



Australian Government

Workforce
Australia

Workforce Australia Overview

Peaks | 14 June 2022



Workforce Australia in practice



Introduction of an online services platform



Principles to guide Workforce Australia

We are guided by the principles of **simple, supported, connected** and **respectful**

Business



Assists **businesses** to source skilled individuals

Better matching of individuals who meet business' skill and job needs.

Reduced administration to simplify and accelerate the recruitment process.

Increase business engagement with the services

Individuals



Supports eligible **individuals** to find a sustainable job

More personalised and extensive support, including skilling and job pathways.

A new flexible activation framework for individuals to better target mutual obligations.

Providers



Focuses high performing **providers** on supporting individuals who need more assistance

A new licensing system that allows for specialisation and **rewards high performing providers**.

Reduced caseload due to job ready individuals using Online Services.

Government



Creates a more efficient model for **government**

A more focused system with resources and incentives targeted to improving outcomes for higher need individuals.

Agile service delivery model that can be more responsive to changing labour market conditions and policy needs.



Australian Government

Workforce Australia

Joint Charter – Workforce Australia

The department and providers contracted to deliver employment and related services agree to act in accordance with the principles and joint expectations in this Charter.

We will work together to deliver quality services that are **respectful**, **connected**, **simple** and **supported**.

These principles will apply to the way we work together, and how we all contribute to high quality, tailored and effective employment and related services for individuals and employers.



Respectful

Providers are empowered to deliver personalised, innovative and flexible services that are culturally appropriate and tailored to the needs of individuals and businesses.

Local and national experience and expertise is recognised and harnessed to deliver effective services to individuals and businesses.

Service quality is valued, with integrity and respect afforded to all stakeholders.

Actions are taken in good faith, including the exercise of rights and responsibilities under deeds and guidelines.

Issues are resolved collaboratively through cooperation and informal dispute resolution processes in the first instance.

Connected

Engagement is proactive, timely and fit for purpose to support the objective of the services.

Digital delivery supports service delivery to individuals and employers, and maximise return on investments.

Technology is used to:

- deliver quality services and timely information;
- share performance and caseload data;
- streamline communications.

Innovative ideas and solutions are encouraged to deliver sustained benefits to individuals, employers and businesses.

Decisions are transparent and informed by evidence and data intelligence.

Simple

Service delivery is tailored and outcome focused, considering individual and employer needs, and local job opportunities.

Activities are safe, efficient and effective by ensuring they meet work health and safety requirements and contribute to individuals' job readiness.

Automation supports streamlined processes and workflows.

Outcome focused delivery and decisions consider the needs of the individuals and employers.

Complexity is reduced by recognising and acting on opportunities to cut red tape and ensuring quality, timely and relevant support.

Supported

Greater flexibility and choice supports individuals in how they engage with employment services.

Collaborative partnerships with employment services, industry, businesses, state/territory and local governments, community organisations and support services are leveraged to benefit individuals and businesses.

Stakeholder needs are met responsively by actively contributing to the resolution of issues and delivery of solutions.

Service delivery and decision making is informed through regular consultation, engagement and leveraging of new and emerging approaches.

Improvements are continuous by building staff capabilities and sharing feedback and ideas to better meet the needs of individuals and businesses.

Workforce Australia for Individuals



Stan needs a job



Workforce Australia
Online for Individuals

Stan is job ready and digitally literate

He can access online and additional supports as he searches for work

He can move to services led by a provider if needed and is eligible to receive these services



Workforce Australia Services

Stan needs more tailored support

He receives intensive and tailored case management support from a provider

His provider works with him to strengthen skills, experience and provide the support he needs

