



New Employment Services Model 2022 Purchasing Arrangements

Exposure Draft Presentation talking points

Slide 1: New Employment Services Model 2022 Purchasing Arrangements Exposure Draft presentation

Slide 2: Acknowledgement of Country

Welcome to this presentation on the Department of Education, Skills and Employment's (will be referred to as the department from here on) Exposure Draft of the new employment services model purchasing arrangements.

I would like to respectfully acknowledge the traditional owners and custodians of the lands on which we meet today, and pay respect to their elders, past, present and emerging. I would like to extend that respect to other Aboriginal and Torres Strait Islander peoples who are viewing this presentation.

Slide 3: About the Exposure Draft

The Exposure Draft has been produced for the information of stakeholders and potential Respondents to allow them the opportunity to provide feedback to the department to inform the final Request for Proposal (or RFP) for the new employment services model.

It provides information on the key improvements in the new model for job seekers, employers and providers, including detail on Enhanced Services, Employability Skills Training and Placement Management Services, and Career Transition Assistance. These services will be procured through the new employment services RFP scheduled for release in September 2021.

The department will conduct industry briefings for this Exposure Draft in the form of recorded and live webinars. There will be 2 live webinars, the first on 22 June and the second on 25 June 2021.

Details of the webinar sessions are available through the [Employment Services Purchasing Information](#) website and in the Exposure Draft.

The department welcomes feedback on this Exposure Draft. All feedback and comments must be made by email to the Employment Services Purchasing Hotline by the closing date and time as specified in the Exposure Draft. The email address for the Hotline is in the Exposure Draft and at the end of this presentation.

Please note that this presentation is designed to highlight elements of the Exposure Draft, but will not provide detailed information about the content of the document.

The department strongly recommends you read the Exposure Draft prior to participating in an industry briefing.

Slide 4: Overview

This presentation covers:

- The proposed new employment services model, including the services to be tendered.
- The purchasing arrangements to support the procurement of these services, including licencing, payments and key dates.
- The consultation process and communication protocol.
- Feedback and next steps.

Slide 5: The vision

Based on the reforms announced in 2019 and the Expert Advisory panel's 'I Want to Work' report, a New Employment Services Model vision was created.

The Government's vision is that the new model will be a simple, efficient, trusted and connected service that:

- provides employers with candidates that have the skills they need
- supports eligible job seekers to find sustainable employment through digital or Provider-led services
- focuses Providers on supporting high need job seekers, reducing the risk of these job seekers becoming or remaining long-term unemployed
- ensures resources are efficiently directed to those requiring the most assistance.

Targeting support to where it is most needed will support government priorities in Closing the Gap, disability and mental health.

Slide 6: Key Features

The Government is undertaking the largest reform to employment services since 1998.

The new model will offer increasing investment to job seekers who are most in need through enhanced services delivered by employment services providers.

Job ready job seekers will be able to self-manage their journey back to employment through Digital Services, supported by the department's Digital Services Contact Centre (DSCC).

Slide 7: Enhanced Services

Enhanced Services will involve upfront, early investment in an intensive individually tailored case management service for job seekers assessed as being at risk of becoming long-term unemployed and having vocational or non-vocational barriers to work.

Enhanced Services will be available for job seekers who are assessed as being at greater risk of becoming long-term unemployed.

Providers will offer these job seekers a tailored, intensive, individual case management service, and will support them to access activities and complementary programs that address their barriers and help them move them into work.

In Enhanced Services, job seekers will have access to:

- in person face to face servicing, training, post-placement support and, where required, referral to other social services
- flexible and innovative service delivery to maximise accessibility and ensure support is appropriate to their individual circumstances
- Work for the Dole activities that will incorporate the gaining of core competencies and other, lower complexity qualifications
- work experience opportunities, through Youth Jobs PaTH Internships and the National Work Experience Program
- support through the Employment Fund to assist job seekers to access support, including training, relocation assistance and wage subsidies.

The Enhanced Services provider payment model recognises that providers will be servicing the most disadvantaged job seekers. The model includes Upfront Payments, Progress Payments, Outcome Payments and Very Long-Term Unemployment Bonuses.

