



Australian Government
Department of Education,
Skills and Employment

New Employment Services Model

Plenary address for National CEO Forum

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OFFICIAL



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.

Procurement phase of new model and probity



The department is committed to conducting a fair and transparent process



The department has created a NESM Probity Plan



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

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**

What this means for our stakeholders?

Employers



Better sourcing of job seekers who meet employers' skill and job needs.

Reduced administration and red tape to simplify and accelerate the recruitment process.

Job seekers



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

A new flexible activation framework to improve the effectiveness of mutual obligations and increase personal responsibility.

Providers



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

Reduced caseload due to job ready job seekers using Digital Services.

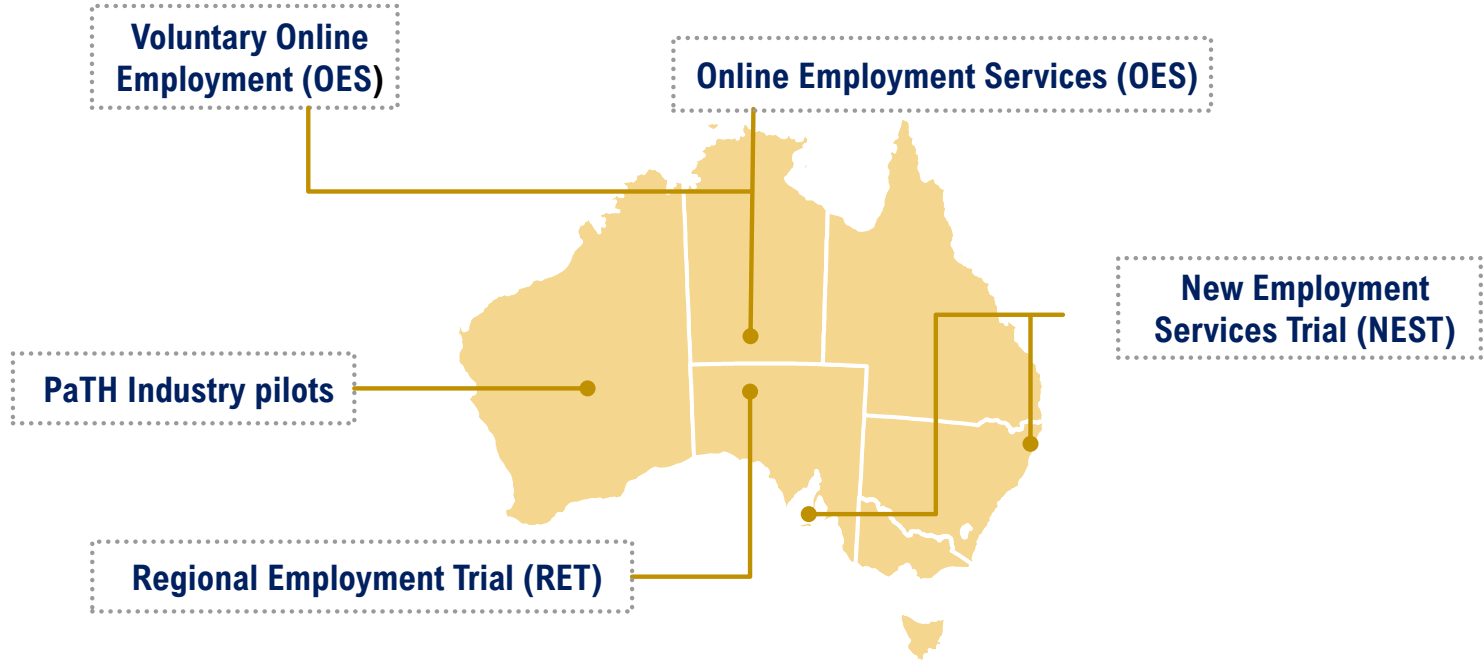
Government



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

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

Testing and trialing key elements



Service levels



Digital Services

for job-ready job seekers

- Additional supports based on need and eligibility.
- Safeguards so no one gets left behind.
- Strong Mutual Obligation requirements.
- If no work or training after 12 months, job seekers move to Enhanced Services.



Enhanced Services

for disadvantaged and long-term unemployed

- Provider licensing system and performance framework.
- New payment model supporting intensive case management.
- Wage subsidies and access to Employment Fund.
- Strong Mutual Obligation requirements.
- Strengthening skills in Work for the Dole.

New job seeker assessment framework



Initial Assessment of Service

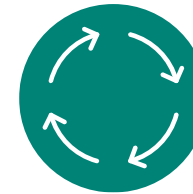
Level of service includes:

- Updated Job Seeker Classification Instrument
- Digital assessment
- New questions over time



Online self-assessment tools

- Skills
- Motivation



Continuous analysis of job seeker experience

- Capability will mature over time

Flexible Activation Framework



Points based activation system

Greater choice and flexibility about meeting obligations



Job search required

Other activities include:

- ✓ work experience
- ✓ addressing non-vocational barriers
- ✓ addressing vocational barriers

Early PBAS feedback from providers:

- finding it positive
- supporting more positive engagement, giving job seekers more confidence
- training material and guidelines comprehensive and easy to access.