Job Seeker Assessment Framework - Overview

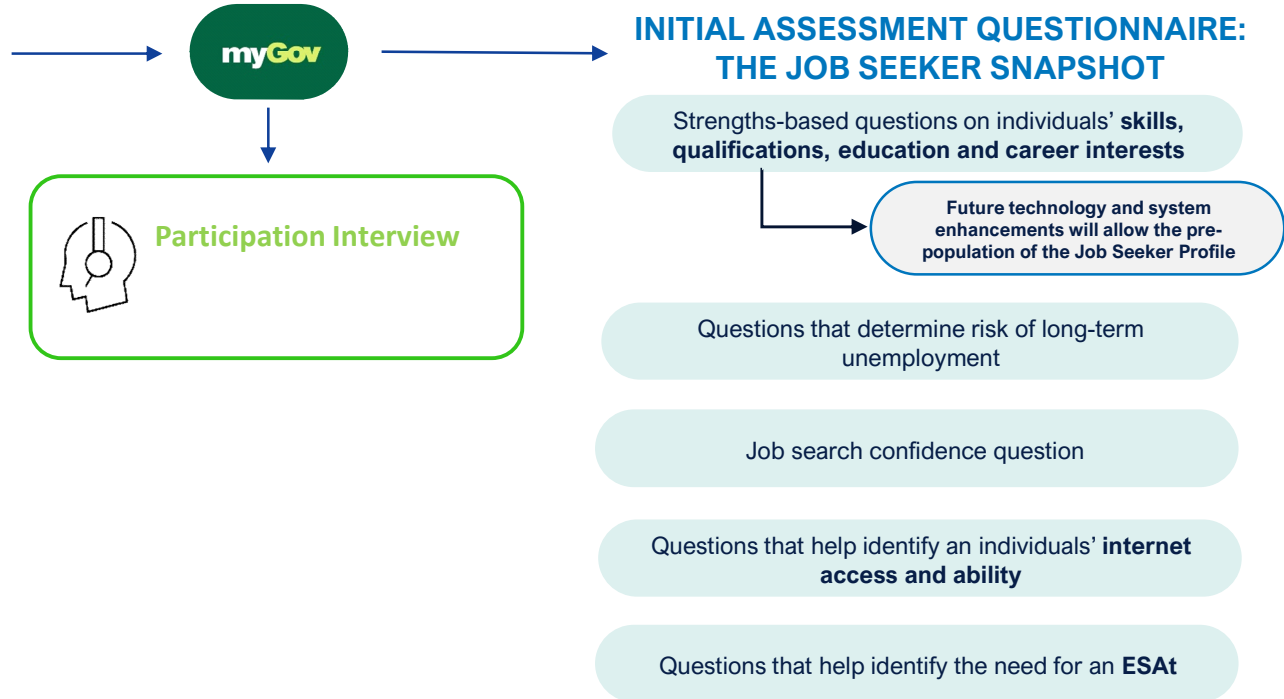


**The Job Seeker Assessment Framework complements Provider administered assessments and tools. It will use enhanced system capability to grow over time to deliver an enhanced user experience.*