Slide 8: Enhanced Services Activities

- The new model will have a range of activities to support or assist job seekers into sustainable employment.
- Job seekers in Enhanced Services will also have access to the online supports offered in Digital Services in the new model, while also being able to access more tailored assistance based on their individual needs and eligibility.
- Job seekers will have access to:
 - Online Learning Modules - aimed at improving job search or core vocational skills through industry tailored training.
 - Career Transition Assistance - an 8-week course consisting of skills assessments, exploration of suitable occupations, resilience strategies and digital skills to help

mature age job seekers, aged 45 and over, build their confidence and skills to be more competitive in their local labour market.

- Youth Jobs PaTH internships – to provide on the job experience and opportunities for job seekers to show their skills to employers, for job seekers aged 17 to 24 years of age. Employability Skills Training and Career Transition Advice providers are able to place job seekers into PaTH internships.
- Enhanced Services participant activities include:
 - National Work Experience Program – to provide real life work experience placements that help job seekers gain experience and confidence. It will be available to job seekers in Enhanced Services (or other provider services), aged 25 and over, who are in receipt of income support and have mutual obligations.
 - Work for the Dole – as you know, this helps job seekers gain skills, experience and confidence to move towards employment. Work for the Dole activities are usually hosted by not-for-profit organisations or charities. Work for the Dole will be strengthened to incorporate acquisition of core competencies and lower complexity qualifications. It will be available to job seekers aged 18 years and over, and is the default activation for job seekers in Enhanced Services who have not been intensively engaged in services and are not progressing towards employment.
- There will be strong links to skills and training opportunities through the digital service, as well as the other programs such as New Business Assistance with NEIS, Skills for Education and Employment and Adult Migrant English Program. The range of links to other programs and supports will increase over time to make it easier for job seekers and providers to connect to activities that will support their individual job pathway.

Slide 9: Specialist Provider Services

Specialist Enhanced Service Providers will be licensed in some locations for their specific expertise in tailoring Enhanced Services to provide personalised support to some job seeker cohorts such as:

- Indigenous
- culturally and linguistically diverse (CALD)
- refugees
- ex-offenders.

The department may expand the types of cohorts to be serviced via Specialist licences in the future to respond to changes to the labour market or other government priorities.

Specialist Enhanced Services will operate under the same program and payment settings as other Enhanced Services, with the key difference being those Providers licensed to deliver Specialist Enhanced Services will only work with job seekers from their target cohort.

In many locations, a Specialist Provider may not be present therefore all Enhanced Services Providers will be required to develop effective servicing strategies to respond to the various needs of the job seekers in their local areas.

Where there is a Specialist Provider, eligible job seekers in Enhanced Services will be referred to the cohort Specialist Provider, subject to market share and tolerance, unless they choose to be referred to a Generalist Provider.

Respondents will be able to bid to deliver Specialist and/or Enhanced Services in only part of an Employment Region.

Respondents to the final RFP should note that the number and type of Specialist licences is subject to change as part of the RFP process.

The department also reserves the right to add other job seeker cohorts, over the life of the new employment services model.

Slide 10: Provider Payments

The Provider Payments model contains 4 key payment types:

1. Upfront payments
2. Progress payments
3. Employment Outcome Payments
4. Very Long-Term Unemployment Bonus

An Engagement Payment of \$1200 is payable for new job seekers commencing in employment services with an Enhanced Services Provider.

A Transfer Payment of \$600 will be paid for job seekers currently in jobactive or New Employment Services Trial Enhanced Services who transition to Enhanced Services under the new model.

A Transfer Payment of \$600 is also paid when a job seeker commences with a new Enhanced Services Provider following a transfer or a change in market share (i.e. a new organisation gaining a licence).

Progress Payments are payable for demonstrable improvement in a job seeker's employment prospects through the provision of intensive, tailored services. Providers may claim progress payments of \$750 (where eligible) every 24 months for job seekers on their caseload.

Employment Outcome Payments are a financial incentive for moving job seekers into employment and are payable upon a job seeker's achievement of 4, 12 and 26 weeks in employment. The rate of payment is determined by whether it is a Full or Partial Outcome, and by the job seeker's risk of becoming long-term unemployed.

The Very Long-Term Unemployment Bonus is payable when a job seeker with more than 24 months period of unemployment at the time of job placement achieves a 12 or 26 week Employment Outcome. This is automatically paid on top of the Employment Outcome Payment.

Partial 26 week employment outcomes will also be introduced to support job placements in industries which have a high prevalence of part-time work and to support the most disadvantaged job seekers who may not be able to achieve a complete reduction in income support.

