



Australian Government  
Department of Education,  
Skills and Employment

# New Employment Services Model 2022 Purchasing Arrangements

Exposure Draft presentation





## Acknowledgement of country

We respectfully acknowledge  
the traditional owners and  
custodians of this land.

We pay our respects to them  
and their elders past, present  
and emerging.

# About the Exposure Draft



Informing stakeholders on the  
Request for Proposal for the New  
Employment Services Model



Industry briefings



Providing feedback

# Overview

- New Employment Services Model
- Enhanced Services, Career Transition Assistance and Employability Skills Training
- Licensing
- Payments
- Probity and Purchasing
- Key Dates
- Consultation Process



# The vision

We envision a **digital, personal, and effective** employment services system that:



assists **employers** to source skilled job seekers



supports eligible **job seekers** to find a sustainable job



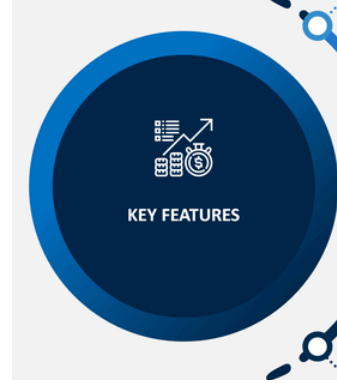
focuses high performing **providers** on supporting higher need job seekers



creates a more efficient and cost-effective model for **government**

# Key Features

- Enhanced Services
- Payment model
- Financial Tool
- Digital Services
- Complementary programs
- Referral and assessment
- Job seeker activation
- Panel and Licensing system



# Enhanced Services



**Job seekers in Enhanced Services will receive tailored assistance through:**

- Intensive face-to-face servicing and individually tailored case management
- Flexible and innovative service delivery
- Strengthened Work for the Dole
- Work Trial opportunities
- Support through the Employment Fund

# Enhanced Services Activities



**Job seekers in Enhanced Services will receive tailored assistance through:**

- Access to online tools and supports
- Higher incentive payments in the National Work Experience Program for job seekers, employers and providers
- A strengthened Work for the Dole with increased skills acquisition and micro-credentials



# Specialist Provider Services



## **Specialist Enhanced Services Providers:**

- Offer personalised support to specific job seeker cohorts
- Available in identified locations

# Provider Payments



The model contains payments that do not exist under jobactive

1

Upfront payments

2

Progress payments

3

Employment Outcome Payments

4

Very Long-Term Unemployment Bonus

# Employment Fund

## Credits

Service type	Credit amount
Digital	\$300*
Enhanced Services	\$1,600

*\*The Digital Employment Fund is credited after a Participant has been in Digital Services for two months.*

# Employment Fund

## Wage Subsidies

- available after six months in Enhanced Services
- a maximum of **\$10,000** to support disadvantaged job seekers
- offered at the discretion of the provider
- immediate access for some cohorts.



## Relocation Assistance

- available at provider discretion
- upfront payments to suppliers
- reduced administrative burden on job seekers
- no minimum hours.



# Digital Services



- Available to all Australians
- Default service for job-ready job seekers to self-manage
- Suite of supports
- Suite of safeguards
- Available to employers.

