



Achieving **better outcomes** in partnership



Career
Management
Services

careermanagementservices.com.au | 1300 588 088

Who are CMS?

Career Management Services (CMS) are specialists in Career Management and Career Transition Support.

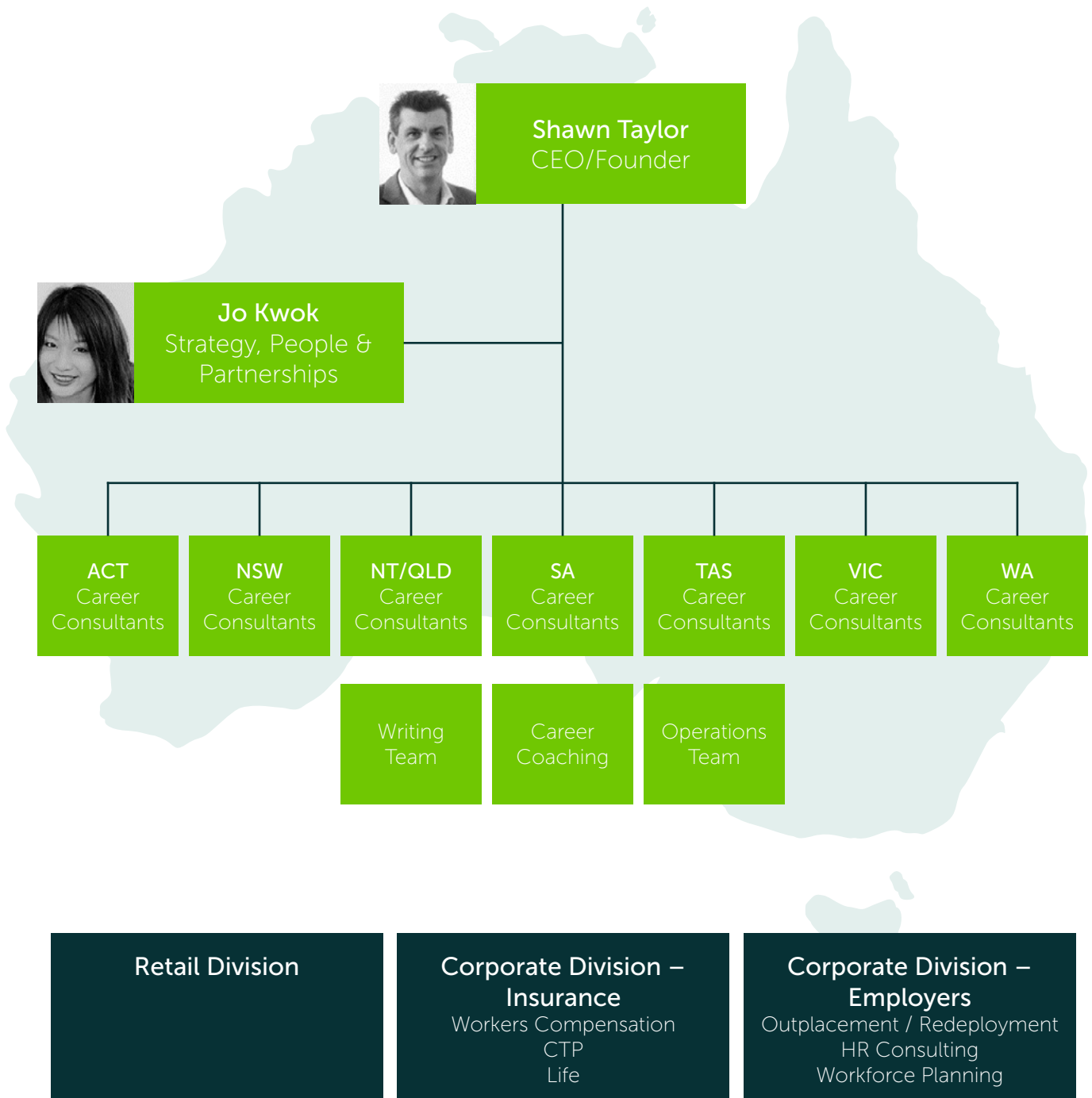
Passionate about helping individuals achieve their career goals, we provide expert job-seeking support to workers to optimise their potential and opportunities. Drawing on deep recruitment expertise, as well as up-to-date market and industry intelligence, CMS empowers our clients with greater confidence and certainty with their career.

Our consultants provide personalised one-on-one coaching services and subject matter expertise, applying reverse-engineered tactics and strategies to enable employees to make the most of their career, regardless of their circumstances. We provide a range of support to employees, from supporting change readiness, to understanding their strengths and supporting career decisions, to simplifying the job-seeking process, and making it easier for workers to navigate the employment market and expediting the best return-to-work (RTW) outcomes.

