Australian Government

Department of Education, Skills and Employment

Proposed Licensing System for the New Employment Services Model

Question & Answer Session

14 October 2020

Discussion Paper

Further details on the concepts discussed are in the Discussion Paper, available at: docs.employment.gov.au/node/47668

Submissions close at **12pm AEDT on Wednesday 28 October** and can be emailed to:
Future-Employment-Services@dese.gov.au

Guiding questions at the end of each chapter (not compulsory)

Overview of webinar

1. Short summary of proposed licensing system

2. Answer questions by theme, starting with those received in advance.

3. Answer any further questions.

Questions can be sent in at any time.

The proposed licensing system is not final and is subject to change.

Recording of today's webinar will be available at: employment.gov.au/consultation-inform-new-employment-services

Proposed licensing system – summary

- Single national panel that would last for six years, though could be extended beyond this.

- Panel refreshes could occur from time to time.

- Each Employment Region would have its own sub-panel.

- Contractual licences would be issued to selected panel members, for an initial three years.

- Licences may be added to an Employment Region at a later date if required.

Proposed licensing system – summary (contd.)

- Capped number of providers in each Employment Region, with market share allocated.

- Licence extensions of up to two years for high performing providers.

- Cohort specialist licences may be offered in some locations, focusing on a particular group of job seekers.

- Workforce specialists to target particular industries, projects or large employers.

- Streamlined procurement process to help cut red tape.

Panel and sub-panels

Q: Will there be separate panels for generalist and specialist providers?

Q: Can a provider be on multiple sub-panels?

Q: Will the panel cover other programs besides mainstream services? (e.g. Transition to Work)

Licences and Licence Reviews

Q: Will novations of licences be allowed?

Q: Will providers be able to appeal against a decision to terminate or not renew a licence?

Q: Would the results of all Licence Reviews be made public?

Market share

Q: The Discussion Paper states:

> "Market share could be set initially with tolerance bandwidths of within 20 per cent, with potential to loosen market share arrangements once the model is bedded down." (page 31)

Can the department please explain what is meant by 'loosen market share arrangements' and say when this might occur?

Cohort specialists

Q: Which job seeker cohorts will have specialists?

Q: Will the department decide where specialists can operate, or can stakeholders put forward options?

Q: Will cohort specialists have a separate payment model or performance framework to generalists?

Workforce specialists

Q: What will the payment model for workforce specialists look like (e.g. paid on outcomes)?

Q: Will they have their own Employment Fund or similar?

Q: Could a workforce specialist also be a generalist and/or cohort specialist provider?

Complementary programs

Q: Will the department adopt the same licensing approach for other programs?

Q: In the Discussion Paper it references no changes to current complementary programs such as Transition to Work or Employability Skills Training. Does this mean that current Deeds for these programs will be extended?

Tender process

Q: Could the department please provide further information on the tender process where organisations tender for a number of Employment Regions, as specialists and/or generalists?

For example, in previous tenders, respondents would submit a single Criterion 1 (organisation-centric), but multiple Criterion 3 (region-specific), one per region.

Timeframes

Q: What are the next steps after the Discussion Paper?

Q: When will successful providers be announced?

Q: When will the transition to the new model occur?

Other

Q: Is there any information available about the performance framework in the new model?

Q: Will the department be releasing its financial viability modelling of the new model, and if so, when?

Q: Is there any further detail on the improved digital platform?

Further questions