Slide 11: Employment Fund

The Employment Fund is a pool of funds that can be used by Enhanced Services Providers to support job seekers to build experience, develop skills and prepare for work.

Employment Fund credits can be used by Providers to access a wide range of support including training, wage subsidies and relocation assistance.

The flexibility of the Employment Fund enables assistance to be targeted to individual job seeker circumstances, employer requirements and changing labour market conditions in their local regions.

A one-off credit of \$1,600 will be made to the Employment Fund when a new job seeker commences in Enhanced Services.

These credits are not quarantined to any one job seeker but can be used flexibly to provide services to any job seeker being serviced by the same Provider.

Any unused Employment Fund credits cannot be retained by the Provider.

Providers can claim reimbursement for payments that genuinely support employers and assist job seekers to achieve the goal of employment. Employment Fund purchases must be in accordance with the Guidelines, provide value for money, comply with any laws that may apply, withstand public scrutiny and not bring the Government into disrepute.

Job seekers in Digital Services will attract a limited amount of Employment Fund credits from the notional funding pool, allocated after two months in Digital Services, however job seekers in Digital Services will be eligible to access the Employment Fund immediately on commencement in Digital Services.

Slide 12: Employment Fund

Providers can claim reimbursement for payments that genuinely support employers and assist job seekers to achieve the goal of employment.

Wage Subsidies are available through the Employment Fund. After the job seeker has been in Enhanced Services for 6 months wages subsidies of up to \$10,000 are available to support disadvantaged job seekers, including, people who are mature aged, long-term unemployed, parents, and youth (25-30 years).

- Indigenous job seekers (in Enhanced Services), and job seekers who have been in Digital Services for 12 months or more who have moved to Enhanced Services, will have immediate access to the wage subsidy on commencement in Enhanced Services.
- Enhanced Services Providers and employers will negotiate a maximum amount of \$10,000, and average weekly hours (minimum of 15 hours), as well as the duration of the wage subsidy (between 6 and 26 weeks), and payment amounts and schedules.

Relocation Assistance will continue to be available through the Employment Fund, with some changes to the Guidelines that are currently in place.

Enhanced Services Providers can offer Relocation Assistance based on the individual needs of the job seeker, including making upfront payments directly ahead of the person's move.

There will be no need to enter into a Relocation Agreement and no minimum requirements regarding hours worked or duration of the placement.

Slide 13: Digital Services

Digital Services will be available to all Australians with a core service that includes résumé tools, online learning modules, professional career guidance, a Jobs Board with skills matching, links to training and other programs and support from the DSCC.

Job seekers on income support who are assessed as more capable of self-managing their search for work and moving into employment more quickly will enter Digital Services. These job seekers will primarily self-manage online via Digital Services and will not have a dedicated employment services provider.

The digital platform will provide a range of multifaceted support based on individual job seeker characteristics, needs and eligibility, including:

- Career coaching - to assist eligible participants to find work independently by providing them with professional career guidance services to improve their competitiveness in the jobs market.
- Employability Skills Training (EST) - to be expanded so job seekers accessing Digital Services can explore career options, build employability skills, digital literacy and hone job search skills.
- Online Learning Modules - aimed at improving job search or core vocational skills such as industry tailored training.
- Career Transition Assistance (CTA) - an eight-week course consisting of skills assessments, exploration of suitable occupations, resilience strategies and digital skills to help mature age job seekers, aged 45 and over, build their confidence and skills to be more competitive in their local labour market.
- Youth Jobs PaTH internships - to provide on the job experience and opportunities for job seekers to show their skills to employers, for job seekers aged 17 to 24 years of age. EST and CTA providers are able to place job seekers into PaTH internships.
- a dedicated Digital Services Contact Centre (DSCC) to support job seekers to successfully engage with Digital Services
- a streamlined Employment Fund that will progressively increase automation, reduce red-tape, and offers relocation assistance for job ready job seekers in Digital Services.

A suite of safeguards will ensure Digital Services remain appropriate for the individual, and will include periodic reviews, the ability for job seekers to transfer to an Enhanced Services Provider at any time, and person-to-person support from the DSCC.

Employers will also be able to use the Digital Employment Services Platform to access a large pool of job seekers, with the ability to filter and search for candidates at no cost to the employer, and resources and information to assist with hiring job seekers and workforce planning.