The initial assessment process – Job Seeker Snapshot



Individual lodges
income support claim



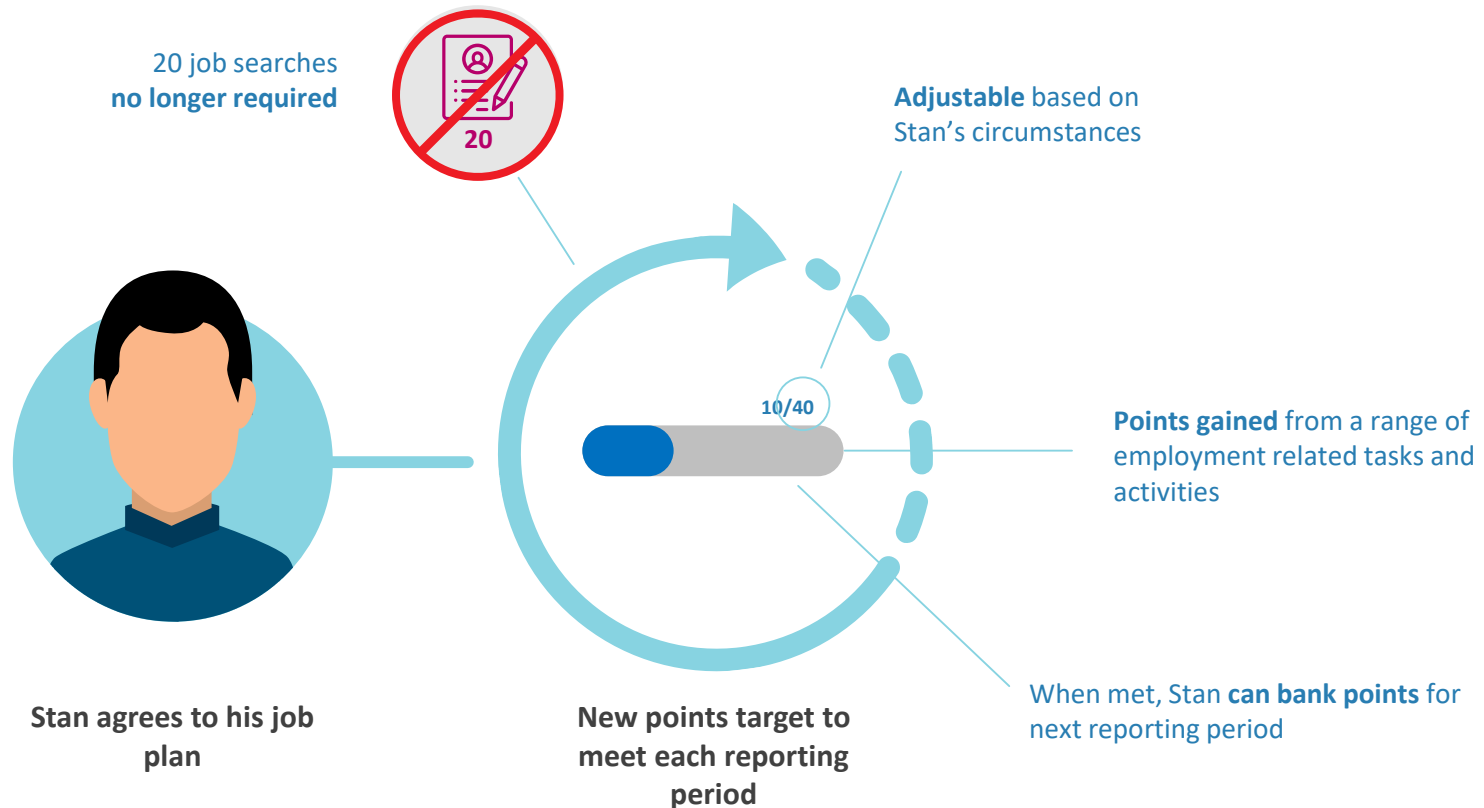
Safeguards to support participants in Workforce Australia Online

- ✓ **Eligible participants** can choose to be supported by a provider at any time
- ✓ **Initial assessment** identifies most job ready and those with complex barriers. *Also asks about digital access and ability to use online tools*
- ✓ Need a **linked myGov account**

- ✓ **Participation Interview**
- ✓ **Digital Service Review** at 4 and 8 months
- ✓ **Time limited service**
- ✓ **The Digital Services Contact Centre** available to support job seekers



Flexible activation through a points based system



Mandatory activity requirements for individuals



Workforce Australia Online participants

Have a mandatory requirement at **4 months** if:

not in work or study – program focusing on ‘soft skills’

working or studying but not meeting their mutual obligations – default is an Online Learning Module



Participants exiting online services at 12 months

Have a mandatory activity requirement **within 3 months in Workforce Australia Services** if:

not engaged in work, study, training or work experience

Work for the Dole is the default mandatory activity.



