

## Workforce Australia

### Information for providers

Workforce Australia is helping Australians find and keep a job, change jobs or create their own job. It connects businesses with potential employees and includes a network of providers to deliver individualised case management.

Workforce Australia delivers employment services based on individual needs – Workforce Australia Online for job-ready individuals who can manage their own employment pathways, with individuals that need, or would like, additional support connected to providers delivering individualised case management.

### Workforce Australia Employment Services Provider

High-quality provider servicing is crucial to the success of Workforce Australia Services. Licensed Employment Services Providers are delivering services to individuals who are long-term unemployed or at risk of becoming so.

Providers will guide individuals to manage their participation in Workforce Australia Services, including helping them to understand how to use the Points Based Activation System (PBAS), and supporting them to meet their mutual obligation requirements.

Providers support individuals into work through:

- career guidance, mentoring and vocational training
- work experience, job placements, work-related licensing, relocation assistance and post-placement support
- support to access the online platform to manage mutual obligations and look for jobs
- career transition assistance for those 45 and over to help improve digital literacy and build confidence and skills
- training to explore career options, build job search and workplace skills
- services to help young people aged 15 to 24 into work or education
- support to start and run a small business.

Providers are focusing their time and efforts on individuals who need more help, with the aim of reducing long-term unemployment.

Providers need to demonstrate they can effectively support individuals with more complex needs into employment through quality relationships with local businesses and strong links with local community services.

### Provider payment structure

Employment outcomes are a core objective of Workforce Australia.

Providers are delivering personalised and intensive services through a payment structure which recognises caseloads are smaller and includes more disadvantaged individuals.



The supporting payments include:

- up-front payments to provide early support.
- progress payments to recognise the investments made to get individuals job-ready, including efforts to reduce or remove non-vocational barriers.
- a partial 26-week outcome payment to recognise the more disadvantaged caseload and support job placements in industries such as the aged care sector, which has a high rate of part-time work.
- a Very Long-Term Unemployment (VLTU) Bonus to be automatically paid alongside any 12-week or 26-week outcomes when the individual has been unemployed for more than 2 years.

The provider payment structure has been tested in the New Employment Services Trial. Based on learnings, stakeholder consultation and independent financial viability analysis, some adjustments have been made to the payment model to support the delivery of intensive case management through lower provider caseload ratios.

The payment structure achieves a balance in incentives to support the longer term and sustained investment required to achieve outcomes for hard to place individuals.

## Employment Fund

Workforce Australia Employment Services Providers have access to an Employment Fund that they can use to support individuals to prepare for work, based on their needs. Relocation Assistance that supports individuals who need to move to take up a new job will be immediately available for all individuals through the Employment Fund.

## Wage subsidies

Workforce Australia Employment Services Providers can administer wage subsidies of up to a maximum of \$10,000 to support individuals into secure, ongoing employment. The Workforce Australia Services Wage Subsidy includes additional flexibility to allow providers to meet business and individual needs through negotiating the specific wage subsidy arrangements, including the length of the wage subsidy agreement, the average hours worked per week and the total amount of the wage subsidy. The Youth Bonus Wage Subsidy will continue to be available for businesses employing eligible individuals aged 15-24 years.

For more information on provider payments, Employment Fund and wage subsidies, see the [Workforce Australia Employment Services Provider - Payments](#).

## The licensing system

The licensing system will drive quality outcomes, simplify providers' entry and exit to the market, and cut red tape across the procurement process.

A national panel of providers for the delivery of Workforce Australia Services has been established to deliver employment services to individuals who need additional support across all employment regions. Specialist providers will support individuals from diverse cohorts.

New providers will get support through the establishment of a \$5 million capacity-building fund. The fund assists eligible providers to achieve certification and requirements for cybersecurity, quality and governance.

## Rewarding high quality services

Licences will be issued for an initial 3 years, with high performing providers receiving early and regular licence extensions, while poor performers may not have their licences renewed. If a new licence is later added to a region, or an existing provider exits, a new provider will be chosen from the panel.

The Workforce Australia Employment Services Provider Performance Framework assesses performance holistically, requiring providers to demonstrate performance against all of the following performance criteria in order to continue to operate:

- Success at moving participants into sustained employment
- Success at progressing participants towards employment
- Success at delivering high quality services to both participants and employers
- Compliance with Deed requirements

The new framework includes an explicit focus on quality of service. It does this using a range of qualitative and quantitative assessments including measures based on a wide scale survey of participants ensuring that the provider performance rating is directly impacted by participant views.

## Complementary Programs

Eligible individuals also have access to a range of complementary programs including:

- Employability Skills Training helps individuals of all ages to explore career options, build employability skills, and improve digital skills and job search skills
- Career Transition Assistance helps mature age individuals aged 45 years and over, improve their digital literacy, and build their confidence and skills to become more competitive in their local labour market
- Self-Employment Assistance helps individuals who want help to start or run a small business
- Transition to Work helps young people aged 15-24 years into work (including apprenticeships and traineeships) or education (see the Transition to Work factsheet)
- The Entrepreneurship Facilitator Program promotes self-employment through networking events and workshops and have strong links to the local small business ecosystem.

## More information

Visit [Workforce Australia](#) for more information.