Slide 14: Complementary Programs and other services

Complementary programs and services will operate under the new model.

These programs will complement Enhanced Services by providing a wider range of pathways to employment.

A separate consultation paper outlining proposed changes to the youth specialist Transition to Work (TtW) service was released on 8 June and is available on the department's website. Submissions close at 5.00 pm 23 June 2021.

The purchasing process for TtW will be through a separate Request for Tender, which will be released concurrently with the Request for Proposal for the services outlined in this Exposure Draft.

While the new employment services model will also include New Business Assistance with NEIS and Entrepreneurship Facilitators, as well as Workforce Specialists, purchasing of these services will be conducted separately later in 2021 and early 2022.

Slide 15: Referral and Assessment

A new Job Seeker Assessment Framework (JSAF) will ensure job seekers receive the services most appropriate for them.

The Framework will be an ongoing dynamic, support job seeker disclosure and engagement, minimise reporting duplication for job seekers, and use analytics to personalise interventions and support.

The Job Seeker Classification Instrument will remain at the core of the initial assessment under the framework.

The initial assessment will sit in the New Employment Services Gateway supported by Services Australia for job seekers claiming income support to assist with referring job seekers to an appropriate service.

The initial assessment will review a job seeker's suitability for Digital Services or Enhanced Services and identify those that may be better serviced in complementary programs such as Transition to Work.

The most job-ready job seekers who can self-manage will be referred to Digital Services.

Slide 16: Job seeker activation

The new employment services model job seeker activation framework will ensure job seekers have choice and flexibility around the way they manage and meet their mutual obligation requirements in return for their income support.

Job seekers will still be accountable for meeting their mutual obligations requirements under the job seeker activation framework.

A Points Based Activation System, known as the PBAS, will support job seekers to take personal responsibility for managing their mutual obligation requirements and their pathway to employment.

The PBAS requires job seekers, in both Digital and Enhanced Services, to achieve a certain number of points per reporting period, known as their Points Target, to meet their mutual obligation requirements.

Job seekers will be able to meet their Points Target through a choice of job search-related tasks and activities such as job search, study and training, with more points for intensive activities.

Quality job search remains a core requirement for all job seekers. Job seekers will have a minimum number of job searches to meet each reporting period as part of the Points Target.

The Targeted Compliance Framework, known as the TCF, operates currently and will remain in place under the new model.

The TCF helps job seekers to understand, meet and track their mutual obligation requirements.

It is comprised of three zones: the Green Zone, the Warning Zone and the Penalty Zone. Job seekers start in the Green Zone and as long as they meet all their mutual obligation requirements, they will remain in this zone.

If they fail to meet their mutual obligation requirements, they will progress to the Warning Zone or Penalty Zone.

The TCF encourages job seekers to engage with their Providers, take greater personal responsibility for managing and meeting their mutual obligation requirements, and actively look for work.

Slide 17: New employment services panel and licensing system

In conjunction with the new employment services model, the department will be introducing a licensing system for providers in employment services.

In October 2020, the department conducted a public consultation process seeking stakeholder feedback on the proposal to introduce a licensing system in employment services (the new system). The new system is based on key recommendations from the Employment Services Expert Advisory Panel's report released in December 2018.

The department is committed to working with successful Respondents to deliver a simple, efficient, trusted and connected service that delivers the best outcomes for job seekers and employers.

The provider licensing system will help reduce procurement administration, and red tape and make it easier for new organisations to enter the provider market and for low performing providers to be exited from the market.

A national panel of organisations will be established through the RFP.

Respondents to the RFP will be assessed and, if found suitable in one or more Employment Regions, will be appointed to a national panel of Service Providers through a Deed of Standing Offer.

The national panel will be for an initial 6 years to allow sufficient time for the market to mature, and for a licence review and extension process. The national panel may be extended for up to a further four years at the department's discretion.

Sub-panels will sit under the national panel and align to each Employment Region.

The sub-panels will be used to help identify which Panel Members are assessed as suitable to deliver Enhanced Services in each Employment Region, which will allow the department to readily address unmet demands or gaps in services. A Panel Member could be on multiple sub-panels.

Some Panel Members, through the RFP process, will immediately be offered contractual licences to deliver Enhanced or Specialist Enhanced Services.