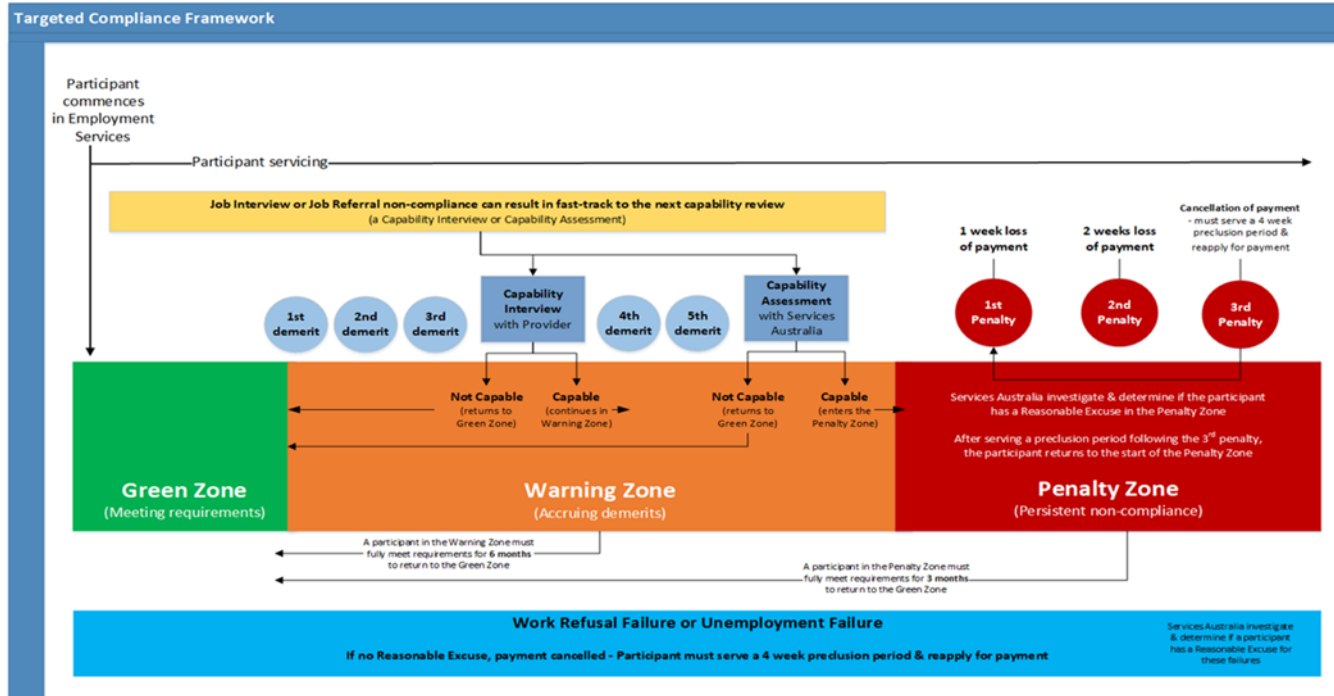
Individuals in Workforce Australia Services

Have a mandatory requirement at **6 months** if:

not engaged in activities and progressing towards employment

Work for the Dole is the default mandatory activity.

Targeted Compliance Framework - unchanged at policy and design level



Employment Fund, wage subsidies and relocation assistance

Payment type	Available in Online Services?	Available in Workforce Australia Services?	Features
Employment Fund	Yes Core items	Yes Full range of support available	<ul style="list-style-type: none">• Streamlined and automated• Targeted to those who need it the most
Wage subsidies	No	Yes For most, 6 months after commencement in provider-led services	<ul style="list-style-type: none">• Targeted to those who need the most support• Simplified, reduces red tape
Relocation assistance	Yes	Yes	<ul style="list-style-type: none">• Streamlined, reduces red tape, more flexible

