



Australian Government



## Workplace English Language and Literacy (WELL)

*in the context of* workforce development

Linda White  
General Manager  
Industry Skills Branch



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## ***Attract. Retain. Develop.***

*Australian Government Skills Connect gives enhanced access to key workforce development programs and related Government support – enabling businesses to improve sustainability, profitability and competitiveness.*

[www.skillsconnect.gov.au](http://www.skillsconnect.gov.au)  
2012

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Search 

## How Australian Government Skills Connect can help you

Australian Government Skills Connect links businesses and industry to workforce development and training programs. It is a new approach by the Australian Government to integrate services that link Australian businesses and industry to programs that focus on workforce development. Whether you are looking for new staff, want to invest in up-skilling or re-skilling existing staff, or want to access assistance to help you build your business and improve productivity, Australian Government Skills Connect can help you take the first step.



Workforce planning and development



Finding and attracting staff



Retaining and developing existing staff



Resources, contacts and news

This website is designed to provide access to Australian Government programs and services for workforce planning, development, training, staff attraction and retention. These programs will help you get the most out of your business and your most important resource – your staff. Navigate through the options above and get connected to the Australian Government support and funding that best suits your unique business needs.

Site information

Related sites

**Quick Links. Fast Facts. Next Steps.**



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Workforce planning and development

## Elements of workforce planning

### Get a better business outcome. Invest in staff

- Appreciate your current and future skills needs
- Understand employee demographics, career aspirations and learning needs
- Manage employee numbers
- Manage and develop organisational and individual performance
- Increase productivity
- Increase employee engagement and retention
- Develop strategies to encourage skills development and use

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## Develop a workforce plan

### Then implement it

- Plan to meet the identified needs of business
- Connect to new workers
- Undertake pre-employment activities with potential staff
- Get entry level staff 'on-board' and up to speed, including those requiring trade qualifications
- Up-skill or retrain existing workers
- Develop supervisory and management skills and behaviour

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## Getting started

### Skills Connect support and resources available

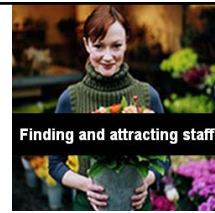
- Industry Skills Councils
- Enterprise Connect
- Education and Training Advisers
  - Australian Chamber of Commerce and Industry
  - Australian Industry Group
  - Rural Skills Australia (for the National Farmers' Federation membership)
- Regional Education Skills and Jobs Coordinators
- Local Employment Coordinators
- Skills Connect website
  - Workforce planning tools and resources, fast facts, quick reference guides

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## Finding and attracting

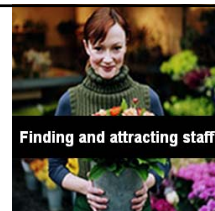
### Make sure you have access to 'all' potential employees

- Mature-age workers
- Recently retired or those contemplating retirement
- People with child/elder care responsibilities
- People with disability
- People who are long-term unemployed
- Indigenous workers
- Culturally and linguistically diverse Australians

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## Connect with 'new worker' support

### Support networks available in regions and industry sectors

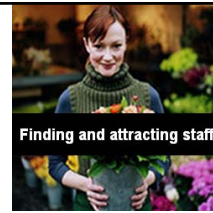
- Job Services Australia
- JobSearch
- Australian Apprenticeships Centres
- Education and Training Advisers
- Regional Education Skills and Jobs Coordinators
- Local Employment Coordinators
- School Business Community Partnership Brokers
- National Apprenticeships Program
- Fair Work Ombudsman

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Finding and attracting staff

## Diversifying employees pays dividends

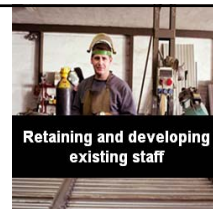
### Employees come from all backgrounds and callings

- Indigenous Employment Program
- Disability Employment Services
- The Australian Apprenticeship Access Program
- Investing in Experience tool kit
- Long Term Unemployed
- Migrants

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Retaining and developing existing staff

## Issues to address in workforce planning

### Employees leave jobs for many reasons - other than pay

- Feeling the job or workplace is not what they expected
- A mismatch between the job and person
- Too little mentoring and feedback
- Too few growth and advancement opportunities
- Feeling devalued and unrecognised

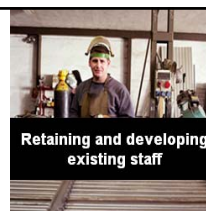
**Skill - Motivate - Engage**

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## Developing key existing staff...

### by accessing Skills Connect programs

- National Workforce Development Fund
  - Identify and address workforce needs
- Workplace English Language and Literacy Program
  - Training in language, literacy and numeracy
- Investing in Experience (Skills Recognition & Training)
  - Attract, retain and up-skill mature age workers
- Accelerated Australian Apprenticeships Initiative
  - Support s competency-based progression
- Australian Apprenticeships Mentoring Program
  - Funding support for targeted mentoring

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## Resources for employers and service providers

### Available online through the Skills Connect website

- Workforce planning resources
- Quick Reference Guides
- Case Studies
- Fact Sheets
- The Bridge newsletter
- Contacts for employers

**Quick Links. Fast Facts. Next Steps.**

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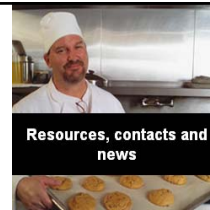




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## Our tags

in Experience (Skills Recognition & workforce planning) factsheet  
Enterprise Connect  
apprenticeships  
National Workforce Development  
Case Studies - Programs  
Industry Skills Council  
Priority Employment Area  
Local Employment Coordinator  
Regional Education Skills and Jobs Coordinators

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