Licences will be issued for an initial 3 years and be specified in a schedule under the Deed. Licences will detail the locations within an Employment Region that the Provider is licensed to deliver the specified service(s) and the business share allocated to each licence.

The department will limit the number of licences issued in each Employment Region to ensure reasonable market stability. However, additional licences may be added at any time at the department's discretion, including short-term licences. The indicative number and location of licences is available in Appendix C of the Exposure Draft.

Panel Members that are not initially offered a licence may be offered one at a later point. Issuing of a licence is not guaranteed for all or any part of the duration of the panel.

In all instances, the issuing of a licence will be informed by labour market conditions, unmet service demand, and obtain an optimal value for money outcome.

Slide 18: New Employment Services Model licensing system

Licences will be for a certain portion of the available business (business share) within each Employment Region. The department anticipates setting business share tolerance bandwidths of within 30 per cent to limit instances of Providers being prevented from receiving referrals of job seekers once they reach their business share.

The department is proposing a maximum cap, in the order of 10 per cent, on the total national business share for any single Provider. The cap will be subject to an upper tolerance and will be weighed against the need for high quality Providers and for coverage in regional areas.

The department will undertake annual licence reviews for each licence a Provider holds.

Through the annual Licence Review process, consistently high performing Providers will be rewarded through licence extensions of generally one year but up to 2 years for Providers moving to a higher performance category, whereas poor performing Providers will be exited from the market at the end of their licence period.

The first Licence Review will be conducted based on performance data as at the end of September 2023, to allow enough time for sufficient performance data to be captured.

From July 2024 onwards, the second and subsequent Licence Reviews will be conducted annually based on performance data as at the end of June in each year.

Providers will receive regular performance information to ensure that they are aware of their performance category and the likely outcome of the annual Licence Review.

The department reserves the right to revoke a licence for serious non-compliance.

Detailed information on the Panel and Licensing System is available in Chapter 2 of the Exposure Draft.

Slide 19: Quality Assurance Framework

The department anticipates introducing an updated Quality Assurance Framework (QAF) 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 issuing of an Enhanced Services, Generalist or Specialist Licence.

The QAF certification process will include:

- certification against a Quality Standard approved by the department, for example ISO 9001, the National Standards for Disability Services or the Employment Services Industry Standard
- participation in regular auditing processes including self-assessment, accreditation by third party auditors from a panel appointed by the department and/or trained department officers.

Providers who do not achieve certification against the updated QAF within 9 months of the issuing and commencement of services under a generalist or specialist licence will have their licence revoked.

The QAF is being refined to reflect elements of the new employment services from 2022 onwards. Final documents will be published prior to the issue of the RFP.

Slide 20: Capacity Building Fund

A Capacity Building Fund of \$5 million, over 4 years, will be established to support greater diversity in the Provider market and assist new market entrants to prepare for and establish themselves under the new model.

Eligibility is limited to small organisations that:

- are offered a licence to deliver Enhanced Services

and

- do not already have, or have not been required to have, the necessary accreditation and certification, including through any related entity, in delivering employment services or comparable services.

Eligibility is limited to small organisations that have not previously been contracted to deliver employment services requiring comparable cybersecurity, quality and governance accreditation requirements and will be available as a reimbursement.

Slide 21: Employability Skills Training

Employability Skills Training (will be referred to as EST from here on) assists job seekers to enhance their employability and work readiness through two different blocks of targeted training.

EST is available to eligible job seekers of all ages including Digital Services, Enhanced Services, Disability Employment Services and Transition to Work, to enhance their employability through training and work experience to improve their chances of finding and keeping a job.

EST will equip job seekers to:

- understand and meet the expectations that employers have of job applicants
- build employability skills
- explore career options
- build digital literacy skills
- hone job search, job application and interview skills
- identify and pursue employment opportunities in their local labour market.

EST Providers will:

- source and manage PaTH Internship placements for young Digital Participants to undertake at the conclusion of Training Block 2 specialist courses
- manage placements for young Digital Participants who have sourced their own placement and require assistance to establish and support them throughout their PaTH Internship or National Work Experience Program placements.

Slide 22: Employability Skills Training

Organisations wishing to deliver Employability Skills Training will need to demonstrate:

- they have a range of linkages with industries and employers
- the capacity to develop training courses
- either be a Registered Training Organisation (RTO) or have capacity to partner with an RTO.