Workforce Australia for Providers



Sue works for a Workforce Australia Employment Services Provider



Generalist Licence

Eligible Individuals

Sue's organisation is issued a **Specialist** or **Generalist** licence



Specialist Licence

Refugees

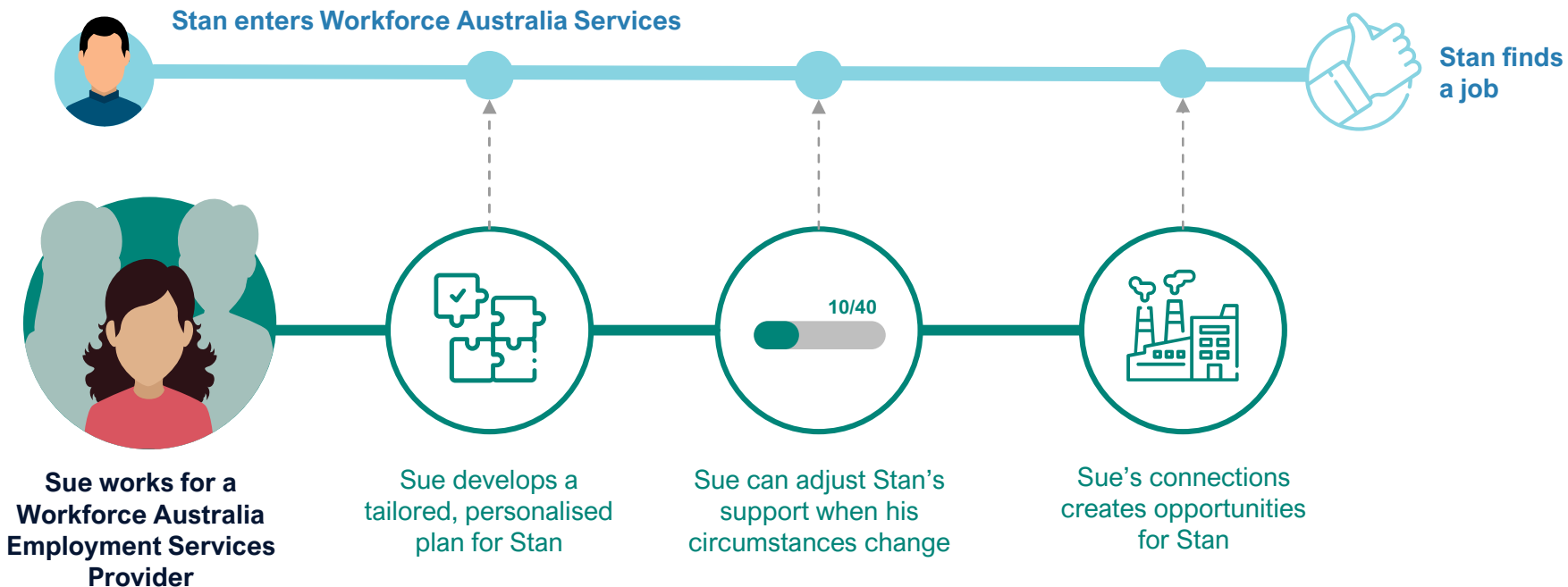
Culturally and Linguistically Diverse (CALD)

Indigenous Australians

Ex-offenders

**May be expanded in the future*

Workforce Australia for Providers



New provider payment model

1

Upfront payments

- Payable upon commencement with a Workforce Australia Employment Services Provider
- \$1200 for new eligible individuals
 - \$600 for transition or transferred individuals

2

Progress payments

- Payable for progression towards employment
- \$750 payment available once every 24 months

3

Employment outcome payments

- Payable for remaining in employment for 4/12/26 weeks
- Full or partial outcomes
- From \$240 to \$5000

4

Very long-term unemployment bonus

- Paid on top of 12 and 26 week employment outcomes for individuals who have been unemployed for over 24 months
- From \$1,000 to \$4,000

Workforce Australia for Business



Anna owns an aged care business called
Total Care and needs staff



Workforce Australia
Online for Business

Anna can use the platform to find suitable candidates for employment

A large pool of job-ready individuals are available

Supports are available to help Anna transition new employees



Workforce Australia
Employment Services
Providers

Anna works with a provider with experience in short-listing and pre-screening

The provider tailors pathways for Anna



Complementary
Services

Anna can have access to a range of programs, services and resources to support workforce planning

Anna may receive tailored recruitment services for industries and businesses if she has a large number of vacancies

Workforce Australia – Workforce Specialists

\$12.5 million each financial year



Industries and occupations with high demand for labour and strong growth prospects, particularly for entry-level roles



Individuals registered in Workforce Australia Services, Workforce Australia Online and Workforce Australia – Transition to Work.



The **Workforce Connections: Workforce Specialist Project Framework** will guide and inform Workforce Specialist Projects

Workforce Australia - Transition to Work

What's staying the same?

Non-competitive service delivery and collaboration between Providers.

Flexible service delivery.

Demand-driven funding and a funding model that encourages upfront investment in young people.

Access for disadvantaged young people not in receipt of income support.

Consequence for non-compliance with Mutual Obligation requirements.

Access to Youth Bonus Wage Subsidy.

Youth Advisory Sessions.

What's changing?

Expansion of eligibility criteria to capture more at risk young people.

Extension of maximum time in service for those young people with significant Non-Vocational Barriers.

A new Income Support Suspension lever to improve attendance at initial appointment.

A new Performance and Quality Framework to better foster continuous improvement.

Workforce Australia - Employability Skills Training (EST)

Eligibility

Eligible job seekers aged 15+ in Workforce Australia Services, Workforce Australia Online Services, Transition to Work or Disability Employment Services.

Participants in Transition to Work and Disability Employment Services can participate for the first time, on a fee for service basis.

Participants in Workforce Australia Services also participate on fee for service basis.

Default activity for Online Participants at mandatory stage of Four Month Activity Requirement.

