

Advisory Panel on Employment Services Administration and Accountability

Terms of Reference

The Advisory Panel on Employment Services Administration and Accountability (APESAA) will investigate and report on areas of unnecessary administration associated with employment services models.

APESAA will:

- identify existing employment services administrative processes that are considered, from a whole of model perspective as unnecessarily burdensome or complex;
- examine related business processes and practices of employment services providers to identify their potential systemic contribution to administrative burden and streamlining;
- examine related business processes and practices of the employment services models to identify unnecessarily burdensome or complex arrangements from the job seeker and stakeholder perspective;
- identify a cost neutral forward agenda comprising practical actions to streamline administration in the employment services models; and
- provide advice on appropriate mechanisms for the future assessment and measurement of administration and accountability processes in the employment services model.

Background:

The key question for consideration is what aspects of administration associated with employment services are unnecessary, and as a result create a burden on employment services providers in delivering services to job seekers.

Following from the consultation process for employment services in 2012, unnecessary administration was a common theme arising from submissions. In general terms, submissions raised non-specific administration issues or solutions, or simply identified administration burden as being too heavy.

APESAA should take into account the fact that the impact of administration on employment service providers is not exclusive of individual organisations' business structures and practices. Administration that is 'burdensome' for one employment services provider may be a cornerstone of operations for another while recognising the inherent flexibility of the employment services model. This flexibility enables employment services providers to tailor the delivery of their services to the individual needs of job seekers.

APESAA should also consider the level of accountability necessary to ensure public monies are spent for their intended purpose, and deliver value-for-money to the Government. The challenge will be to maintain a reasonable level of accountability which does not impose an unrealistic or overly burdensome compliance regime.