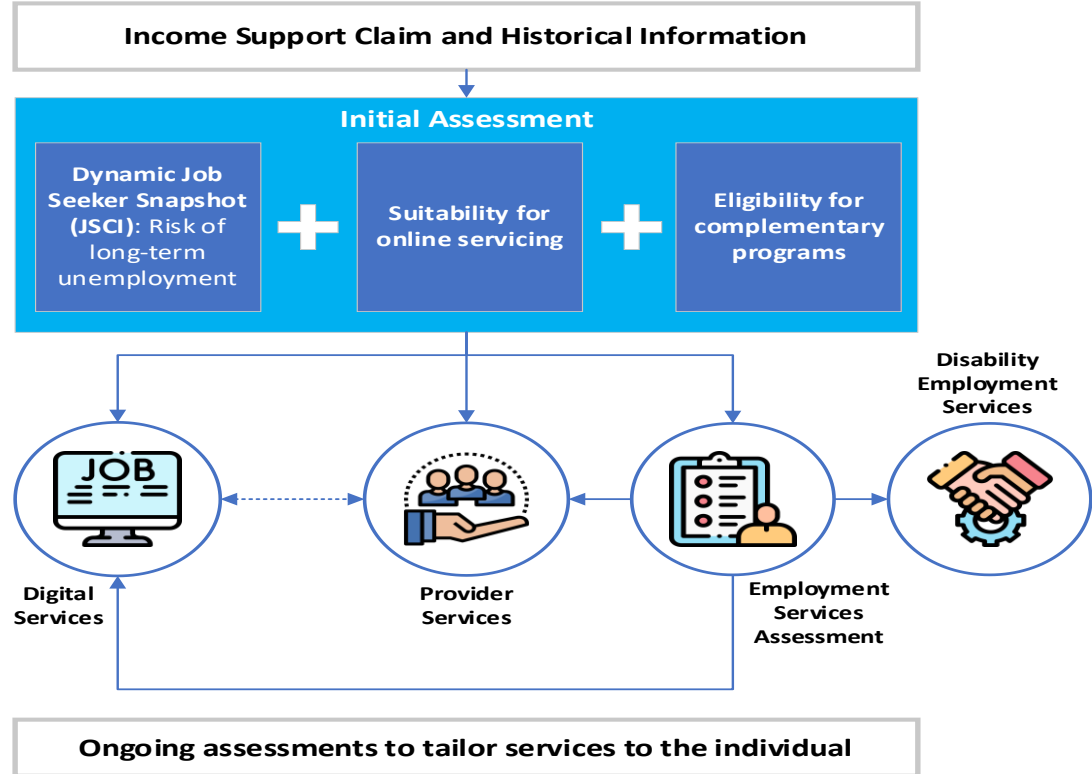


## Complementary Programs and other services

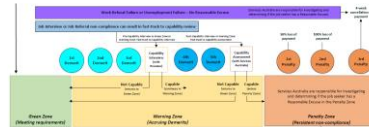
- Transition to Work (TtW)
- New Business Assistance with New Enterprise Incentive Scheme (NEIS)
- Career Transition Assistance (CTA)
- ParentsNext
- Community Development Program (CDP)
- Adult Migrant English Program (AMEP)
- Skills for Education and Employment (SEE)
- Disability Employment Services (DES)

# Referral and Assessment

- New Job Seeker Assessment Framework
- Job Seeker Classification Instrument



# Job seeker activation



- Mutual Obligation Requirements
- Points Based Activation System
- Targeted Compliance Framework

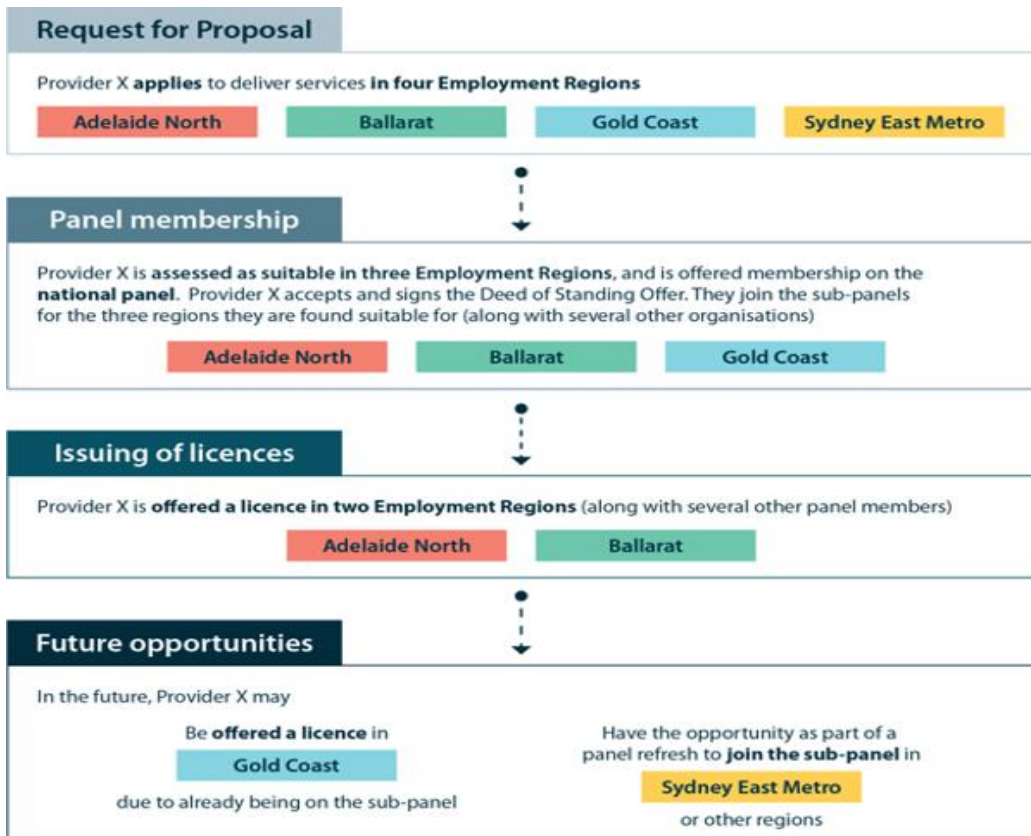


# New employment services panel and licensing system

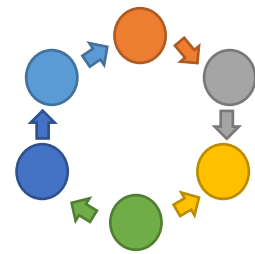
- Single national panel covering Australia
- Sub-panels in each Employment Region
- Initial allocation and issuance of licences
- Licence arrangements and number of available licences

# New employment services model licensing system

- Employment Region business share and tolerance
- Maximum national business share
- Licence Reviews
- Revoking a licence



# Quality Assurance Framework



An updated Quality Assurance Framework (QAF) will be introduced in conjunction with the commencement of the new employment services on 1 July 2022.