Course Content

Training Block 1

- Pre-employment soft skills
- Advanced job search skills

Training Block 2

- Industry specific training
- Focus on local labour market industry needs
- Can offer accredited training
- Direct link to work trials that have a reasonable prospect of employment
- Prepare participants for entry-level employment opportunities in specific industries.

Note that course content must be tailored to meet the needs of individual EST Participants, as informed by the initial assessment

Payment Settings

Course Fees

Workforce Australia Online / Yarrabah

Training Block 1 & 2

- \$1250, funded by department
 - \$875, commencement (70%)
 - \$375, final* (30%)

Workforce Australia Services & Transition to Work

Training Block 1

- funded by referring provider
- \$1250, full fee for service

Training Block 2

- \$300, funded by referring provider
- \$950, funded by department
 - \$575 commencement
 - \$375 final*

Disability Employment Services

Training Block 1 & 2

- funded by DES provider
- \$1250, full fee for service.

**EST providers are eligible for the Final Payment if 80% attendance is met, or participant exits for employment*

Placement Management Services (PMaS)

EST Providers to source and/or manage work trial placements

- PaTH Internships (17-24 years)
- NWEF placements (25+ years)

In line with Internship and NWEF settings, Employability Skills Training Providers eligible for:

- \$1000 provider payment
- Reimbursement \$1000 Host payment

Participant Eligibility

Workforce Australia Online

63 days in service, or commenced Employability Skills training.

Workforce Australia Services & Transition to Work*

Directly following Employability Skills Training participation.

**Transition to Work eligibility for PMaS will be delayed until system referrals are available*

** Disability Employment Services not eligible for PMaS*

EST Placement Payment

\$250 per participant, if placed in a PaTH Internship or NWEF after participating in Training Block 2.



Workforce Australia - Career Transition Assistance

Eligibility

All Career Transition Assistance Participants must be:

- aged 45 years or older
- registered with Digital Services, Workforce Australia Services, or DES

Participation is voluntary.

Course Content

Each course is 75 hours undertaken over an up to 8-week period with a maximum participation of 25 hours per week.

Courses scheduled block-style, max 20 participants per class (consistent with EST).

Hybrid delivery allowable, fully online courses only by written DESE approval.

Payment Settings

\$1,260 (70%) per participant based on placement confirmation and \$540 (30%) final payment contingent on participant attending 60+ hours or finding employment regardless of attendance.

No regional loading.

50% self-referral limit.

Demand-driven funding.

Placement Management Services (PMA S)

Career Transition Assistance providers can source and manage NWE P placements for Workforce Australia Services Participants following completion of the course.

\$1,000 to Career Transition Assistance providers per commenced NWE P placement.

\$1,000 to host businesses per commenced NWE P placement.

Workforce Australia - Self-Employment Assistance*

Supports people to start and run viable small businesses

Replaces

New Business Assistance with New Enterprise Incentive Scheme and Exploring Being My Own Boss workshops

Key features

Quality business advice and support for new and existing businesses

Strong emphasis on user choice across 6 new program elements

Self-employment promotion and strong stakeholder engagement

**Program name can be shortened to 'Self-Employment' i.e. no acronym*

Workforce Australia - Entrepreneurship Facilitators

Key features

Promote and encourage self-employment through promotional activities, such as holding information sessions, networking events, workshops, social media campaigns, direct and local marketing etc.

Provide quality advice to help people start and run a small business.

Connect participants to local business networks and resources.

