a href="#">Consent to Publicity</a>	<a href="#">KPI Consultation</a>	
<a href="#">Marketing and Promotion</a>	<a href="#">Glossary</a>	<a href="#">CWWC Sponsor Contract 2003</a>	
<a href="#">Information Management</a>	<a href="#">Creating places</a>	<a href="#">Active Participation Model</a>	
<a href="#">Payments</a>	<a href="#">Managing Places</a>	<a href="#">Proposed Application Process</a>	
<a href="#">Community Action Groups</a>	<a href="#">CWWC Sponsor Contract</a>	<a href="#">WEF Principles</a>	
<a href="#">Drought Force</a>	<a href="#">Managing Obligations</a>	<a href="#">Recruitment Strategy</a>	
<a href="#">Employment Services</a>	<a href="#">PFWA</a>	<a href="#">Management Concern Levels</a>	
<a href="#">Forms</a>	<a href="#">Monitoring Forms</a>	<a href="#">6 monthly Report Template</a>	
<a href="#">Change Control</a>	<a href="#">Monitoring Procedure</a>	<a href="#">NIMWN 6 Monthly Report</a>	
<a href="#">Mailhouse Letters</a>	<a href="#">Resource Payments</a>	<a href="#">WCIG 6 Monthly Report</a>	
<a href="#">Training</a>	<a href="#">Sponsor Monitoring form</a>	<a href="#">DEES 6 Monthly Report</a>	
<a href="#">Approval schedule</a>	<a href="#">Resource Insurance</a>	<a href="#">Monthly Statistics Template</a>	

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Application CAP5

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## GLOSSARY

1. The following is a list of acronyms and abbreviations used throughout the document:

ABBREVIATION	TITLE
APTRAK	APPLICATION TRACKER
CEO	CEO
DEWR	DEPARTMENT OF EMPLOYMENT AND WORKPLACE RELATIONS
ER	EVALUATION REPORT
TO	TRAINING OFFICER
ICD	INTERVIEW CATCHMENT DATA
KPI	KEY PERFORMANCE INDICATORS
OJT	ON THE JOB TRAINING
QTY	QUANTITY
WSN	WESTERN SKILLS NETWORK
SPI	STRATEGIC PLANNING INFORMATION
TDC	TRAINING DATA COLLECTION
TCS	TRAINING COURSE SCHEDULE
TO	TRAINING OFFICER