Mandatory requirements



Digital Services job seekers have a mandatory requirement at **four months** if:

- not in work or study – default is Employability Skills Training
- working or studying but not meeting their MO – default is an Online Learning Module.



Job seekers exiting online services at 12 months have a mandatory requirement within three months in Enhanced Services.

- Work for the Dole is the default if not engaged in work, study, training or work experience.



Enhanced Services job seekers have a mandatory requirement at **six months** if:

- not engaged in activities and progressing towards employment.
- The requirement is two-months and up to 25 hours per week - default is Work for the Dole.

Activities



Eligible Digital Services job seekers will have access to a range of supports:

- Online tools and Online Learning Modules
- Individual Career Coaching Sessions
- Employability Skills Training (EST), expanded to all age groups
- Career Transition Assistance for mature aged job seekers
- Youth Jobs PaTH internships, delivered through EST providers and Workforce Specialists



Enhanced Services job seekers 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

New provider payment structure



The model contains payments that do not exist under jobactive

1

Upfront engagement payment to support early investment in assisting job seekers to achieve sustainable employment outcomes

2

Outcome payments (dependent on partial or full outcome and JSCI score) for achieving employment outcomes for job seekers

3

Very long-term unemployment bonus to encourage employment outcomes for the most disadvantaged job seekers

4

Progress payments to recognise interventions that support progress towards employment

Employment Fund, wage subsidies and Relocation Assistance

Payment type	Available in Digital Services?	Available in Enhanced Services?	Features
Employment Fund	Yes Core items	Yes Full range of support available	<ul style="list-style-type: none">Streamlined and automatedTargeted to those who need it the most
Wage Subsidies	No	Yes For most, six months after commencement in Enhanced Services	<ul style="list-style-type: none">Targeted to those who need the most supportSimplified, reduces red tape
Relocation Assistance	Yes	Yes	<ul style="list-style-type: none">Streamlined, reduces red tape, more flexible

New provider licensing system



A procurement panel of employment services providers



Two types of licences:

1. Generalist licence
2. Cohort specialist licence



The number of licences will be limited in each region to ensure market viability



Licence renewal and extensions based on performance

Workforce Specialists and support to meet industry workforce needs



Workforce Specialists will deliver strategic projects with major employment opportunities for digital and Enhanced Services job seekers.



Workforce Specialists will actively target priority industries and occupations facing labour shortages in Australia (e.g. aged care).



A Workforce Connections Plan will identify key priority industries and occupations.



Funding of \$12.5 million per year for projects to meet the workforce needs of identified key industries and large employers, helping them connect to suitable job seekers.



Additional funding to support the closure of large employers or industries; it includes early access to employment services, local Employment Facilitators and tailored Jobs Fairs.

Supporting Youth in the New Employment Services Model



From 1 July 2022, Transition to Work will be **expanded in the new model** to operate as Government's employment service for young people who need services from a provider.



Also **investing \$7.5 million** over four years to continue the Youth Advisory Sessions (YAS) for young job seekers in Digital Services from 1 July 2022.

Aligning payment commencement arrangements for online-serviced and provider-serviced job seekers



From 1 July 2022, job seekers will be **paid income support from:**

- either the date they agree to their Job Plan, or
- the date they attend an initial appointment with their provider.

Delivery of Self-Employment Services in the New Employment Services Model



The Government will **invest \$504.4 million over four years** to enhance and streamline the delivery of self-employment services from 1 July 2022.

More people will be able to access New Business Assistance with NEIS with 12,000 NEIS places available each financial year.

Entrepreneurship Facilitator services will continue to be delivered in 23 locations around Australia.

Digital Services Contact Centre (DSCC)

The DSCC:

ensures job seekers in Digital Services who are self-managing using the Digital Employment Services Platform can access person-to-person support if needed

provides technical assistance, help with mutual obligation requirements and connection to complementary support

undertakes quality assurance of job seeker activities (e.g. job search efforts)

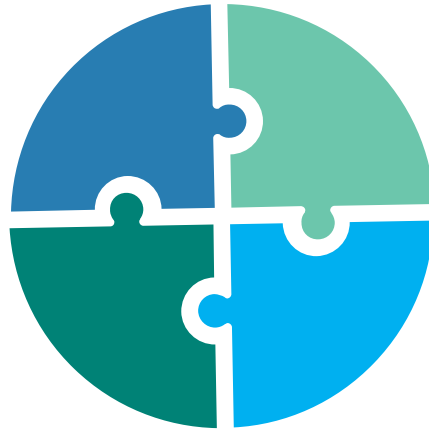
provides a safeguard – job seekers unable to manage in Digital Services can be referred to more suitable service

will complement the tools and support available through the Platform

will continue to be delivered by the Department of Education, Skills and Employment.

