

Veterans Employment Program

**October 2018 - March 2022
42 Month Report**



Message from the NSW Minister for Veterans

The Hon. David Elliott MP



Veteran employment is a key pillar of the NSW Government Veterans Strategy. I am proud of how the Veterans Employment Program (VEP) not only leads the field in veteran employment within the Public Sector but also helps the private sector promote veteran employment.

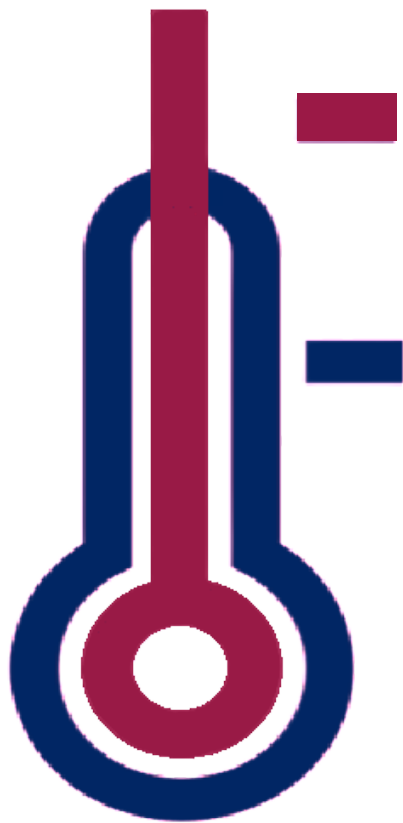
The NSW Government has employed more than 2,200 veterans since the program started in 2016. In 2018 the program was extended with a target of 1,000 veterans to be employed by 2023. I am pleased that target was surpassed in April 2021 and has continued to grow with 1,400 veterans employed by April 2022.

I am delighted the program is exceeding employment targets as it is ex-service personnel looking for a new career path who benefit from this success.

This demonstrates the program is achieving two key aims – communicating with veterans about public sector roles, and building a network of collaborators who advocate for the transferable skills of veterans.

I have observed VEPs outstanding work at ADF Members and Family Transition seminars and their workshop in how best to apply for public sector roles, continues to be a winner amongst veterans.

This program is instrumental in helping veterans enjoy a smoother transition from military service to civilian life, and means the NSW Government obtains the exceptional skills, knowledge and experience of our former service personnel.



1,400 veterans

accepted roles in the NSW public sector between October 2018 and March 2022

Target 1,000 veterans employed by November 2022

40% AHEAD

Program overview

The NSW Government was the first state government to commit to supporting veterans through an employment program. VEP was launched in May 2016 with a key objective of creating an awareness of veterans' employability.

VEP sits within the NSW Office for Veterans Affairs (OVA) in the Department of Communities and Justice, within the Stronger Communities Cluster.

During the Centenary of Anzac period, the program resulted in 831 veterans being hired, significantly exceeding the original target of 200.

In November 2018 the Premier committed to a four-year extension of the program with a new target of 1,000 veterans employed in new roles within the NSW Public Sector by 2023.

Target tracking

October 2021 - March 2022

The VEP team set an incremental target to see 125 veterans employed every six months. From 1 October 2021 to 31 Mar 2022, **176 veterans** were employed in new roles, exceeding the target despite the continued impacts of the COVID-19 Pandemic on the people of New South Wales. As of 31 March 2022, 1,400 veterans have been employed in new roles since November 2018.

During the six-month reporting period, 2,987 job applications were submitted by veterans, with a success rate of 5.9 per cent. This is consistent with the previous period, although applications were slightly down, which may indicate some ADF personnel were still delaying discharge due to COVID-19. However, the success rate remains slightly higher than the NSW general population application success rate of 5.0 per cent (2019, PSC data).

Job levels won have remained consistent during the period with most veterans joining the public sector at entry level, as individual contributors and team leaders. Entry level positions have an 8.6 per cent success rate, individual contributors 6.4 per cent, while team leader levels have a 7.3 per cent success rate.