Summary:

- Career Transition Specialists
- A national team made of highly experienced career coaches, who reverse-engineer recruitment process, and professional writers
- Provide better outcomes to Injured Workers:
 - Career change and improving employability
 - Vocational guidance and counselling to explore career options and direction
 - Enhanced job seeking strategies and applications expediting RTW confidence and certainty
 - Professionally written resumes / personal branding documents, government applications
- For an Employer or Broker:
 - Results in engaged employee, improved employability, better outcomes
 - Take a strengths-based approach to support employees with 'change readiness' – to improve engagement, motivation and a *can-do* work orientation to make the most of their career options
 - Make it easier for them to secure a new role faster (cost of wages)
 - Possible retention of valued employee, improved employer perception (EVP)
 - Expedite RTW outcomes > shorter claims duration, reduced costs and mitigation of loss

The CMS team



A **proven** track record



84%

Improve RTW % outcomes
(over 12 month rolling average)



90%

Volume of claims who
complete the program



16

Week
Average duration



87%

At or above
pre-injury earnings



75%

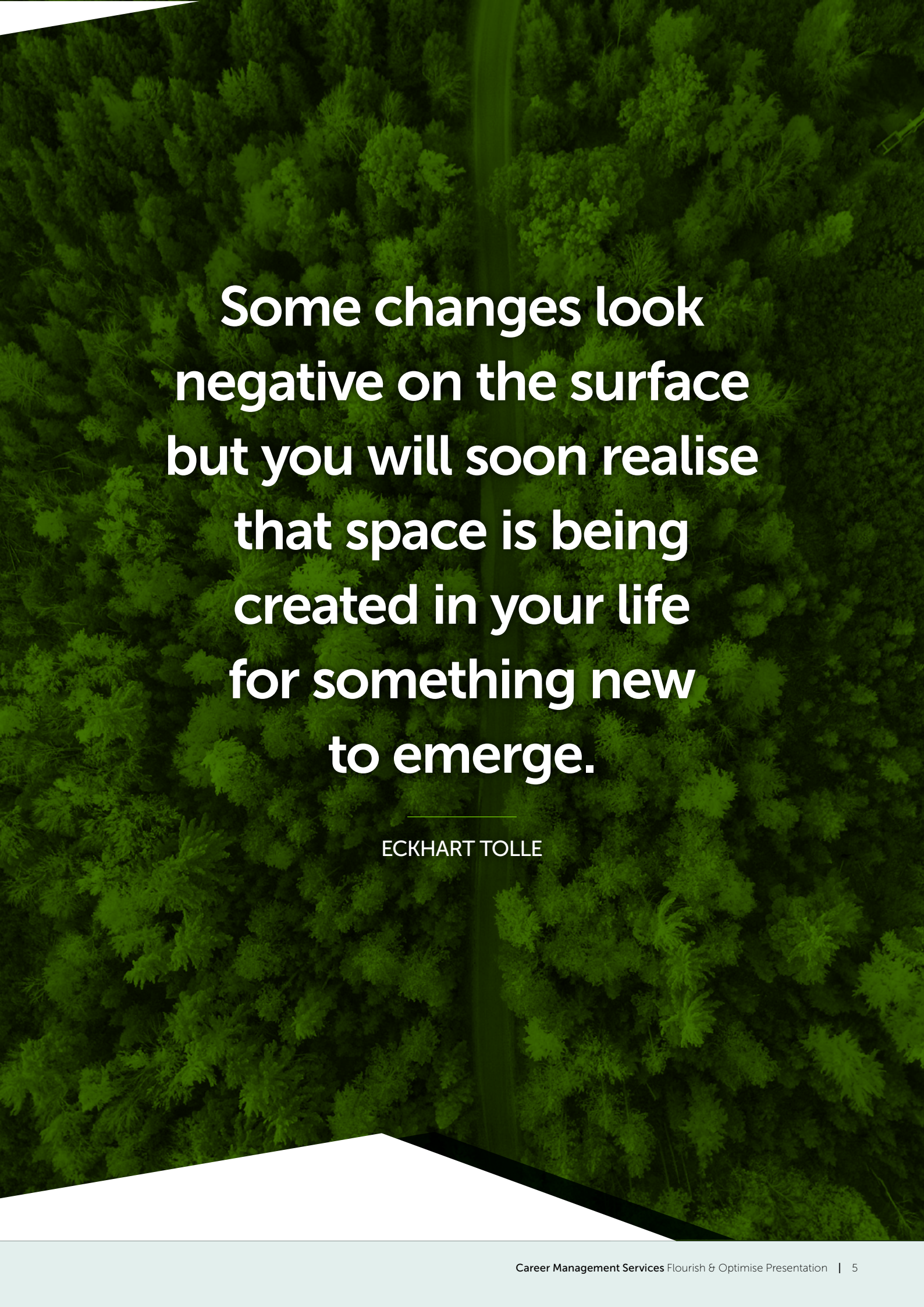
Average earning
capacity on closure



\$4,659

Average
claim cost

NSW SIRA Approved as Specialist in Job Seeking Services Stream OR30*



**Some changes look
negative on the surface
but you will soon realise
that space is being
created in your life
for something new
to emerge.**

ECKHART TOLLE

The CMS approach

CMS apply a positive, strengths-based approach to develop an injured worker's

Mindset, Skillset & Toolkit

This approach supports RTW claims strategies for:

- **Early Intervention**
- **Job Seeking**
- **Work Preparation (Loss Mitigation)**
- **Ex-Gratia / Without Prejudice**



The CMS difference

Engage

We connect through coaching – consulting & supporting individuals to get clear on their career/ job goals, providing continuous personal connection, inspiring them to do their best (strengths-based approach), helping them grow, and shifting towards a future-focussed mindset.

