

Maynooth University
Department of Adult and Community Education



presents

**A Series of Masterclasses to
Support the Continuous Professional Development of Adult
Guidance Practitioners in Ireland**

Autumn 2023 Spring 2024

The Department of Adult and Community Education, Maynooth University, is hosting a new and exciting Masterclass series aimed at practitioners interested in or working in the area of Adult Guidance Counselling and Careers. They are designed to support and enable guidance practitioners, managers of guidance services, and other stakeholders to reflect on practice, and consider a range of topics in a career development and adult guidance context.

Each in-person Masterclass will include an input from an international expert, and participation in two small groups which will provide an opportunity to network with peers and experts, along with time for collective reflection and in-depth exploration of the challenges faced by the career guidance sector more broadly.

Masterclass 1

Saturday 25th November 10am – 4pm

Theme: Policy to Practice – working in frontline service delivery

Input: *What works* and *what doesn't*: Learning from Australia's welfare-to-work reforms

Presenter: Dr. Phuc Nguyen is a Senior Lecturer in the La Trobe Business School at La Trobe University, Australia. Phuc specialises in the welfare state, especially the delivery of employment services. She also has an ongoing interest in supply chain and operations management in the public sector. Visit her scholar profile for a complete list of publications: <https://scholars.latrobe.edu.au/ttnguyen>

Summary of input

For decades, Australia's welfare-to-work system has been subjected to intense waves of reform. *Workforce Australia* (WA), the fifth major reiteration represents the government's continuing endeavour to address concerns about the low success that the system has had until now in supporting the very long-term unemployed into employment. It is hoped smaller caseloads will offer providers greater flexibility to work with jobseekers in a more holistic and intensive way compared to the standardised 'work-first' approach that has been common until now.

Phuc will examine if the frontline has responded in the direction projected by WA, using data from the latest survey of Australia's frontline employment services. She will explore if there is any evidence of a transition away from the model of high-volume 'work-first' activation delivered by staff with limited access to professional skills, a prominent feature of the previous reform waves. She will present the evidence on *what works* and *what doesn't* in getting hardest-to-help jobseekers into work, including a new trauma-informed model of employment service.

Location: School of Education, North Campus, Maynooth University

Tea & Coffee will be provided throughout the day. Lunch is not provided but we invite you to bring lunch with you.

Cost: €75

Book a place:

https://shop.maynoothuniversity.ie/index.php?app=ecom&ns=prodshow&ref=1050042_a

For further information please contact:

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