

1<sup>st</sup> May 2015

Dr Richard Chadwick  
General Manager, Adjudication Branch  
Australian Competition and Consumer Commission  
23 Marcus Clarke Street  
Canberra ACT 2601

Dear Sir

**Subject: A91493 & A91494– Job Futures Limited – submission  
Application for Authorisation by Job Futures Ltd**

I am writing on behalf of Worklink Employment Support Group Inc in support of Job Future's application for Revocation and Substitution of Authorisations and Interim Authorisations.

Information about Worklink Employment Support Group Inc.:

- Worklink was established in 1996
- Head Office is located at 209 Lyons Street, Westcourt, Cairns Qld 4870
- Worklink is a Disability Employment Service (specialist psychiatric/mental illness) and has an office in Cairns, Atherton and Innisfail. We provide 2 DES Programs (DMS & ESS) and also provide outreach services across the Employment Services Area from Cardwell to the south of Cairns, Mossman to the north and west to the Atherton Tablelands.

Worklink also delivers the following Mental Health programs & services:

- Personal Helpers & Mentors Remote (PHaMs) Service in Yarrabah
- Personal Helpers & Mentors (PHaMs) Service Tablelands/Cassowary Coast
- Partners in Recovery (PIR) Yarrabah & Cassowary Coast
- Managing Diversity Program (Mental Health in the Workplace)
- Social Venture – Clean Care Cairns (in partnership with Aftercare & Centacare Cairns)
- Auspice funds for the Cairns Hinterland Carers, Consumers Advisory Group (CHCCAG) who are funded through Qld Health

Worklink has been a member of Job Futures since 2008.

Worklink joined Job Futures out of awareness that the market of government funded employment services, including disability, was becoming increasingly competitive with a move to larger providers and the tender process increasingly sophisticated. This trend put small local organisations such as our own at risk of losing business despite excellent performance and the benefit we bring to our community.

The contractual and performance management arrangements that operate in the sector are complex and changing. The Job Futures model enables member providers to access performance and compliance support along with a range of resources, in particular custom-built online reports and benchmarking information which would be out of the reach of a lone provider. This support

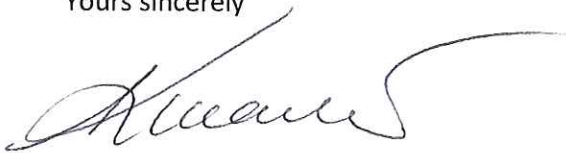
enables us to continually improve our service to our clients and local employers, at the same time ensuring we are meeting all contractual obligations.

Worklink 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 co-operative, 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 the Job Futures relevant documents.

As a small provider in Far North Queensland, we appreciate being part of a network where we can share knowledge and expertise to improve our services. We are pleased that from July 2015, two other Job Futures members will be delivering the new jobactive general employments services in the area and look forward to working in partnership with them to achieve outcomes for our clients and local employers and bring benefit to the community as a whole.

Worklink supports this application for authorisation (and interim authorisation) and believes that the continued operation of the Job Futures model contributes to a more diverse market for government funded employment services, at a same time bringing benefit to our local communities.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Kathy Martin', with a long, sweeping horizontal flourish extending to the right.

Kathy Martin  
General Manager