

## Workforce Leadership and Development Strategies

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Talent Shaping | Mentoring | Career Education

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*Envisioning Ultimate Outcomes*

## CAPABILITY STATEMENT

# ABOUT US

Janene Piip supports regional employers to *identify, develop* and *support* the right talent for their business.

When preparing your workforce for increasing rates of change in a changing business landscape and shifts into remote work, we help your people find their talents to succeed.

We are professional, independent, knowledgeable, focussed, calm and determined to assist each person to fulfil their potential.

**13** years in business

**1000+** clients

**\$10m+** funding sourced for workforce development projects

## Our Unique Approach to Workforce Development

SkillSmart finds the formula between aspirations, skills, motivation and opportunity

## Who do we work with?

Regional organisations and businesses on Eyre Peninsula

## Local Experience

30 years' experience in adult education, career development and learning in regional Australia and on Eyre Peninsula

## How do we do it?

We work seamlessly with your organisation to ensure you have the right people for your business

## Professional Membership

Professional Member of the Career Development Association of Australia

## What services do we offer?

- Workforce Development and Planning
- Career Development Services
- Outplacement and career transition assistance
- Employee skill development projects
- Learning support

## Our Values

- We do what we say we are going to do.
- We put regional people at the forefront.
- We believe lifelong learning changes lives.
- We get to the heart of the matter.
- We are mindful of our clients' precious resources in everything we do.





# ABOUT US CONT..

## **SkillSmart-Careers Pty Ltd**

- Operating for the past 13 years (since 5 Dec 2007) providing Workforce Development and Career transition services to clients seeking employment in regional SA.
- Recent clients include Department of Premier and Cabinet, Regional Development Australia Eyre Peninsula and Port Lincoln Tuna Processors as well as more than 1000 individual clients.
- Holds Public Liability Insurance of \$20 million and Professional Indemnity Insurance of \$10 million provided by the Career Development Association of Australia through Professional membership since 2014.
- Is professional in its dealings, meets all legal and contractual reporting obligations, demonstrates a strong, sustained financial position and exemplary performance.
- Engages professional services including an accountant and solicitor to meet all contractual obligations and audit requirements.
- SkillSmart Careers Director, Janene Piip has professional qualifications in adult education, business, and career development.

## **Global Projects**

Since 2013, Janene Piip has been involved with global rail industry research projects in the UK, Europe and Asia with a special interest in women's careers in the global rail industry. Author of books and publications on sustainable rail transport and careers in rail, Janene is a Rail Talent Ambassador for the UIC the worldwide professional association representing the railway sector and promoting rail transport. She has a global network of rail contacts in rail leadership, management and productivity in organisations and has developed a leadership and management capability for rail workforces and coaching and mentoring framework.

## **Capability Working with Organisations**

Janene Piip has been working with local Eyre Peninsula communities for almost 30 years. Based at Tumby Bay, she has worked with diverse clients including Indigenous organisations, Regional Development providers, Local Councils and businesses and communities.

Experienced in research and project development, over \$10million has been sourced from external funding sources to deliver workforce development projects of benefit to business and communities. This includes skilling projects for a range of industry areas, leadership and development programs and specialised projects including career transition, career guidance and NDIS sector development.

A full range of recent workforce development projects is available at the end of this document and my CV is available on request.

*"I found your approach very empowering and uplifting and without providing any sense of false promise. You are most certainly very knowledgeable, and I sincerely appreciate the personal attention and support you gave me."*

- Past Client

# SERVICES - ORGANISATIONS

We support your business with workforce leadership and development strategies so you can focus on growing your business.

## Talent Shaping

Workforce skills analysis to identify talent gaps and future needs. From there, we can offer services in identifying funding, mentoring staff and career education to increase individual performance.



## Mentoring

Induction support for new employees and workplace wellbeing checks to support your workforce to succeed.

## Career Education

Empowering your workforce to navigate their own career future through career 'fit' assessments, career planning and transition.



# SERVICES - INDIVIDUALS

## Careers services and advice can assist you to have fulfilling career by:

- Identifying what career suits your abilities, interests and knowledge
- Helping you overcome the dread of work and the feeling of 'I hate Monday's!'
- Establishing the best study and life pathways and directions for you
- Targetting the right jobs to apply for
- Giving you the confidence to make the right decision

## Career development assistance

We can work with you online or face-to-face, depending on where you are located. Career support can provide greater insight into challenges that you are facing by giving fresh perspectives on old problems, providing you with the support and encouragement to tackle problems that you are scared of and the ability to support you when you decide to move on with your decisions.