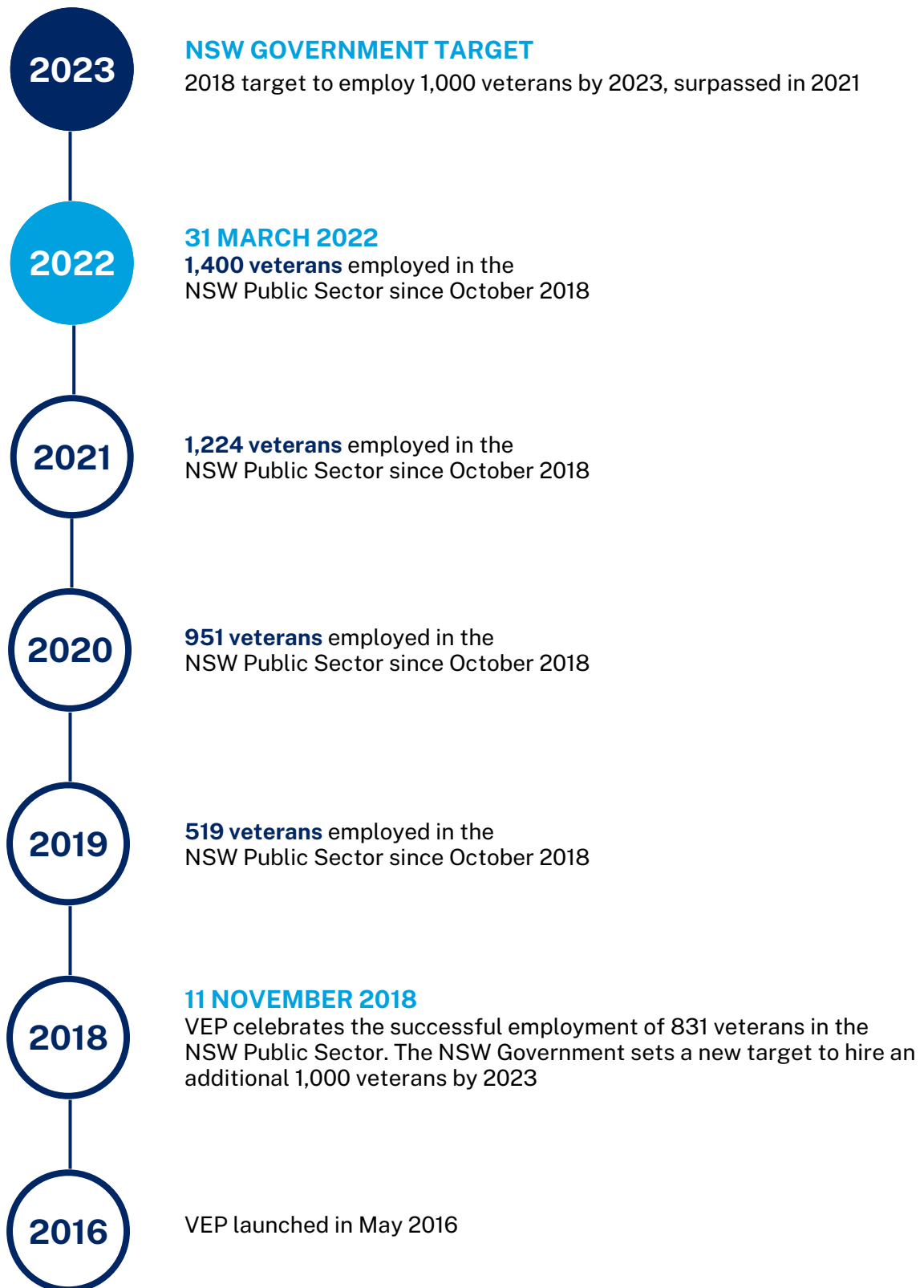
Veterans have also won Senior Executive and Director roles, however are lower at 0.5 and 0.6 per cent success rate respectively. This is something VEP will be reviewing during the next reporting period.

Stronger Communities (49 per cent) remains the lead veteran employment cluster despite falling by two per cent, with Transport (17 per cent) in second place and Education (15 per cent) in third place, both increasing by one percent. These clusters have consistently remained within the top three since veterans employment reporting began in 2016.

In this reporting period, the Health cluster did not have a veteran tracking question on their job applications, so the figure of 1,400 would certainly have been higher if the veterans employed as doctors, nurses, paramedics, transport drivers and administrative assistants were included. VEP is hopeful the Health cluster data will begin to be included in future.