Enable

We support our clients, to be able to optimise their potential, to make the seemingly impossible possible. We provide the means to achieve their goals - reverse engineering the job search process to make it easy.

Empower

We give our clients greater certainty, increased confidence and strength to optimise opportunities. Often by enabling them to feel they have increased control over their own life or situation.

Employability Edge

Employability refers to the attributes of a person that makes that person able to gain and maintain employment. Through our processes and support, CMS give our clients a competitive advantage to stand out in a crowded market.



Product offering overview



CMS | Flourish Early Intervention

CMS Flourish is a coaching approach for workers facing uncertainty post-injury, who potentially may be unable to return to their pre-injury role.

Workers will benefit from early intervention support, helping them gain insight into their strengths, and confidence in exploring options, even if they aim to return to their same employer.

With support from an industry expert, individuals are empowered to make the most of their career during a potential period of change.



CMS | Optimise Job Seeking

CMS Optimise's Job Seeking services support workers with a strengths-based, person-centric career coaching approach to enhance engagement post-injury, provide direction and increase worker motivation.

Our career consultants expedite positive RTW outcomes and support the success of job seeking goals by providing skills development, preparing professionally written personal branding documents, and building career confidence.

Coaching will be provided to engage, enable, empower and optimise workers with an Employability Edge*.

What **services** do CMS offer?



Professional Career Coaching



Career Exploration



New Career Direction or Pathway



Transferable Skills / Strengths



Personalised Support & Guidance



Targeted Job Seeking



Job Search Strategies / Job Seeking Plan



Job Search Assistance



Navigating The Job Market



Reverse Engineered Recruitment Process



Personal Branding



Resume, Cover Letters, LinkedIn, KSC



Job Applications



Interview Coaching



Salary Negotiation & Contract Review



Post Placement Support



Psych Testing

When & how to use CMS



Injury Management

- Rehab Provider



Goal Uncertain

Unlikely to return to pre-injury duties
(Same Employer / Same Job)

- Likely change in RTW goal pending

Early Intervention Career Coaching

- Supporting Change, understanding options

Same Employer / New Job
New Employer



CMS Career Transition Support Specialists

RTW goal changed:
Same Employer / New Job
New Employer / Same Job
New Employer / New Job

Job Seeking Career Coaching

Scaffolding, Strategies & Applications

Personal Branding / Interview Coaching

CMS Coaching > Change readiness



CMS | Flourish
Early Intervention



CMS | Optimise
Job Seeking

Who might benefit from being referred to **CMS Flourish**?

Those who could benefit include:

- Injured Workers unlikely to return to pre-injury role... whether physical and/or psych* injury
- Early Intervention / Plan B
- Injured Worker needs to understand they have transferable skills, and how to articulate them
- Addressing psychosocial risk – anxiety, uncertainty, additional support required
- Those who have had their self-confidence adversely impacted (secondary psych)
 - “I hate my job / manager / company”
 - “If only I knew what else I can do”
 - may have limited suitable options
 - “I don’t even have a resume”
- Labour Hire Co Employee
- Step down advised

Important: Starting Plan B does not necessarily mean a change in a RTW goal.

Common flags for a CMS referral:

- Injured worker / employer relationship issues
- Serious injury
- Stagnant RTW capacity
- Surgery or delayed Tx
- Unclear RTW goal
- >6 month same employer RTW goal

RTW Hierarchy

1. Same Employer + Same Job
2. Same Employer + New Job
3. New Employer + Same Job
4. New Employer + New Job

How to introduce CMS Flourish?

“We would like to support you with the opportunity to work with a professional career coach...”

...to make the best of your situation

...to help achieve your career goals & optimise potential with an industry expert (SME)

...to do some career exploration, understand your strengths, support you during this period of ‘change’, gain self insights

...to provide you with an understanding of possible opportunities

...just in case you can’t go back to your pre-injury role and support you with a Plan B

...to understand how you could be supported for a successful career transition

How to introduce **CMS Optimise**?

“One-on-one,
personalised career
coaching to support
your job seeking
helping you...”

...to gain insights into personal strengths and
“transferable skills”

...with your career direction, planning, advice and
guidance, plus support for career decisions

...to navigate the transition into a new role

...with a professional writing team to write your cover
letter, resume, LinkedIn Profile, Key Selection Criteria

...with targeted job seeking strategies and application
support, making applying for jobs as easy as possible

...put your best foot forward to gain a competitive
edge in the market

...with interview preparation and coaching

“Giving you career
specialist support to
understand the most
suitable job options
and how to optimise
your employability
helping you...”



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