## Self-Employment assistance

We can work with you to explore your business idea, the range of business models and your suitability to start a business. We help individuals explore self-employment as a path to financial independence, flexibility and freedom to use your creative talents.





# WHO WE ARE

## Dr Janene Piip

### Director, SkillSmart



With extensive knowledge of Eyre Peninsula, I have a close relationship with communities, government, business and education providers - known to many as someone who gets things done.

My professional, business and research interests included workforce development, adult learning, career development and talent management in business and industry. I have a PhD in Education as well as education, management and business degrees.

I have been involved in the development of global research and educational projects, the delivery of career services, and the development of online courses including adult learning, e-learning and vocational education.

My personal belief is that skilling and education changes lives, learning can be done from anywhere and anyone can start small to see changes.

- PhD Education investigating leadership talent practices in the Australian rail industry
- Bachelor of Education (In-Service)
- Graduate Diploma Business (Administrative Management)
- Certificate 1V in Career Development
- Registered Teacher South Australia Registration Number: 458425
- Professional Member Career Development Association of Australia since 2014

*"Our vision is to inspire organisations, businesses and individuals to fulfil their potential by making the most of their unique skills, knowledge and talents."*

- Dr Janene Piip

# EXPERIENCE

## Workforce Development Projects and Experience - Summary

Year	Project Name
2021	Port Lincoln Tuna Processors career transition assistance project
2021	Women's Leadership and Development Program
2020	CIII Tourism, CIII Retail, CIII Agriculture apprenticeships for Eyre Peninsula young people in partnership with RDAEP
2019	Multi-Trade Skills mentoring, Whyalla
2018	Career Services (20 people Jan - June) plus 6 workshops and 15 workshops on the NDIS (Jan – June only)
2017	Career Services plus 15 workshops on Careers in the NDIS
2016	EP (Eyre Peninsula) Jobs and Career Services
2016	Rail Industry Talent Ambassador and mentoring
2016	Partnerships with BP and Chevron
2016	Young Trades and Professionals Group
2015	EP (Eyre Peninsula) Jobs and Career Services
2015	Employer of Choice project for Agrifoods Skills Australia
2015	Rail Industry Talent project and Newcastle University, UK
2014	Career Services, EP
2014 - 2012	Agri skills Employer of Choice project, Eyre Peninsula
2009 - 2012	Rail industry workforce development, Australia



# EXPERIENCE CONT..

## 2021 - Port Lincoln Tuna Processors

### Project Objective and Overview

Administer project to best prepare 47 Port Lincoln Tuna Processors (PLTP) employees in Port Lincoln for changes to their employment and support a seamless transition to either new roles or other employment with new employers or industries in the region. Support a seamless transition into either new roles, or to other employers or industries in the region with recommendations for -

- access to further training
- identification of transferrable skills
- scope skills gap development
- identify and assist to engage with other employment opportunities

### Outcomes

46 employees accessed the service including 26 permanent employees and 20 casual employees  
32 employees gained employment including 5 employed casually at PLTP and 27 staff with new jobs  
10 employees retired from workforce  
3 employees are still looking for work  
1 employee is studying fulltime

*"The Career Transition Project was a huge success. A lot of PLTP employees have been within the organisation for many, many years and haven't had the need to look for work, as they had been promoted within or were happy with their role at PLTP. In saying this, many employees, including myself, have been out of touch with updated knowledge on where to and how to go about looking, applying and obtaining a job elsewhere. With the help of Janene, many staff were able to draw on her knowledge to create or update outdated Resume's, draft up Cover Letters, gain assistance with in-depth Job and Person Specifications and bounce ideas and gain useful feedback from Janene on how to approach and be successful in an interview. The Career's Expo was also a wonderful idea and should be an ongoing event. Although I was unable to attend, I had heard many PLTP employees attended and had the opportunity to speak to potential employers and hand their pre-prepared Resume to them on the day. I would highly recommend these sorts of projects being run on a regular basis for not just the unemployed but for anyone that is looking for work, to gain that little bit of extra help."*

*- KM – HR Manager and Payroll Officer*



# EXPERIENCE CONT..

## 2021 - Women's Leadership and Development Program

### Project Objective and Overview

The project supported 50 women to develop skills for employment and workforce participation in the Tumby Bay District, Eyre Peninsula, SA through:

- A Learning Hub and facilitator to support learning agility, resilience and skills
- A toolkit of micro-credentials, digital literacy skills and entry level JobTrainer qualifications for success in a Post COVID and virtual workforce
- Existing skills refreshment through skills audits and higher level qualifications

Women will access micro-credentials such as the Town Ambassador program, digital literacy skills and become connected to JobTrainer qualifications in the area of web design, automotive, cyber security, kitchen operations, aged/disability care, nursing and agriculture while focusing on STEM capabilities.