See Section 2.6 for more information on the requirements to become an EST provider.

The following key performance indicators (KPIs) are proposed to measure EST Provider performance in delivering EST.

- KPI 1 Effectiveness—this indicator will focus on the effectiveness of the training. It will consider the extent that the EST Provider has developed and drawn on industry links with employers who provide employment, PaTH Internships or other work experience opportunities to job seekers.
- KPI 2 Engagement/Efficiency—this indicator will focus on the number of job seekers who successfully complete each training block delivered by the EST Provider. EST Providers will be expected to ensure job seekers remain engaged for the duration of each training block.
- KPI 3 Satisfaction and Service Quality—this indicator will cover the EST Provider’s compliance with the EST Deed and will also cover job seeker and other stakeholders’ satisfaction with training delivered by the EST Provider.

See Appendix 2.6.1 for more detail on each of the Indicators.

Digital Participants of all ages are eligible for referral to EST from day one in service.

Digital Participants (not already actively engaged) must participate in an activity after 4 months in Digital Services. EST Training Block 1 will be the default activity if job seekers in Digital Services do not select an alternative activity.

Job seekers in Enhanced Services, TtW or DES are eligible to be referred to EST, however their Provider must pay the cost on a fee for service basis.

Slide 23: Employability Skills Training

The flat fee structure will streamline program settings with other departmental programs and provide a market signal of the department’s expectations for service quality.

Training Block 1: Flat rate of \$1,250 per Participant

Training Block 2: Up to \$1,500 per Participant.

It is the department’s intention that an additional \$250 per young Participant in Digital Services is payable on commencement in a PaTH Internship placement following participation in a Training Block 2 course.

EST providers may provide Placement Management Services to:

- young Participants in Digital Services who complete EST and are matched by their EST Provider with a PaTH Internship placement that is sourced by the EST Provider
- Participants in Digital Services who source their own placements and require assistance with administrative requirements and support through their placement
- Participants in Enhanced Services, TtW or Disability Employment Services who complete EST, and are matched by their EST Provider with a PaTH Internship or National Work Experience Program placement, sourced by the EST Provider.

See Appendices 2.7 and 2.8 for more information on the key features of Placement Management Services.

Placement Management Services include:

- preparing and entering into an Organisation Agreement
- undertaking a Risk Assessment of the job seeker and the placement, by a Competent Person
- ensuring the job seeker and Host Organisation understand their requirements and expectations in the placement
- managing the placement in the department's IT systems
- paying the \$1,000 payment to the Host Organisation for each placement that commences, and seeking reimbursement of this \$1,000 through the department's IT system
- monitoring of placements, including maintaining contact with the Intern and Host Organisation for the duration of the placement to identify any issues, and work with the Host Organisation and/or Intern to resolve them. This includes incident management and reporting.

Slide 24: Career Transition Assistance

Career Transition Assistance (CTA) is available for job seekers aged 45 years and over. Its focus is on helping mature age job seekers become more competitive in their local labour market.

Participation in CTA is voluntary.

There are several overarching abilities, knowledge, working relationships and management skills that organisations delivering CTA services will need to demonstrate, specifically the ability to:

- coach, facilitate and deliver services, both individual support and group workshops, in a style that is appropriate to the mature age cohort and their preferred adult-learning styles, with a focus on using peer support as a learning tool
- proactively engage and maintain the interest of mature age participants including those from diverse backgrounds and with differing levels of employment experience
- measure and assess job readiness and the needs of participants at initial referral and completion of services
- work effectively with employers and employment service providers to prepare mature age participants for a new career, work experience, further training or starting their own business.

Successful CTA Providers will have:

- existing productive working relationships with employment service providers in the region, or the capacity to develop these quickly, in order to facilitate referrals to the program

- strong knowledge of the local labour market, including major industries, skills in demand and areas of future growth
- existing linkages to regional development organisations, local employers and industry bodies
- already have developed, or have the capacity to develop and deliver the Services as described in accordance with the Draft Deed
- a strategy to obtain feedback from mature age Participants on the effectiveness of CTA and indicate how that feedback will be used to continuously improve the program.

Work Health and Safety is a fundamental requirement of CTA. Providers must make sure Participants are always safe when participating in CTA.

Job seekers electing to participate in CTA will be able to choose their CTA Provider from those delivering services in the Employment Region. Employment Services Providers will be required to refer job seekers to the CTA Provider chosen by the job seeker.

