

Communiqué for the Employment Services Advisory Group

4 February 2021

The second meeting of the Employment Services Advisory Group was held on Thursday 4 February 2021, chaired by the Department of Education, Skills and Employment (the Department).

An update was provided on the trial of the **Points Based Activation System (PBAS)** in the two New Employment Services Trial (NEST) regions that commenced on 7 December 2020. Members noted that job seekers in PBAS can meet their mutual obligation requirements by undertaking a variety of job search related tasks to meet the specific points required in each reporting period. Members were advised that the operational aspects of PBAS are being evaluated throughout the trial to inform the final design of the new employment services model.

Members discussed the **Digital Services Contact Centre** and its role in supporting Digital job seekers. The Digital Services Contact Centre manages inbound calls and emails from job seekers and provides outbound call support.

Members were provided an overview of **JobTrainer** that provides around 320,000 fee-free or low fee training places in areas of identified skills need. Job seekers will be able to upskill or reskill to support Australia's economy recover from COVID-19.

The objectives of **JobTrainer** are to ensure job seekers:

- have access to the training that will help them reskill and upskill for in-demand jobs,
- provide young people with a pathway into their careers, and
- ensure businesses can get the skilled workers they need as the economy recovers.

Members were advised that the Department was trialling an innovative '**Online Pathways to Employment Month**' throughout February 2021 for job seekers and employers in the two NEST regions. It will provide information on non-vocational and vocational support available to job seekers, and will link employers to information about incentives and support.

Members were given a demonstration of **Job Switch**, a new online tool for job seekers to explore job opportunities they may not have considered that their skill set supports. It provides information on what jobs are in demand in their local area, providing information about training options to reskill or upskill to transition to a new job. **Job Switch** is expected to go fully live in March 2021, and can be accessed [here](#).

Information was provided to Members on the **digital safeguards** that are in place to ensure job seekers in the Digital Service have access to regular support to get the most out of the digital platform and continue to address their needs in looking for and finding employment.

The next meeting of the Advisory Group will be held in **March 2021**.