# EXPERIENCE CONT..

## 2020 - Traineeships for Eyre Peninsula

### Project Objective and Overview

50 young people including Indigenous youth were matched with an employer and provided the opportunity to undertake a Certificate III level traineeship in tourism, retail and agriculture in partnership with Regional Development Australia Eyre Peninsula.

## 2019 - Heavy Industry Multi-Trade Skills Mentoring, Whyalla

### Project Objective and Overview

15 people from the Whyalla region undertook pre-trade training in electrical and mechanical engineering skills. Mentoring and career support was provided to participants over a period of three months to assist in finding employment or an apprenticeship. 10 achieved and employment outcome and 3 apprenticeships including 2 at GFG Alliance Whyalla.

## 2018 - NDIS Workshops – 15 workshops on the NDIS career pathways

### Project Objective and Overview

21 workshops were delivered across Eyre Peninsula on a range of NDIS topics  
100 people were assisted with career information related to the NDIS and through the 21 workshops. Additionally, 15 people achieved an employment outcome in the NDIS sector as a result of the workshops.  
Workshop content was developed to cover the potential careers and career paths in the NDIS sector in collaboration with the NDIS the peak body based in Adelaide.

Topics included:

- Careers in the NDIS
- Developing a Business offering services to the NDIS sector.

Workshops were delivered across Eyre Peninsula in Whyalla, Ceduna, Streaky Bay, Elliston and Wudinna, Cowell, Kimba, Cleve, Tumby Bay and Cummins. Partnering with the NDIS hub in Whyalla and West Coast Home Care in Port Lincoln, the industry sector was able to speak with people interested in a career in disability support.

West Coast Home Care provided more training in partnership with Eyre Futures and 10 people achieved a part qualification in Certificate in Individual Client Support (Disability).

Other outcomes included 3 clients who started a business to provide services in the NDIS

6 Career Services workshops

Topics included:

- Returning to work with confidence – Janene Piip
- Gaining an apprenticeship – speaker Anne Marie Hammond CEG
- Gaining an apprenticeship in hairdressing – speaker Paula Symonds TAFE
- What it takes to work in mining – speaker Richard Horton CEG
- What it takes to work as a plant operator in Local Govt – speaker DCLEP
- What it takes to work in admin in local Govt – speaker HR Manager Sacheen Hopewell, DCLEP

## 2017 - Career Development Workshops

### Project Objective and Overview

80 clients attended 6 workshops on:

- Accessing Jobs in the Hidden Job Market – delivered twice
- Returning to Work with Confidence
- Master Your Next Interview – delivered twice
- Resumes and Cover letters



# EXPERIENCE CONT..

## 2016 - Eyre Peninsula Jobs and Career Services

Contracted by RDAWEP (Regional Development Australia Whyalla and Eyre Peninsula).

### Overview

EP Jobs and Career Services project had the objective of assisting 210 retrenched and underemployed people from Whyalla and Eyre Peninsula develop new skills for local employment in a range of industries. The criteria for candidates included those who had been retrenched or had not been out of work for more than 12 months. Janene Piip designed and delivered the operational aspects of the project in conjunction with RDAWEP, businesses, TAFE SA (training provider) and individuals to ensure outcomes were achieved by:

- Discussing individual skills gaps with more than 300 participants from the 2015 EP Jobs project to develop a 'wishlist' list of training requirements for employment in Eyre Peninsula businesses
- Designing a survey that was sent to more than 2,000 businesses on Eyre Peninsula that questioned employers about the skill requirements of business owners, managers, supervisors, technical and operations staff. The survey asked employers, amongst other questions, whether they were considering taking on new employees and what skills new employees required. As well, working with 40 businesses to incorporate their training needs.
- Overseeing 3 Strategic employment projects within the EP Jobs and Career Services project – training for 15 participants from industry (such as cookery, machinery operations, aquaculture and agriculture) to develop vocational teaching skills so they could gain employment with TAFE SA in Eyre Peninsula towns; Retail training project for 20 clients from Disability Employment provider in Whyalla to gain employment in local retail businesses with identified positions; Skills for 20 participants from Whyalla to enable them to gain employment in caring for elderly and disabled clients in Whyalla and Port Augusta (provider was establishing a new service in Whyalla and Port Augusta, currently only in Port Pirie)