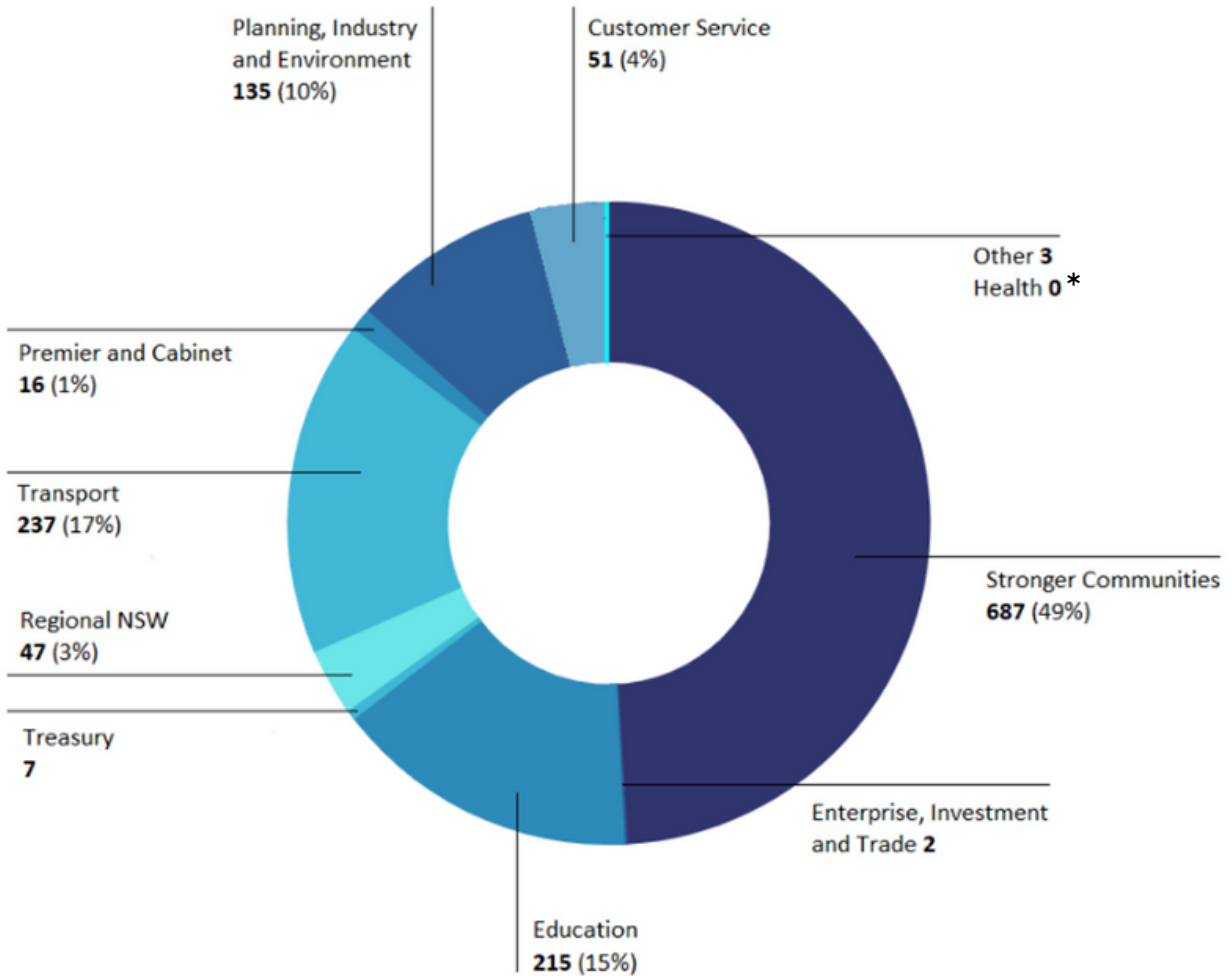
Target tracking

May 2016 - October 2023



Veteran hires per cluster

October 2018 - March 2022



**NSW Health figure not included. VEP is working with Health to establish a veteran identifier in their employment system to track veteran employment.*


Veteran hires per region

October 2018 - March 2022



**Statewide refers to veteran hires not aligned to a specific region.*

Engagement



*"Attending the workshop made me feel confident in my own ability to successfully enter the civilian sector after my transition from Defence."
Justin D*

The **Veteran Skills** program was launched on 31 May 2021 to provide veterans and their recognised spouse/partner access to fee-free or heavily subsidised training under the NSW Job Trainer program.

Courses are offered at approximately 360 Registered Training Organisations throughout NSW. The program also supports applicants if they only require a part qualification to be 'job ready' to pursue a civilian career path.

As at 1 June 2022:

- 172 veterans and 43 spouse/partners have enrolled in full-time qualifications (e.g. Project Management, Leadership, Training and Assessment) with a Certificate IV in Project Management Practice the most popular (19);
- 325 veterans and 36 spouse/partners have enrolled in part qualifications (e.g. Civil Constructions, Machinery Operation, Agriculture and Horticulture, Equipment Safe Operations). The most popular, Statement of Attainment in Vocational Pathways (Use Digital Technology and Participate in a Learning Environment) (168).