Under the updated QAF, a demonstrated capacity to achieve and maintain certification will be a prerequisite for the issuance of a licence to deliver Enhanced Services.

# Capacity Building Fund

- \$5 million over 4 years
- available to small organisations that are offered a licence to deliver Enhanced Services
- covers some of the costs with obtaining the required accreditation and certification

# Employability Skills Training

## Employability Skills Training

Enhances work readiness through:

- Training Block 1
- Training Block 2

## Placement Management Services

Will manage PaTH Internship placements

# Employability Skills Training

- Service Requirements
- Key Performance Indicators
  - Effectiveness
  - Engagement/Efficiency
  - Satisfaction and Service Quality
- Eligibility
- Payments
- Placement Management Services

## Employability Skills Training

- EST Payments
- Placement Management Services
  - Objective
    - to enable young Participants in Digital Services to experience work trials
    - to manage PaTH Internship or NWEF placements for Participants who source their own placements.
  - Key Features
    - provided to job seekers in Digital Services, aged 17–24 years who have
      - completed EST Training Blocks
      - wish to undertake a PaTH Internship.



# Career Transition Assistance

## Career Transition Assistance

- Highly personal, wrap-around, localised service
- Eligible job seekers will be able to volunteer to participate
- Delivered face-to-face by a facilitator
- Support for eligible job seekers to increase confidence and motivation
- Facilitate direct engagement with local employers.



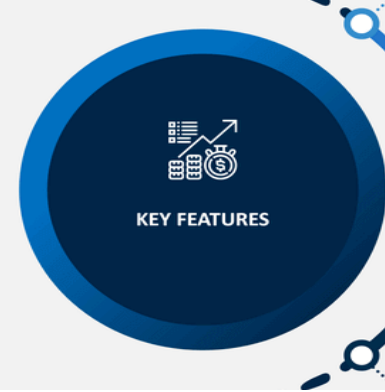
# Career Transition Assistance

- Supports participants to:
  - increase skills and confidence
  - better tailor job applications
  - develop ICT skills
  - increase employability.
- Key performance indicators
- Payments



# Request for Proposal

- Release in September 2021
- Includes:
  - Enhanced Services
  - Specialist Providers
  - Employability Skills Training
  - Career Transition Assistance



# Probity



The department is committed to conducting a fair, honest and transparent process.



The department has appointed an independent external Probity Adviser.



Our processes are **fair, honest and transparent.**

# Request for Proposal – Lodging a Response

- Conditions for participation
- Minimum content and format
- Employment Regions
- Coverage
- Evaluation criteria
- Indigenous Procurement Policy
- Referees

# Evaluation of Responses

Staged approach to evaluation:

- Stage 1 – Initial screening
- Stage 2 – Assessment of responses against selection criteria
- Stage 3 – Financial viability assessment
- Stage 4 – Value for money assessment
- Stage 5 – Negotiations and final decisions

# Financial viability and other checks

- Financial viability information
- Credentials check
- Department's rights and liabilities
- Offers
- Disclaimer

# Legal and other matters

- Conditions of lodgement
- Contracting with the department
- Legal and policy requirements
- Fraud
- Probity
- Indigenous Procurement Policy
- Sustainable Procurement Guide and sustainability requirements
- Information Management

# Consultation process and additional information

## Consultation process

Refer to the Exposure Draft on:

- AusTender – [tenders.gov.au](https://tenders.gov.au)
- the department's webpage – [dese.gov.au/employment-services-purchasing-information](https://dese.gov.au/employment-services-purchasing-information)

## Frequently Asked Questions

- department's webpage – [dese.gov.au/employment-services-purchasing-information](https://dese.gov.au/employment-services-purchasing-information)

## Feedback to the Exposure Draft

Can be emailed to: [espurchasing@dese.gov.au](mailto:espurchasing@dese.gov.au)

## Future information about the RFP

- Register your interest on AusTender – [tenders.gov.au](https://tenders.gov.au)



# Feedback

The department welcomes feedback on this Exposure Draft.

All feedback or comments should be made by email to the [Employment Services Purchasing Hotline](mailto:espurchasing@dese.gov.au) ([espurchasing@dese.gov.au](mailto:espurchasing@dese.gov.au)).

## Questions?

- Please contact the Employment Service Purchasing Hotline via:
- Email: [espurchasing@dese.gov.au](mailto:espurchasing@dese.gov.au)  
Phone: 1300 733 514