Digital Employment Services Platform principles

MODULAR



CONFIGURABLE

DATA DRIVEN



TAILORED



Forward work agenda

Contemporary Online Services for Providers

From 'functional silos' to 'integrated design'

Eliminates duplication

In production mid-2022

Commencing user testing

Progressive development of betas



Accreditation and Security



Collective responsibility to be compliant & minimise reputational & security risks of system



Increased functions = increased risk



Currently, not all have met requirements



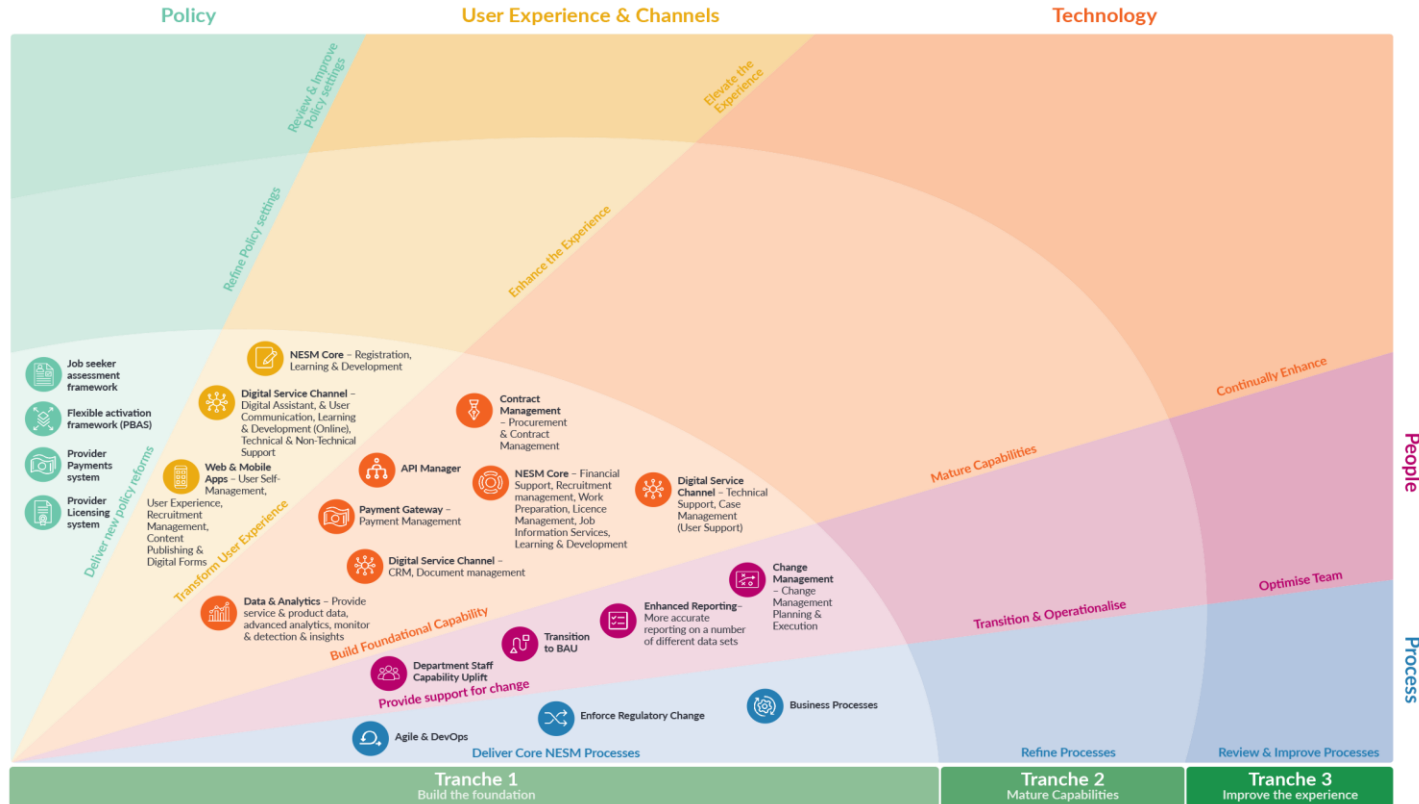
All requirements must be met



Over time, we need to explore further hardening

NESM Delivery 'Tranche 1' is in progress....

How do we co-design future Tranches?



Digitising Ecosystems

DISCONNECTED ROAD SYSTEMS

Before



After

INTEGRATED ROAD SYSTEMS



Before

DISCONNECTED GOVT: PAPER, E-FORMS & MANUAL PROCESSES



After

INTEGRATED GOVT: A "SYSTEM OF SYSTEMS"



Any questions?

