



**PARLIAMENT OF AUSTRALIA**

**House of Representatives Select Committee on  
Workforce Australia Employment Services**

---

## What do you think of Australia's employment services?

If you have personal experience of employment services, we want to hear from you!

Please make a submission by **28 February 2023**.

The Australian Parliament has appointed the Workforce Australia Committee to do a full, back-to-basics review of the employment services system.

The Committee especially wants to hear from:

- people who have used employment services to prepare for or find work now or in the past (for example, Workforce Australia, jobactive, Transition to Work or Work for the Dole); and
- employers who have tried to use employment services to recruit staff.

Below are some questions to help you focus your submission. You can answer these questions or you can simply tell the Committee about your experiences of employment services: what employment services should be doing; what worked and what didn't work for you; and what you wished you had available.

### Questions for consideration

- **What has been your experience with the employment services?**
- **What have you found helpful?**
- **What improvements could be made?**
- **What ideas do you have for different ways you could be supported?**
- **What goals should the government have for employment services?**
- **How can the government better help someone like you to secure a job?**
- **How might mutual obligations be changed? What should be the obligations for Government, for providers, and for jobseekers?**
- **Is there anything else you would like to share about your experiences with the income support system?**
- **Is there anything else you would like to share about your experiences with recruitment and workforce planning?**

## Making a submission

There are three ways you can provide a written submission to the inquiry.

Inquiry website: [www.aph.gov.au/Parliamentary\\_Business/Committees/House/Workforce\\_Australia\\_Employment\\_Services/WorkforceAustralia](http://www.aph.gov.au/Parliamentary_Business/Committees/House/Workforce_Australia_Employment_Services/WorkforceAustralia)

Email: [waes.reps@aph.gov.au](mailto:waes.reps@aph.gov.au)

Mail: Committee Secretary  
House of Representatives  
Select Committee on Workforce Australia Employment Services  
PO Box 6021  
Parliament House  
Canberra ACT 2600

There is no set format for submissions, and submissions do not need to be formal documents. Submissions in electronic format (word or .pdf) are preferred, but handwritten is fine too. If you hand write your submission, please make sure to write neatly using pen and white paper.

If possible, please do not include the name of any specific individual in your submission or include negative comments about a specific individual or organisation. This would make it more difficult to process your submission.

Your submission must be accepted by the Committee before it is published. While processing your submission, the Committee Secretariat may contact you to clarify things.

On your submission, please put your name, address, email and phone number. Having these details means that the Secretariat can contact you in relation to your submission. Your details will not be shared with any person except for the members of the Committee and Secretariat staff and will be removed from your submission before it is published.

Most submissions are published with the name of the person or organisation who provides it. If you would like your submission to be published without your name, please ask for it to be published as NAME WITHHELD.

If you do not want your submission or part of the submission to be published on the Committee's website or quoted in any reports, please write the word CONFIDENTIAL in big letters at the top of each page that should not be published. Confidential submissions are not published and are only shared with Committee members and secretariat staff.

If you would like to speak to the Committee at a public hearing, please tell us this when making your submission.

## Further information

For more information about the inquiry or about making a submission you can contact the Committee Secretariat:

Phone: [\(02\) 6277 2220](tel:(02)62772220)

Email: [waes.reps@aph.gov.au](mailto:waes.reps@aph.gov.au)