

**Question on Notice  
No. 777  
Asked Tuesday, 24 May 2005**

MS STONE asked the Minister for Employment, Training and Industrial Relations (**Mr Barton**):

**QUESTION:**

With reference to Skilling Solutions which was recently launched in Logan –

Will he advise on results to date of this important service?

**ANSWER:**

- On March 17 the Premier and the Minister for Employment, Training and Industrial Relations launched the first of the Skilling Solutions Queensland Pilot customer service centres at the Logan Hyperdome shopping centre.
- The goal of Skilling Solutions Queensland Pilot is to provide information services to unemployed and working Queenslanders to help them to make informed decisions about training and employment opportunities and improve their future job prospects.
- The service provides information on local sustainable job opportunities and puts people in contact with training providers who can help them fast-track recognition of their existing skills, and develop and complete customised training plans.
- The service is also an important part of the Queensland Government's three-year *SmartVET* strategy to help address industry skills shortages.
- The opening of the Logan Hyperdome shop-front was the first of four Skilling Solutions Queensland pilot-sites.
- Since then, another three Skilling Solutions Queensland offices have been opened — one at the Logan Institute of TAFE in Loganlea, another at the Department of Employment and Training's Regional Office in Woodridge and yet another at the Open Learning Institute of TAFE at South Brisbane.
- The Queensland Government will spend \$10.7 million on the initiative over a three year period — with plans in place to extend the pilot service to three regional areas in the next 12 month period. A wider rollout of the service will depend on the results from the pilot services.
- As at close of business, 25 May 2005, Skilling Solutions Queensland consultants had dealt with 1006 customer contacts, and helped 619 people on a face-to-face interview basis.

- Apart from the phone inquiries and the one-on-one discussions with people wanting to sort out their training and employment information needs, Skilling Solutions Queensland has sent 180 people to Registered Training Organisations with referral letters that could lead to them getting recognition of prior learning towards formal qualifications.
- Because the service focuses on the individual, clients get their very own individual training plan to help obtain formal qualifications.
- When people come into one of the four centres, service consultants help identify what employment-related skills and knowledge they have before referring them to registered training organisations.
- This innovative service is the latest initiative under *SmartVET* and links in with our new programs such as Accelerated Apprenticeships and Cadetships which encourage Queenslanders to gain new skills and help to address industry skills-shortages.