

4th May 2015

Dr Richard Chadwick
General Manager, Adjudication Branch
Australian Competition and Consumer Commission

By email: adjudication@accc.gov.au

Dear Sir

Re: A91493 & A91494 – Job Futures Limited - Submission

I am writing on behalf of BUSY at Work (The BUSY Group Ltd, hereafter known as BUSY) in support of Job Futures' applications for Revocation and Substitution of Authorisations and Interim Authorisation.

Established in 1977, BUSY is a not-for-profit organisation that provides career opportunities to jobseekers through apprenticeship, employment and community programs. Based in Southport, BUSY is currently the largest Australian Apprenticeships Centre in Queensland and will soon also be providing these services in Western Australia in partnership with Job Futures.

BUSY has been a member of Job Futures since 2012.

BUSY has developed a successful business promoting training and employment through apprenticeships; and delivering workforce planning solutions to our employers. Our employers were in need of wider services (not just apprenticeships). While we had the experience, proven expertise and employer networks to effectively deliver mainstream employment services; we were aware of the very low likelihood of succeeding in breaking into such a competitive market on our own. The ability of Job Futures, through its cooperative tendering arrangements, to facilitate new entrants to the market was one of our reasons for becoming a member.

As a result of another Job Futures member requesting to withdraw early from JSA contract delivery, to focus on their community services work, in May 2014 BUSY took over the contract, including the sites and staff. The contractual and performance management arrangements of JSA are complex and challenging. Job Futures provided valuable assistance in implementing the transfer of the contract to ensure client services were not disrupted. The ongoing support available including delivery resources, robust compliance systems, business advice and on-line performance monitoring tools enabled us to immediately bring value to our job seekers and employers.

In the recent employment services (2015-2020) tender, large regions replaced the previous (smaller) employment services area. Through the Job Futures tender arrangements BUSY at Work was able to address the challenge of the very large geographical regions in regional Queensland by partnering with other members to achieve the required coverage. BUSY was successful in gaining business for jobactive services 2015-2020.

Job Futures co-operative tendering arrangements contribute to a more diverse market for government funded employment services, at the same time providing job seekers and employers with quality employment solutions.

In addition to business delivered through Job Futures and our Apprenticeship services, BUSY delivers other services (some of which are self-funded) which contribute to community wellbeing. We are able to link these initiatives with our employment programs, providing a rounded service for our clients and so better addressing social disadvantage.

These services include:

- Victorian Regulatory Field Services
- Parliament and Civics Education Rebate
- National Disability Coordination Officer Program
- Youth Support Coordinator Initiative
- R U BUSY? pre-employment courses

BUSY at Work acknowledges that the strength of the Job Futures model is underpinned by the cooperative approach of the members to achieve a common goal. We support the principle that in order to gain the benefit of the cooperative, from time to time the individual organisation may need to forgo some freedom for the greater good, as per the non-compete clauses contained in Job Futures relevant documents.

BUSY at Work supports this application for authorisation (and interim authorisation) and believes that the continued operation of the Job Futures model will result in ongoing public benefit by supporting a diverse social services sector.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Paul Miles', written in a cursive style.

Paul Miles
Chief Executive Officer
BUSY At Work

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