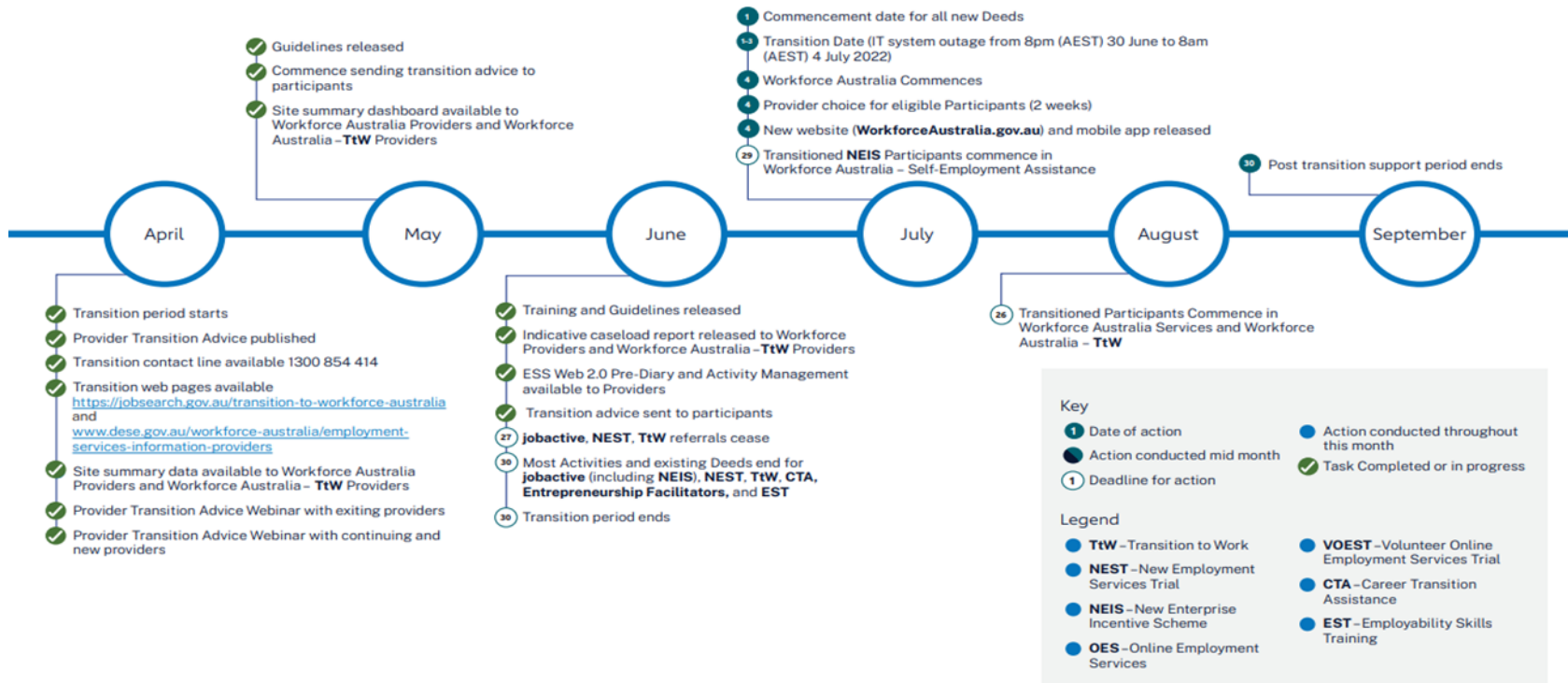
Refer participants to Self-Employment Assistance, or other relevant small business support services.

4 core workshops

1. Financial Literacy
2. Surviving and Thriving
3. Digital Marketing
4. Time Management to Get Things Done



2022 Transition Timeline



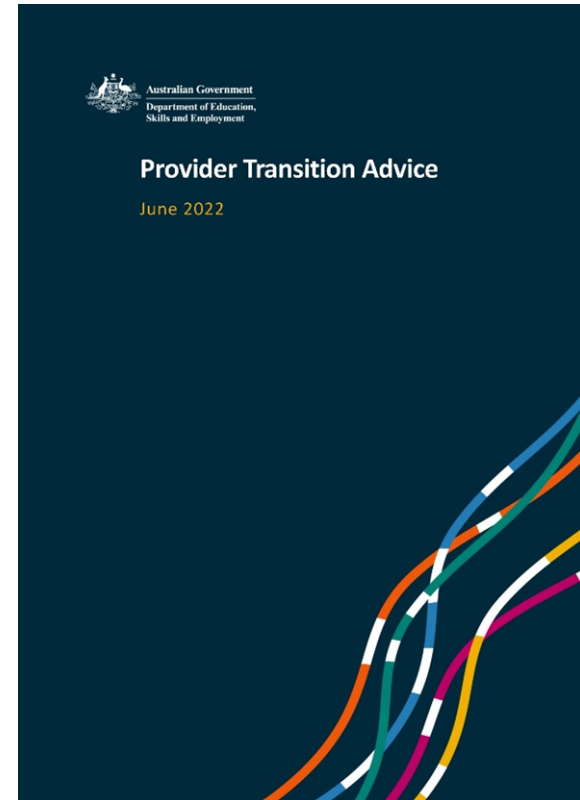
Transition Advice

Version 0.3 of the Provider Transition Advice is now available on the Provider Portal and DESE website.