CTA Providers must be in a position to receive referrals at any time, including self-referrals from Digital Services Participants.

Facilitators must have experience working with mature age people.

CTA focusses on interactions where participants learn from each other while guided by a Facilitator and provides practical assistance.

CTA providers will have strong links to industry and employers in their local regions.

Slide 25: Career Transition Assistance

CTA will provide a highly personal, wrap-around, localised service for mature age job seekers.

Eligible job seekers will be able to volunteer to participate in CTA at any time.

In particular, CTA aims to:

- support participants to increase their confidence in the skills and experience they already have
- help participants to increase their understanding of the opportunities available in their local labour market
- facilitate direct engagement of job seekers with local employers
- support participants to better tailor their job applications
- develop participants' basic ICT skills
- involve participants in preparing a tailored Career Pathway Plan.

The CTA Provider performance will be measured through the following KPIs:

KPI 1 Effectiveness – This KPI measures how effective the Provider is in meeting the objectives of the CTA program, including improving the employability skills of Participants and their movement into employment or other opportunities.

KPI 2 Efficiency and Engagement – This KPI measures whether the services are being delivered efficiently by the Provider, and whether the Provider is maximising Participant engagement and retention.

KPI 3 Satisfaction and Quality – This KPI records the Provider’s compliance with the Deed, Guidelines and their Service Guarantee.

CTA Providers will be paid a flat fee of \$1,800 per Participant—\$1,260 paid on commencement and \$540 on completion

Slide 26: Request for Proposal

The Exposure Draft provides a conceptual outline of the RFP content for stakeholder consideration and comment.

The department intends to release the RFP for the procurement of Enhanced Services, Employability Skills Training and Career Transition Assistance in September 2021.

Please note: the information contained in the draft Statement of Requirements in the Exposure Draft is subject to change.

Organisations should not develop a response to the RFP based on the information in this document.

Purchasing arrangements for the New Enterprise Incentive Scheme and Entrepreneurship Facilitators will be announced at a later date.

Slide 27: Probity

The department is committed to conducting a fair, honest and transparent process for the procurement of services for the new model.

The department has appointed Ashurst Law as the external Probity Adviser. The role of the Probity Adviser is to advise the Delegate (Deputy Secretary, Employment and Workforce Group) on the probity and integrity of the procurement processes.

The external probity adviser, in consultation with the department, has developed a Probity Plan that sets out the principles and protocols to be applied consistently in managing probity in relation to the new employment model procurement processes.

The department also has a complaint handling process in place for the new employment services model procurement process. Persons with any concern about the probity or integrity of the procurement process can raise their concerns with the department’s internal legal adviser by referring the matter to internallegaladviser@dese.gov.au.

Where appropriate, the internal legal adviser will refer concerns to the external Probity Adviser for investigation.

The external Probity Adviser will also observe and monitor the evaluation process but will play no role in the decision-making.

Slide 28: Request for Proposal – Lodging a Response

Respondents to the new employment services RFP may elect to lodge a response for one, some or each of the following Services:

- Enhanced Services, Generalist and/or Specialist
- Employability Skills Training
- Career Transition Assistance

Conditions for participation:

- Section 5.1 of the Exposure Draft outlines the conditions for participation. Respondents must meet a number of conditions for inclusion in evaluation.

Minimum content and format requirements:

- Respondents must also comply with minimum content and format requirements, as outlined in Section 5.2 of the Exposure Draft. This includes:
 - the response must be written in English
 - all Selection Criteria must be addressed
 - an Indigenous Participation Plan must be included.

Employment Regions:

- Geographical boundaries are likely to be similar to those in the current jobactive model, however the department welcomes feedback on existing Employment Regions.
- Maps of each region are available in Attachment A1 of the Exposure Draft.

Coverage:

- Providers will not be required to deliver services across an entire Employment Region. Preference will be given to Respondents that offer services through flexible delivery models that are accessible and user centred.
- See Section 5.4 of the Exposure Draft for the department's requirements for coverage of Employment Regions, as well as conditionality and accessibility.

Evaluation criteria

- The department anticipates the following key areas of capability will be finalised for the RFP:
 - organisational capacity
 - tailored services
 - local knowledge and connections

Responses to the Organisational capacity will establish a Respondent's suitability to be appointed to the panel. Under the RFP only Respondents that demonstrate satisfactory capacity to meet the required quality, governance and cybersecurity standards will progress further in the evaluation process.