- Matching the results of the individual skills gaps and business owners' skill requirements to design the accredited and non-accredited training program
- In conjunction with TAFE SA, scheduled the training program at Whyalla, Port Lincoln and Ceduna over a period of 6 weeks from mid-April 2016 – end of June 2016.
- Promoted the training participants to local businesses, advising of the pool of work ready candidates

*"I would like to let you know that I am heading to WA today to join the ship and probably will sail to Indonesia due to the project completion in Australia. It is a short assignment and I hope something will come up for a long term. Thank you very much for your help."*

AK, Port Lincoln

### Achievements

- Recruited more than 250 candidates (> 50 candidates more than contract) from Whyalla and Eyre Peninsula through local media, social media and professional networks into the project
- Ensured 200 participants completed accredited and non-accredited training during the contracted period January to June 2016
- Career Services – provided more intensive assistance to 50 people related to career planning, resumes, cover letters and job applications
- Provided Career service (such as assistance with career planning, job search, resumes, cover letters and job application) by email, phone, skype and face to face to participants in 11 Eyre Peninsula towns.
- EP Jobs project employment outcomes (participants gained increased hours or a new job) - 62% employment achievement or 113 employment outcomes from 182 participants
- Career Services employment outcomes (participants gained increased hours or a new job) - 50% employment achievement or 25 employment outcomes from 50 participants

*"I have been studying full time (Diploma of Business through TAFE SA) but meeting with Janene and discussing study options and resulting career options before I commenced my course was very helpful. Her ongoing support and advice regarding my resumé, cover letters and job options has also been greatly appreciated."*

JN, Port Lincoln



# EXPERIENCE CONT..

## 2013 - 2018 - Chairperson of the Eyre Peninsula Community Foundation (EPCF)

### Project Objective and Overview

As Chairperson of the Eyre Peninsula Community Foundation (EPCF) – a philanthropic organisation with the purpose of building a body of funds to provide opportunities for Eyre Peninsula (including Whyalla) residents. This year, partnerships were developed and funds sourced from BP and Statoil, and Chevron to provide local opportunities for Eyre Peninsula residents. The EPCF partners with YTAP (Young Trades People and Professionals) to deliver a joint project to showcase careers on Eyre Peninsula for youth in Years 10-12 and those considering a career in the region. EPCF has a focus on projects that benefit youth such as the Back to School Voucher Program, coordinated by the Foundation for Rural & Regional Renewal (FRRR) and funded by the Sidney Myer Fund and the Wyatt Benevolent Fund, are targeted initiatives.

## 2015 - EP (Eyre Peninsula) Jobs and Career Services

### Project Objective and Overview

EP (Eyre Peninsula) Jobs and Career Services  
Delivered services to 428 people on Eyre Peninsula for the RDAWEP (Regional Development Australia Whyalla and Eyre Peninsula).

EP Jobs and Career Services project aimed to assist 428 retrenched and underemployed people from 11 Eyre Peninsula locations including Ceduna, Whyalla and Port Lincoln, and small towns in between, to assist candidates develop new skills for local employment in a range of industries.

Janene Piip designed and delivered the operational aspects of the project in conjunction with RDAWEP, 40 businesses, TAFE SA (training provider) and individuals to ensure outcomes were achieved by:

- Designed the project and training methodology
- Scheduling the training program, in conjunction with TAFE SA, at Whyalla, Port Lincoln and Ceduna over a period of 6 weeks from mid-October 2015 – end of Nov 2015
- Promoting the training participants to local businesses, advising of the pool of work ready candidates