Key updates include:

- further clarity on participant placements for employment and education outcomes
- updated requirements for exiting providers relating to NEIS training
- further information on establishing a Participant Agreement under the Self-Employment Assistance Program and the Self Employment Allowance
- further clarity on TtW outcome payments, performance outcome targets and bonus outcome payments

Refer to the version history table for all changes.



Communication to Participants



Transition advice

The department has commenced sending advice to Participants on their transition arrangements via inbox messages (email), letter, and SMS



Provider advice

Providers must provide support and assistance to participants so that they understand the changes to employment services



jobactive.gov.au

Information on Workforce Australia and transition is available for Participants on the jobactive website



Obligations

Providers must tell Participants what they need to do to continue to meet their Mutual Obligations Requirements



Virtual Assistant

Participants have access to online information via a virtual assistant to support the transition to Workforce Australia



Further support

Providers must tell Participants where to get more information and support, including online resources and the Transition Line (1300 854 414)

Update on Caseload Allocation



- Caseload allocation has been completed
- Participants have been allocated to the most suitable providers and service, closest to their home
- Further minor changes to the caseload are expected

Issues

- Some indicative caseload movement has occurred
- Lower than expected allocation at some sites

Workforce Australia caseload (26 May 2022)

Service	Total
Workforce Australia Online	165,530
Workforce Australia Online (base)	32,800
Workforce Australia Services	587,498
Workforce Australia - TtW	23,080
Workforce Australia - Self-Employment Assistance	8,287*
Total	817,195

*This figure includes participants with less than 3 months remaining in NEIS Assistance and will remain with their current provider

Workforce Australia training

- The department has commenced conducting webinars which introduces the upcoming release of training modules.
- Training modules will be released within one week of the webinar.
- The schedule can be located on the Workforce Australia pages on the Provider Portal

Date	Time	Content
26 May 2022	1.30 – 3.00pm	Section 1: Assessment and training Section 2: Job Plans, PBAS and Activations Section 3: Targeted Compliance Framework
27 May 2022	1.30-3.00pm	Provider Performance Framework Policy
2 June 2022	11.30 – 1.00pm	Work Experience: <ul style="list-style-type: none"> • PaTH Internships • Work Experience programs • Voluntary work
2 June 2022	1.30 – 2.30pm	Transition to Work – Overview for Transition to Work Providers only <ul style="list-style-type: none"> • Objectives of TtW • Service Delivery, Eligibility, New features of the Services and Payments under TtW

Workforce Australia training cont.

Date	Time	Content
8 June 2022	1.30 – 3.00pm	Provider Payments Overview and training <ul style="list-style-type: none"> • Progress and Outcomes • Employment Fund and Wage Subsidies including relocation assistance (if required) overview and training
9 June 2022	11.00 am – 12.00noon	Work for Dole - Policy
9 June 2022	3.30 – 4.30pm	Transition to Work - Provider Performance and Quality Framework for Transition to Work Providers only <ul style="list-style-type: none"> • Introduce TtW Provider Performance & Quality Framework • Provide high level information about each of the five modules under the framework • Explain the methodology used to calculate the performance measures within each module of the framework
15 June 2022	1.30 – 4.00pm	Session 1: Placement Management <ul style="list-style-type: none"> • Employability Skills Training • Career Transition Assistance • Skills for Education and Employment Session 2: For Workforce Australia Services providers and other providers, awareness of: <ul style="list-style-type: none"> • Entrepreneurship Facilitator Program • Self-Employment Assistance Program • Local Jobs • Workforce Specialists

Communication Strategy

- Social media
- Web
- Stakeholder channels
- Branding
- Provider branding and products
- Videos



Social media tile



Animated video



Poster

Social channels

Current	From 4 July 2022
Jobactive Facebook	Workforce Australia for individuals Facebook
Jobactive LinkedIn	Workforce Australia for business LinkedIn
Jobactive YouTube	Workforce Australia YouTube
Jobs on jobactive LinkedIn	Workforce Australia for individuals LinkedIn
Employment Twitter	Workforce Australia for individuals Twitter



Questions?