VEP continues to support **TAFE NSW, Ranks to Recognition Program (R2R)**. R2R assists veterans to transition into the civilian workforce. This program includes customised career advice, career counselling, skills assessment, recognition of prior learning, and training gap analysis. The program has extended and is now also offering these services to veterans' spouse and recognised partners. In the six-month reporting period (21 October – 22 March) 137 enrolled in R2R comprising of 91 veterans and 46 partners.

VEP continues to collaborate with **Service NSW** who update the veteran specific online directory. The directory outlines NSW based programs, services and concessions available to veterans and their families to aid their transition from military to civilian life, and to assist with the cost of living. There is even an opportunity to book a free one-hour appointment to get help applying for rebates and vouchers.

Seasonal updates are still published on the VEP website and sent to VEP champions, veteran contacts and ex-service organisations to maintain active awareness of the program. VEP operations have adjusted since COVID-19 and now include more video/telephone meetings and use of social networks.

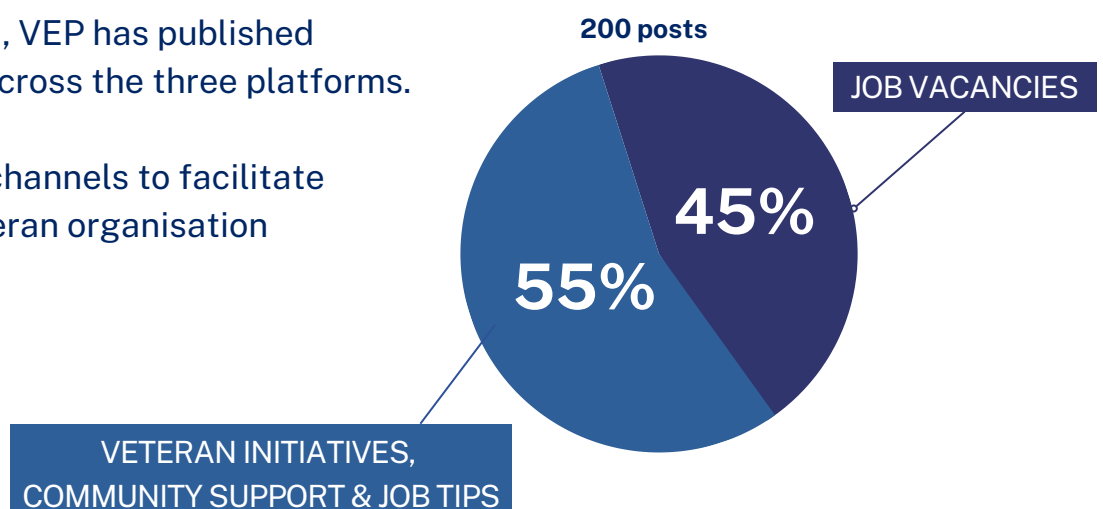
VEP has continued to expand its use of social media channels to connect with veterans and the veteran community. With over 2,700 followers on Facebook and 750 on Instagram, engagement on these channels is increasing.

VEP's LinkedIn following has increased as the channel use has evolved, and we now have almost 1,800 followers. VEP understands the importance of using different channels to communicate with different veterans. While LinkedIn continues to grow, Facebook still appears to be preferred by a number of younger veterans.

Connecting with veterans on social media

Since October 2021, VEP has published around 200 posts across the three platforms.

VEP also used the channels to facilitate reach for other veteran organisation initiatives.



VEP facilitated the second **NSW Veterans Employment Roundtable** at the Anzac Memorial on 2 December 2021. It was attended by NSW Public and Private Sector representatives, the Director of the Australian Defence Force Transition Authority, Defence Member and Families Organisation (formerly Defence Community Organisation), Department of Veterans Affairs' and many Ex-Service Organisations. The Roundtable was another positive opportunity to share information and ideas, with attendees discussing the gaps identified in veteran employment and discussing collaborations to support veteran employment initiatives.

As an action item from the Roundtable, we shared a pod with TAFE NSW, Training Services NSW, Veterans Skills, Soldier On, Australian Veterans Employers Coalition (AVEC), Veterans Community Business Chamber, Campbelltown Council and RSL LifeCare at Indo Pacific 2022, the International Maritime Exposition believed to be the largest defence industry event ever held in Australia. A record 736 participating exhibitor companies presented at the event at Sydney's International Convention Centre in Darling Harbour from 10-12 May. There were more than 25,000 visitors across the three days.

The VEP team presented a face-to-face session at **INDO PACIFIC 2022**, discussing veterans' employability aimed at the Small Medium Enterprises supporting Defence Industry in NSW. We were able to highlight the skills and attributes of veterans and possible opportunities for hiring veterans based on their potential and ability to be able to become qualified in areas supported by the heavily subsidised/fee free training courses available through Training Services NSW, Veterans Skills. This idea was much along the lines of what we are encouraging local governments to do.