### Achievements

- Recruited 451 candidates (> 23 candidates more than contract) from Eyre Peninsula, Whyalla and Ceduna through local media, social media and professional networks
- Ensured 327 participants completed accredited and non-accredited training during the contracted period January to December 2015
- Provided Career service to 124 people (such as assistance with career planning, job search, resumes, cover letters and job application) by email, phone, skype and face to face to participants in 11 Eyre Peninsula towns.
- EP Jobs project employment outcomes (participants gained increased hours or a new job) – 43.7% employment achievement or 143 employment outcomes from 327 participants
- Career Services project employment outcomes (participants gained increased hours or a new job) - 44% employment achievement or 55 employment outcomes from 124 participants



# EXPERIENCE CONT..

## 2015 - Employer of Choice project, Agrifood Skills Australia

### Project Objective and Overview

Develop a user guide and training workshop for Agrifood Skills Australia staff on methodology for using the tool with business owners, managers and employees

*"I would just like to thank you for all your support and help since I came to Port Lincoln from the UK in 2015. You helped me through some difficult times back then and is thanks to you for the position I am in today working at Port Lincoln Hospital so I would just like to say again thank you for all my opportunities."*

BE, Port Lincoln

*"I just wanted to provide you with some feedback on the assistance you provided to me during my recent period of unemployment. I found your approach very empowering and uplifting and without providing any sense of false promise. You are most certainly a lovely and very pleasant person to talk to and I sincerely appreciate the personal attention and support you gave me."* ME, Port Lincoln

## 2015 - Employer of Choice project, Agrifood Skills Australia

### Project Objective and Overview

Develop a user guide and training workshop for Agrifood Skills Australia staff on methodology for using the tool Based on the trial project from 2013, Janene Piip was awarded a larger project to survey 40 agribusinesses across Eyre Peninsula in the seafood, agriculture and local government sectors. The Employer of Choice project set out to drive the adoption of contemporary business and employment practices with the outcomes of improving employee job satisfaction, enhancing industry and the regions labour market image and ultimately improving productivity (in real terms) in businesses.

## 2014 - Career Services

### Project Objective and Overview

Career Development Services were provided in the 10 Local Government areas on Eyre Peninsula for the RDAWEP for 108 clients who had not been out of work for more than 12 months, wishing to return to the workforce, had part-time hours or had been retrenched from their employment. The service was breaking into new territory when Janene Piip was awarded the contract as the service had not been provided in these communities previously. The service combined face to face consultation complemented by an on-line presence. Clients were able to contact the Career Development practitioner by email and telephone and access a range of services, resources and tools from the provider's website. Regular visits to each community were offered with face to face consultation which included workshops on careers and individual support. The 11 communities serviced included Port Lincoln, Whyalla, Ceduna, Kimba, Cowell, Cleve, Wudinna, Streaky Bay, Tumby Bay, Cummins and Elliston.



# EXPERIENCE CONT..

## 2013 - Employer of Choice project trial, Agrifood Skills Australia

### Project Objective and Overview

The project was part of a larger workforce development project for Eyre Peninsula, funded by AgriFoods Skills Australia, at no cost to local businesses with the intent of developing the capability of businesses, employers and employees in the region through a series of inter-related projects. Such a large scale project had never been conducted on Eyre Peninsula previously with the outcomes from another similar project in Narrabri, northern New South Wales, shown to benefit the business capability of individual businesses and participants. The Employer of Choice project had several goals to assist organisations to:

- Identify factors that affect the attraction and retention of labour in regional markets
- Identify links between the provision of skills and their utilisation in the workplace
- Improve communication between stakeholders in the workplace (owners, managers and workers)

Janene Piip was awarded the trial project to 'test' how employers would respond to this type of project.

## 2009 - 2012 - Strategic rail industry research, Cooperative Research Centre for Rail

### Project Objective and Overview

Awarded a three-year rail industry scholarship to undertake PhD in Education, specialising in workforce development. Liaised closely with rail companies in all Australian states and NZ to identify workforce development issues.

Worked on projects identified by the Australian industry including:

- Careers in the Australian rail industry <http://www.railcareerpathways.net.au/>
- Coaching and Mentoring – developed a resource accessible by rail industry organisations <http://www.railmentoring.net.au/>
- Leadership development - identified a framework for training for different levels of the industry
- Skills Recognition – identified process for the industry <http://www.skillsrecognition.net.au/>





# BUSINESS DETAILS



<b>Business Name</b>	SkillSmart-Careers Pty Ltd
<b>Australian Company Name</b>	ACN 630 315 516
<b>Australian Business Number</b>	ABN 24 630 315 516
<b>ANZIC Code 6962 - Management advice</b>	

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