Responses to the remaining capability categories (Tailored Services and Local knowledge and Connections) will inform the value for money evaluation and allocation of licences under each sub-panel.

Section 5.5 of the Exposure Draft provides more information on the evaluation criteria.

Indigenous Procurement Policy

- Section 5.5.2 offers information on the department's considerations when evaluating past performance in relation to increasing Indigenous participation, and the Respondent's proposed Indigenous Participation Plan.

Referees

- All Respondents must provide names and contact details for 2 referees.
- The department reserves the right to contact any persons, including referees, to verify claims made in a response.
- See Section 5.5.3 for more information on referees.

It is important that Respondents ensure they are aware of the requirements for lodging their responses, including:

- The department uses the tool 360Pro to receive proposals and relevant documentation.
- Proposals will only be accepted via 360Pro.
- If there are any amendments to the RFP, the department will issue an addendum on 360Pro and AusTender.
- The department will only accept attachments that have been requested.
- Prior to the closing time and date, Respondents can make changes to their proposals.
- Only responses with a status of 'submitted' in 360Pro at the closing time and date will be considered by the department.

Chapter 9 of the Exposure Draft offers detailed information about Lodging a Response to Requests for Proposal.

Slide 29: Evaluation of Responses

Responses will be evaluated through a staged approach as outlined on this slide and in Chapter 6 of the Exposure Draft.

Stage 1: Responses will be downloaded and undergo checks, including that it includes all information and was received by the closing time and date.

Stage 2: Responses will be assessed, noting that the department will use all information available, including the responses to criteria and any available data and referee reports.

Stage 3: The department will determine the financial viability of Respondents, again using all information available to it, including the information provided by Respondents.

Stage 4: An overall value for money assessment to inform recommendations for national panel membership, and allocation of licences.

Stage 5: The department may enter into negotiations with one or more respondents, including detailed discussions with respondents with the goal of achieving the best value for money.

The Deputy Secretary—Employment and Workforce Group is the Delegate for this process and will make the final decisions. Any decision of the Delegate in relation to the outcome of the RFP process is final and not subject to review or appeal.

Slide 30: Financial viability and other checks

The department may perform security, probity and financial investigations as it determines necessary in relation to any Respondent, its employees, officers, partners, associates, subcontractors or related entities.

Respondents must satisfy the department of their financial viability to meet the requirements of the RFP. Based on the information provided by tenderers, the department will assess:

- whether the Respondent may be considered financially viable to meet the requirements of the RFP
- whether there are any circumstances that may adversely affect the Respondent's ability (and its subcontractors' abilities where it has subcontracting arrangements) to meet its contractual obligations
- any risk exposure for the Government.

Respondents must also provide information to allow the department to undertake a credentials check on the organisation.

The department reserves the right to make any enquiries it considers appropriate to the evaluation of an organisation

Chapter 7 of the Exposure Draft includes detailed information on the financial viability and other checks the department will undertake.

Slide 31: Legal and other matters

Chapter 9 of the Exposure Draft offers comprehensive information on conditions and requirements for organisations that intend to submit a response to a Request for Proposal.

This includes a Respondents' responsibility when lodging the RFP, including that they should:

- read the entire RFP
- examine information which is obtainable by the making of reasonable inquiries relevant to the risks, contingencies and other circumstances having an effect on their response
- satisfy themselves as to the terms and conditions of the Draft Deed and their ability to comply
- make their own assessment and investigations
- take note of the closing date and time
- satisfy themselves their response is complete, accurate and provides the necessary information to be assessed
- keep a copy of their submitted response and attachments.

Potential Respondents should make themselves familiar with all legal and other matters outlined in Chapter 9 of the Exposure Draft, including the requirement to ensure compliance with all relevant laws and with government policy in preparing and lodging its response and taking part in the RFP process.

Slide 32: Consultation process and additional information

Additional information can be found at the websites listed on this slide.

Slide 33: Feedback

The department is keen to receive any feedback on this Exposure Draft to support the final development of the new model. Please send feedback via email to the email address on this slide, by the closing date and time specified in the Exposure Draft.

Please remember to register for the live Industry briefings coming on 22 June and 25 June 2021.