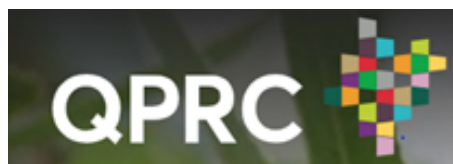
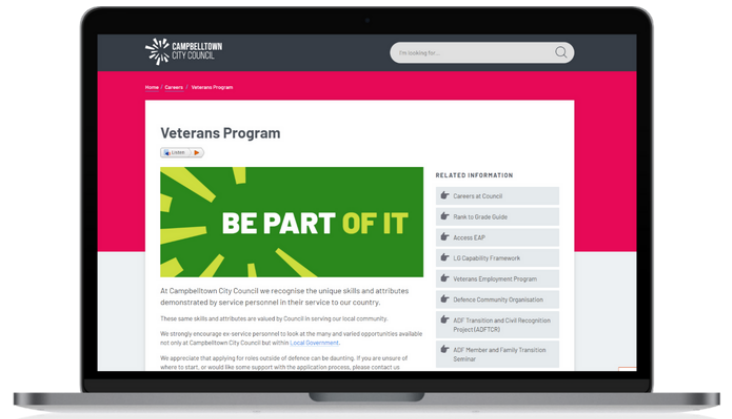
NSW Veterans Employment Roundtable, Anzac Memorial, 2 December 2021

VEP continues to work closely with the **NSW Office of Local Government** to grow awareness of the Local Government Rank to Grade Guide and transferable skills of veterans. Campbelltown City Council continues to be the premier local council supporting veteran employment.

To date there are six NSW Local Governments (Lake Macquarie City, City of Newcastle, Campbelltown City, Blacktown City, Tweed Shire and Queanbeyan-Palerang Regional Councils) who have set up their own form of veterans employment program.

We continue to work with local governments and hope to make an announcement of others joining before the end of the year.

"If you remove the weapon and uniform, there is a veteran within the ADF who aligns with an equivalent job in Local Council, from General Manager to the man or woman on the front desk, truck and bus drivers, HR specialists, health officers and any number of other roles within council."
Craig D




VEP has continued to brief many clusters via MS Teams across NSW Government (as guest speakers and lunch time training sessions) which has helped extend VEP's reach into the veteran community and grow the Champions Network. This has also helped Human Resource personnel and recruiters to better understand the employability of veterans and help them promote roles via VEP's social media channels.

VEP continues to deliver the **Veterans Employment Workshop**, following a successful pilot in June 2020, with interruptions due to COVID-19, the workshop is now regularly being delivered. The workshop gives veterans practical knowledge on the NSW State Government job search and application process. Participants are provided with resources and given practical scenarios to practice and gain confidence when applying for roles. To date 75 per cent of veterans who have completed the workshop have secured a role within 6 months of completing the workshop.

The majority of the 25 per cent of veterans who have not found roles, have used the workshop as part of their transition while continuing to serve in the ADF and have not yet actively sought employment.

However, the beauty of them attending is they become advocates for our workshop.



"This is the best job preparation course I have attended. Simple, concise and informative, it is equally applicable when applying for private sector roles"

Eric M

The **Australian Defence Force Member and Family Transition Seminars** are back as face-to-face activities, and so far in 2022 we have attended Newcastle, Sydney, Albury and Canberra. We have also maintained a presence at the virtual seminars which are good for regional attendees. There are now 10 NSW Government booths at the virtual transition seminar. The virtual booth is available online for anyone to access at any time.

We were delighted to support **Corrective Services NSW** to develop and launch their new Mentoring/Buddy, Support System for veterans at the Anzac Memorial on 22 April 2022 at our annual Veteran Champions Networking event. The system is slowly being rolled out which supports veteran Corrections Officers, through transition, training and in their new career. The NSW Sheriff has committed to implementing the system for veterans into the Office of the NSW Sheriff.

Looking ahead

VEP plans to run the next Veterans Employment Workshops at the Anzac Memorial on 28 and 29 September 2022.

VEP will continue to engage with Local Governments and hopefully sign more Councils up to the program, especially in regional NSW. This will help to promote veteran employment within local councils and access to the Veterans Skills program to ensure veterans and their spouse/partners have the relevant training to secure the right roles within councils.

VEP will look to identify other NSW Government agencies to support the implementation of a Mentoring/Buddy, Support System for veterans. Thank you for supporting veterans. Working together we can make a difference.



ADF Member and Family Transition Seminar, Sydney, April 2022



Veterans Employment Program